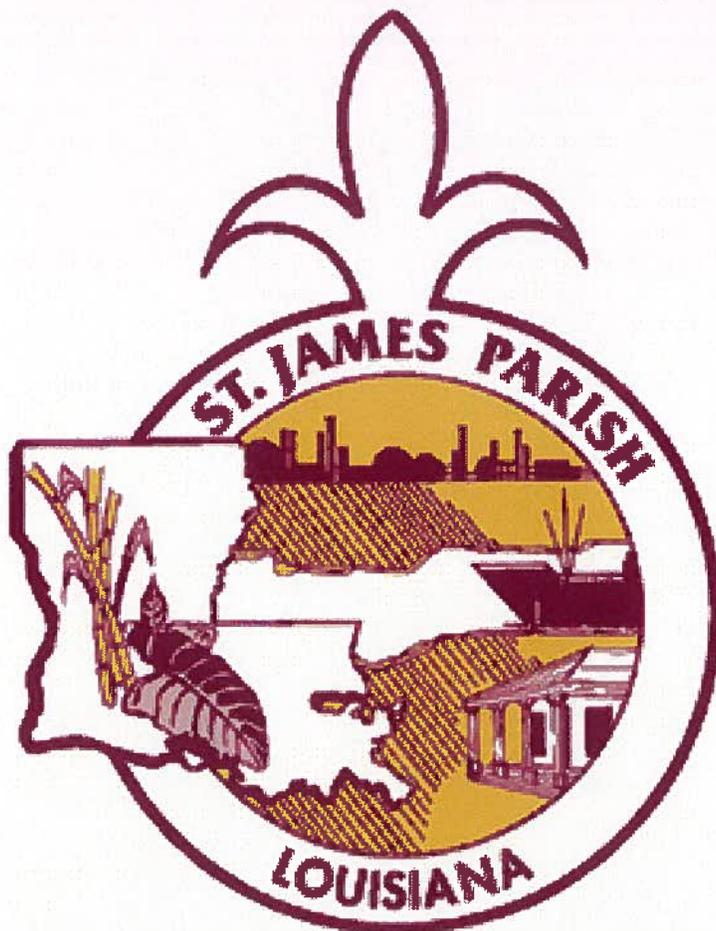


2015-  
2019

**FOUR-YEAR PLAN OF THE ST. JAMES PARISH  
AREA AGENCY ON AGING**

July 1, 2015 through June 30 2019

(Fiscal Year 2016-Fiscal Year 2019)



Prepared By:

St. James Parish Government

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## SUBMITTAL PAGE

- 4-Year Plan for July 1, 2015—June 30, 2019
- 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. James Parish AAA planning and service area. The St. James Parish Area Agency on Aging assumes full responsibility for implementation of this plan in accordance with requirements of the Older Americans Act (OAA) and Regulations; laws and rules of the State of Louisiana; and policies and procedures of the Governor's Office of Elderly Affairs.

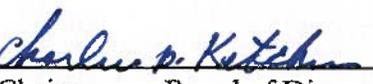
This plan includes all information, goals and Objective, and assurances required under the Governor's Office of Elderly Area Plan on Aging format, and it is, to the best of my knowledge, complete and correct.

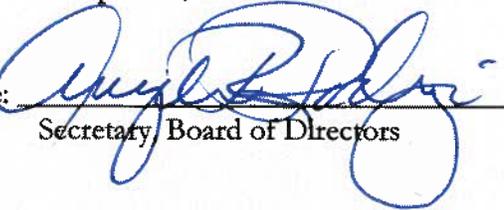
Signature:  Date: 10.31.2014  
Area Agency Director

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

Signature:  Date: 10-31-14  
Chairperson, Area Agency Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the Plan. We are satisfied that the plan is completed, correct, and appropriately developed for our planning and service area.

Signature:  Date: 10-31-14  
Chairperson, Board of Directors

Signature:  Date: 10/31/2014  
Secretary, Board of Directors

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## Section 1: Mission Statement

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The AAA adopts the mission of the St. James Parish Department of Human Resources to its purpose of serving seniors. Thus, the mission of the Area Agency on Aging is as follows:

Our mission is to empower older individuals and families to maintain self-sufficiency by providing resources and services to improve their quality of life.

The St. James Parish Area Agency on Aging (AAA), operating under St. James Parish Government, Department of Human Resources, serves as the single parish agency responsible for the administration of the federal Older Americans Act (OAA) funds. St. James AAA, under the auspices of local government, advocates, plans, coordinates, develops, and delivers a comprehensive system of services and programs for the elderly, as well as their caregivers and families. This plan is being developed as it is the role of the AAA to determine services priorities for St. James Parish's population ages 60 and older and to implement a four-year plan of action to the State Office of Elderly Affairs.

## Section 2: Description of the Planning & Services Area (PSA)

---

St. James Parish is home to an estimated population of 21,102 residents (American Community Survey) who live in a community that is divided by the mighty waters of the Mississippi River. The land area in square miles is 241.54 with 91.5 persons per square mile as of 2010. Rural in nature, the parish struggles to keep pace with providing economic opportunities. Of the percentage surveyed through the Needs Assessment Survey process, 74% were identified as being older individuals residing in rural areas; however, the total population for St. James Parish is 72.3% Urban and 27.7% rural. The elderly population is 35% rural and 100% non-urban. The Basic services such as transportation, health care, banking, and communication exist, but at a minimum. However, being a rural parish, allows the agency to deliver services in a more personal approach. There are over 3,645 residents over the age of 60 in St. James Parish (American Community Survey).

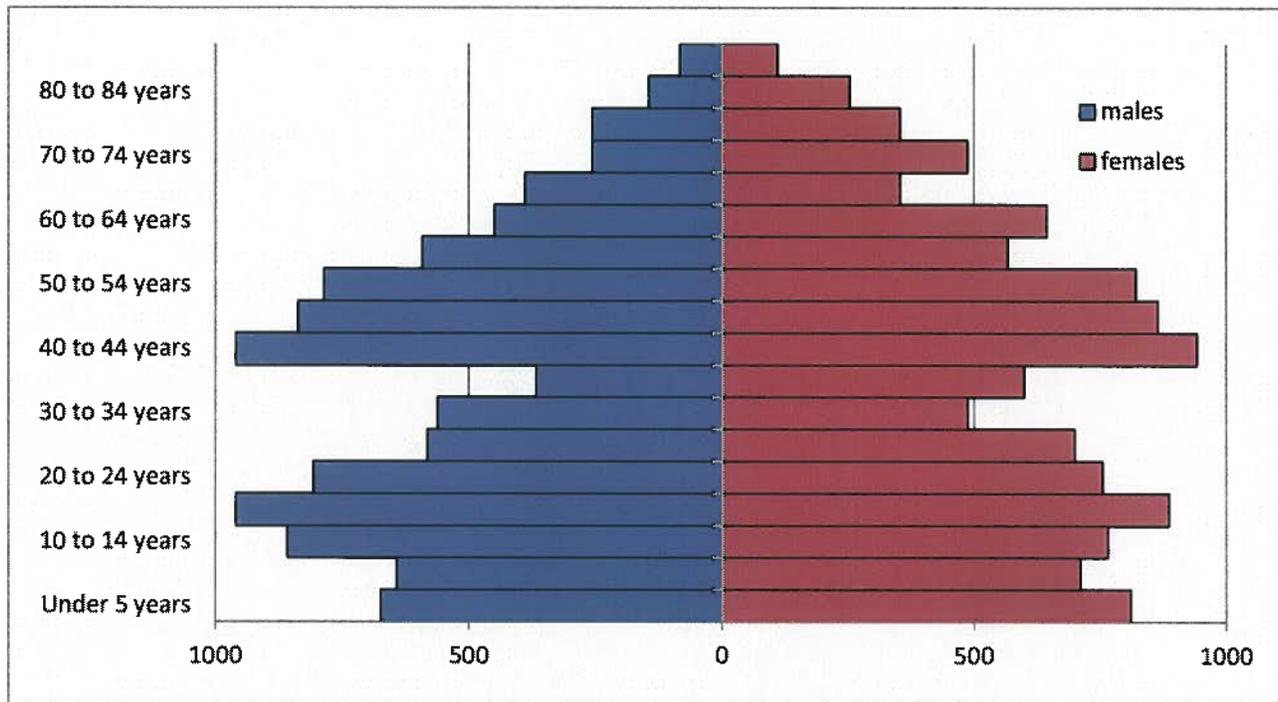
While St. James AAA strives to provide continuous services for seniors, it is not without its challenges. Currently the greatest hindrance is the lack of systematic procedures for enhanced networking and communication. Coordination of services occurs as needed and as initiated by AAA administration. There is no widely recognized and shared method of communication and data sharing with partners. St. James AAA continues to seek solutions to address this challenge through the use of organized coalitions and committees, representation on partnering organization boards, emerging technology, shared software, etc.

### *Area Profile*

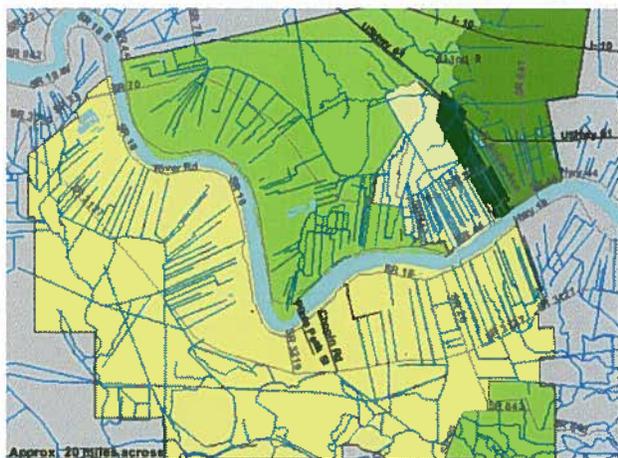
The following population pyramid is based on the 2008-2012 American Community Survey for St. James Parish. The population is shown in decreasing five-year age starting with 85+ at the top and ending with below 5 at the bottom. The bell shape is typical of late stage 4 industrial

societies. It indicates a declining birth rate and a growing aging population. The aging population puts additional burden on a shrinking work force.

## St. James Parish Age Pyramid

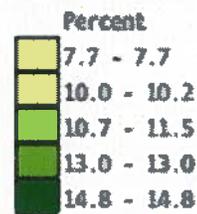


Data from the 2010 Census is presented in a map showing each of the seven districts in the parish shaded according to the percentage of the population that is 64 and older. The districts that are more densely populated have the highest percentage of elderly residents; the highest being nearly

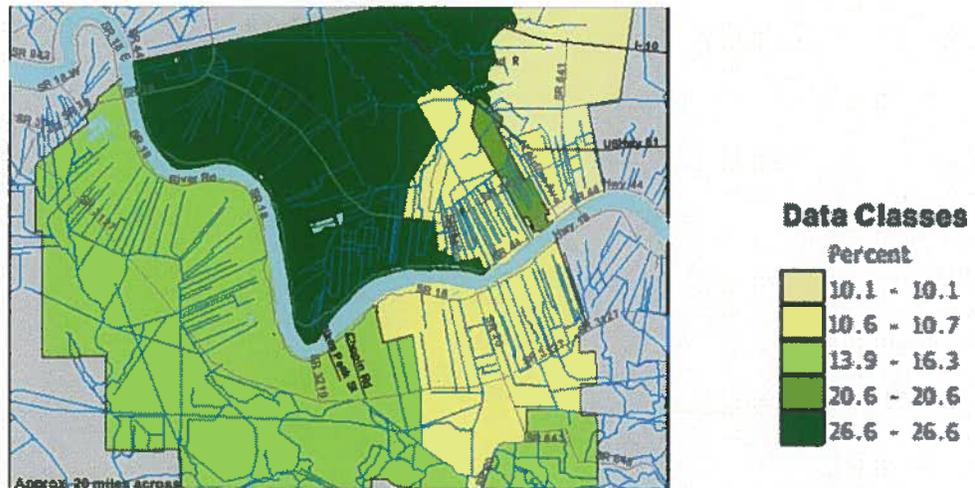


15% in the Lutch area. The more sparsely populated rural areas have lower percentages of elderly residents; the lowest being a little over 7%.

### Data Classes



The percentage of seniors living below the poverty level in the 2010 Census was also low compared to some parishes in Louisiana, approximately 12.8%. However, a breakdown by district shows that in some communities within the parish the rates are relatively high. For instance, in the mostly rural fourth district, 26.6% of seniors live in poverty. The same high rates of poverty also strike more populated areas as well, with the incorporated Town of Lusher coming in second with a rate of nearly 21%.



St. James Parish is divided nearly equally between White and Black residents (48% and 50.6% respectively). However, 81% of individuals living in poverty are African-American. Of the percentage surveyed through the Needs Assessment Survey process, 60% was identified as being low-income minority older individuals.

The 2010 Census also shows that compared to the rest of the state; St. James Parish has a relatively low percentage of seniors with disabilities (between 33% and 38.7%).

	TOTAL
Population 65 and older	2293
With one type of disability	19.5%
Sensory Disability	14.9%

Physical Disability	30.6%
Mental Disability	14.9%
Self-Care Disability	26.8%
Go outside the home disability	11.9%
With two or more disabilities	27.3%
Includes self-care disability	14.7%
Does not include self-care disability	12.5%

The population 65 and older has the lowest educational attainment of all age groups in St. James Parish. Roughly 70.1% have a high school diploma or equivalent and only 8% have a bachelor's degree or more. These statistics come from the 2008-2012 American Community Survey. Overall, there has been an increase in highly educated seniors than in the past. Of those 45-64 years old in 2012, nearly 84.4% have a high school diploma (higher than the rate for 25-34 year olds) and 8.6% have college degrees.

While the perception is that most seniors are retired or not in the work force, statistics prove that many seniors are still in the workforce. In St. James Parish 16.5% of residents aged 65-74 years old are in the labor force. And nearly 7% of seniors 75 years old and older are either working or looking for work.

### *Focal Points*

A community is defined as a social group of any size whose members reside in a specific locality, share government, and often have a common cultural and historical heritage. However, for the purposes of the locations of the focal points in our PSA, community takes on another meaning. In St. James Parish, a river divides the residents by east bank and west bank. Because of this, the

designation of focal points had to be strategically placed. To services both sides adequately, two focal points were place on each side of the river. To ensure that the agency addressed the needs of the areas within the community, each focal point was customized to fit the cultural and historical heritage of each area. Listed below are the four focal points in the PSA:

	Community Served	Name and address of Focal Point	Services Provided	Services Coordinated with other Agencies
1.	St. James, Welcome, Jamestown, Burton Lane, Baytree	Welcome Senior Center 7140 Park St. St. James, LA 70086	Congregate meals Homebound meals Information and Assistance Legal Assistant Outreach Medical Alert Medication Management Public Ed. Recreation Telephoning Visiting Wellness Caregiver	Legal Services Medication Management Public Ed. Wellness Caregiver Birthday Parties Thanksgiving Dinners Senior Olympics Carnival Social Crime Expo Community Meeting Entergy Assistance Home Repair Basic Computer Skills Literacy Continuing Ed.
2.	Vacherie, South Vacherie	Vacherie Senior Center 29166 Health Unit St. Vacherie, LA 70090	Congregate meals Homebound meals Information and Assistance Legal Assistant Outreach Medical Alert Medication Management Public Ed. Recreation Telephoning Visiting Wellness Caregiver	Legal Services Medication Management Public Ed. Wellness Caregiver Birthday Parties Thanksgiving Dinners Senior Olympics Carnival Social Crime Expo Community Meeting Entergy Assistance Home Repair Basic Computer Skills Literacy Continuing Ed.
3.	Lutcher, Gramercy, Paulina	2631 Louisiana Ave. Lutcher, LA 70071	Congregate meals Homebound meals Information and Assistance Legal Assistant Outreach Medical Alert Medication Management	Legal Services Medication Management Public Ed. Wellness Caregiver Birthday Parties Thanksgiving Dinners

			Public Ed. Recreation Telephoning Visiting Wellness Caregiver	Senior Olympics Carnival Social Crime Expo Community Meeting Energy Assistance Home Repair Basic Computer Skills Literacy Continuing Ed.
4.	Romeville, Hester, Convent	Romeville Senior Center 8188 Romeville St. Convent, LA 70723	Congregate meals Homebound meals Information and Assistance Legal Assistant Outreach Medical Alert Medication Management Public Ed. Recreation Telephoning Visiting Wellness Caregiver	Legal Services Medication Management Public Ed. Wellness Caregiver Birthday Parties Thanksgiving Dinners Senior Olympics Carnival Social Crime Expo Community Meeting Energy Assistance Home Repair Basic Computer Skills Literacy Continuing Ed.

### *Description of Priority Groups*

The St. James Area Agency on Aging utilizes four statistical planning units, naming them as Welcome, Vacherie, Lutcher and Romeville. This planning configuration fits well with the way in which agencies have developed locally around primary rural areas, and the natural coordination which occurs among agencies that operate in close proximity to one another. Changes in population from 2000-2010 by city within the four planning units has had a slight increase of 825; however, there has been a decrease in the aging population. Overall, St. James Parish has experienced a 10% decrease in 60+ populations since 2000. Current projections predict that St. James Parish will have a senior population of 5,280 by the year 2030 (louisiana.gov). If this projection is accurate, the next

15 years will bring a 7% increase in the senior population of St. James Parish, compared with the 10% decrease experienced over the last 15 years.

Many of the service needs indicated by the Needs Assessment are currently being provided by the AAA. In these cases (Emergency Call services, homebound meals, medical screening, etc.), the problem was identified as being one of a) availability, b) accessibility, and/or c) awareness. As a public agency which is charged with the responsibility of identifying senior issues and planning programs to address those issues, the St. James Parish Area Agency on Aging has an ongoing planning process that involves a variety of activities. They include:

- An annual St. James AAA Advisory Council planning focus meetings. The purpose of the meeting is to review the Advisory Council's priorities and objectives for the coming year and to provide training and education.
- The established priorities will then specific action plans or project implementation will be set.
- St. James AAA representatives serve on a variety of interagency committees, task forces, and other groups that provide input on senior needs and work together to avoid duplication of efforts.
- St. James AAA representatives participate in needs assessments, surveys, focus groups, public hearings, etc., in order to obtain and provide input on the needs of seniors and adults with disabilities.
- St. James AAA representatives work with state and national legislators and their staff to provide input and advocacy regarding the needs of St. James Parish seniors and adults with disabilities.
- St. James AAA representatives work with local media to provide reports and statistics on the local needs and issues important to seniors, adults with disabilities, and their families.

## *Needs Assessment*

The St. James and the Advisory Council use the Older Americans Act designation of special populations as a guideline for distribution of funding for services and advocacy efforts. They are as follows:

- low-income, minority, older individuals
- older individuals with income at or below poverty level
- older individuals with greatest social need
- frail, older individuals and their caregivers
- older individuals residing in rural areas.

The St. James AAA and the St. James AAA Advisory Council continue to make the targeting of special populations a high priority. The agency uses the Older Americans Act designations of special populations, with particular focus on the following:

- low-income individuals
- minority populations
- individuals with highest social need
- disabled populations.

Individuals in these designations are of special importance when planning service areas and advocacy efforts.

The Older Americans Act Amendment of 2006 identified the following populations that the Area Agency on Aging will focus on in outreach efforts to inform of the availability of services:

- Older individuals residing in rural areas;
- Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

- Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- Older individuals with severe disabilities;
- Older individuals with limited English proficiency;
- Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals);
- Older individuals at risk for institutional placement.

### Section 3: Description of the Area Agency on Aging (AAA)

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As the voice of the older individuals in the PSA, our agency intends to initiate collaborations with local agencies, local business and providers to address issues concerning the aging population. The community-based system of services that have been set up through these collaborations serve to promote independence by empowering the older individuals to remain in their homes longer. Also, this system protects them by providing legal representation and information on fraud, elder abuse, neglect and financial exploitation. And, finally, it preserves the quality of life for seniors and caregivers through wellness programs, support groups, and nutrition programs, etc.

Coordination of services is essential to the success of St. James AAA. The agency ensures seniors are kept abreast of coordination of resources through newsletters, public hearings, board meetings, educational settings, social gatherings, and the most recent implementation of web based services such as Facebook. These services are generally provided through informal and formal agreements with other service providers and contractors.

The informal coordination agreements have been in place since the early 1960's offering greater flexibility in providing services. The longevity and flexibility are two key strengths in the success of this type of partnership. All involved agencies are able to work together to ensure services are provided without having "bureaucracy" slowing down the pace.

The formal coordination agreements also are assets to the development of services. With the involvement of new agencies providing services to the growing senior population, establishment of memorandums of understanding reduces duplication of services, clarifies partner's role and responsibilities, and ensures greater accountability of agencies.

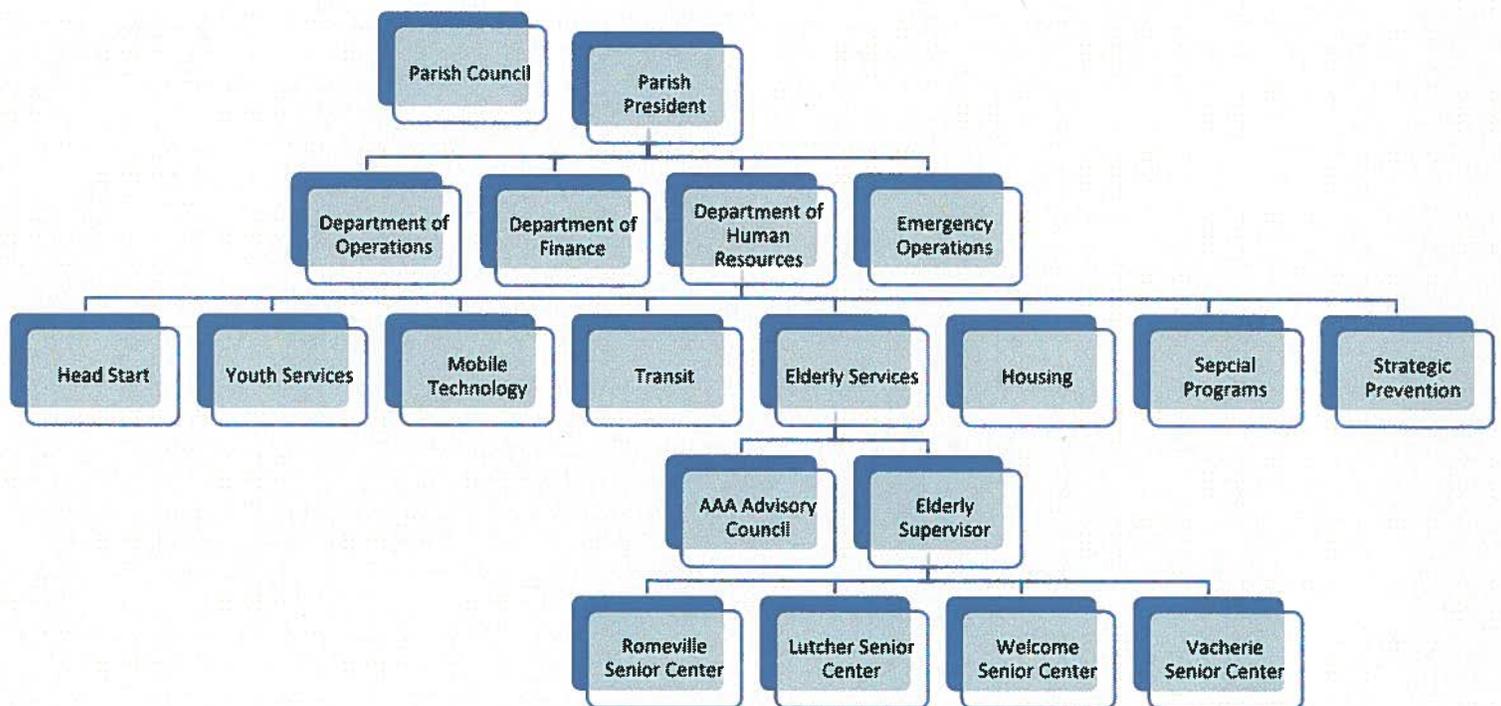
The AAA demonstrates its leadership responsibilities through planned actions designed to engage community members and service providers in fulfilling the goals and objectives of the agency's Four Year Area Plan. St. James AAA's local caregiver support program shows that the most requested services are respite and emotional support, which includes case management and caregiver support groups. Additionally, the AAA partners with the Aging and Disability Resource Center for our PSA to connect persons with disabilities and their caregivers to resources to access free and low cost prescriptions and solve complex Medicare and health insurance issues.

Planning and advocating for services for seniors, adults with disabilities, and their caregivers is the work of the St. James Area Agency on Aging. Undoubtedly, budgetary constraints and the increase in the senior population will challenge these efforts. However, the St. James AAA is fortunate to work with an advisory council and service providers within the community that are committed to providing senior services in the most effective manner. Staff will also continue to investigate new partnerships and innovative approaches to address the growing needs of these populations.

St. James Parish Government operates under the direction of a seven-member Council of elected officials (one per district) and an elected Parish President. The Department of Human Resources is one of four branches of local government. It was authorized to provide all social services under the Home Rule Charter. The Department of Human Resources (DHR) oversees the operation of several programs: Planning, Special Programs, Housing, Youth, Head Start, Mobile Technology, Substance Abuse Prevention, Transportation, and the Area Agency on Aging. Having several programs under one umbrella creates a unique structure where interagency and community partnerships are developed to effectively and efficiently respond to the needs of the community. The Department of Human Resources (DHR) targets all residents; however, St. James Parish Area

Agency on Aging (AAA) was established to provide an array of services targeting persons age 60 and older that are eligible to participate in OAA programs.

The AAA works collaboratively with other programs within DHR and builds partnerships with other service providers to identify and respond to any unmet need of elderly residents. The following diagram details the unique structure of the AAA under St. James Parish Government:



The Parish Council (located at the top) is the governing body for parish government. The Parish President is the elected official charged with executing the decisions of the Parish Council. The government consists of four departments (horizontally listed below). The Department of Human Resources is divided into 8 social service “programs.” These “programs” are listed horizontally across the page with a line of authority connecting them to DHR. Elderly services house the AAA.

The AAA Advisory Council and Elderly Supervisor (AAA Director) supervise all activities, with the four senior centers acting as focal points for the community.

## Section 4: Planning Process/Establishing Priorities

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The St. James AAA took several steps in the planning process for this four-year Area Plan. Administrative staff and Council members did a thorough review of the prior 2011-2015 Area Plan as well as three subsequent Annual Area Plan Update reports.

In an effort to begin establishing priorities and to understand what had changed or shifted in recent years, the next step taken was to draft, refine and conduct a “Needs Assessment Survey” to be completed primarily by seniors, family caregivers, and residents with disabilities. The process in developing the questions, distribution and collection of completed surveys was intentional and led to many enlightening discussions through committee. One important element in the planning process was achieving an understanding of barriers to service delivery from the perspective of service providers. Our goal is to identify issues and trends that impact delivery of services.

The results of the Needs Assessment Survey were analyzed by staff and presented to the AAA Advisory Council for further review and discussion at the regularly scheduled meetings. In the meetings, questions and discussions led to additional research opportunities followed up by staff. One important step to gain information and input from the general public was through public hearings held on August 26, 2014 and August 27, 2014. Outreach notices were posted ahead of time at each location; announcement flyers were distributed both electronically and physically in a variety of ways; and, a press release was sent to each local newspaper. However, hearings were not well attended. A Draft of this plan was completed and distributed in August 2014 for review by Council Members, service providers and the public. Additional discussions took place and review of input at the final public hearing held on August 27, 2014 was incorporated. The Area Plan was approved by the AAA Advisory Council on August 27, 2014. The final step in the local planning process was to present the Area Plan to the St. James Parish Council, our governing board.

The area plan serves as a management tool that guides the network that has been set up to utilize OAA funding. This Area Plan serves as both planning tool and evaluation instrument as it relates to programs and services for the elderly in St. James Parish.; essentially it is the heartbeat of St. James AAA.

## Section 5: Methods Used to Determine Service Needs

During the Needs Assessment process, the AAA focused on disseminating surveys to seniors who are currently being served at the senior centers or via home-delivered meals. Input from persons who are not being served was solicited from Head Start parents, the parish website, via emails, and on the parish's Facebook page. These methods were publicized through public meetings, circulars, mass emails, and newspaper articles and posted at each senior and on the parish website. The general public, public officials, family caregivers, service providers, and family caregivers were encouraged to submit comments/suggestions on the needs of the elderly population. Once the surveys were returned, the categories were tallied using the tool provided. This tool gave an in-depth assessment of what persons in the community see as the greatest needs of older people and those who care for them. Methods of determining priorities were developed in cooperation with the AAA governing and advisory boards, the COA board, and local service providers, business community, and staff of the AAA.

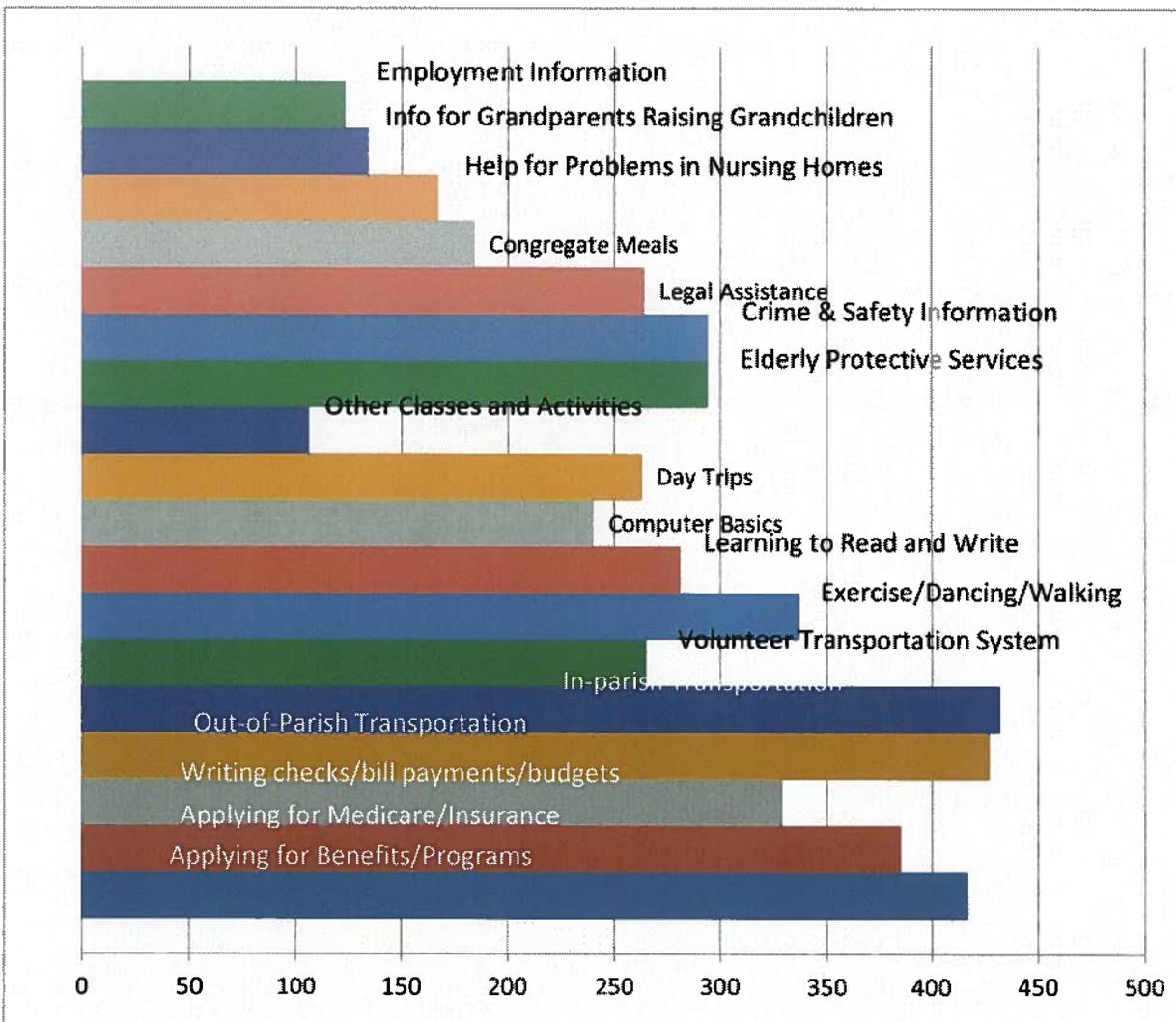
Key findings from the service providers revealed the following critical issues:

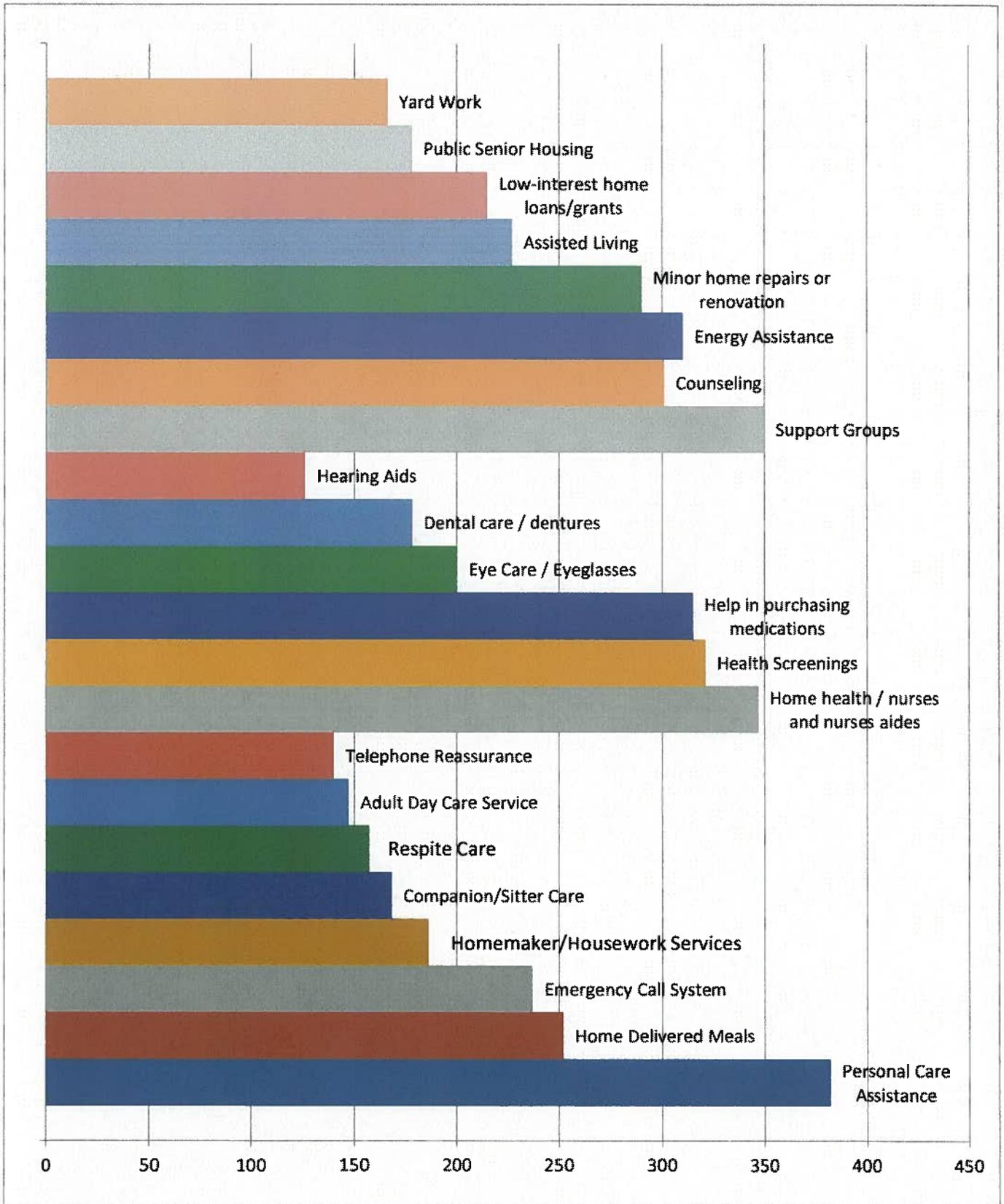
1. The importance of leadership and establishment of partnerships for the planning, development and coordination of a system of long-term services and supports.
2. The importance of engaging with consumers for identifying service needs, issues, and priorities.
3. The importance of establishing effective and efficient channels of communication between service providers, system planners, and funders.
4. The importance of partnering with allied systems of care and support (health, financial, legal, and education).
5. The need to develop new strategies (structures) for improving consumer access to services.
6. Daily pressures to meet increasing service requests in a down economy and funding reductions.

These critical issues were incorporated into the area plan to address the needs of the community.

### *Summary of the Needs Assessment*

The AAA also distributed Agency Surveys to local partners, social service providers, medical providers, and legal and financial service providers. Surveys were emailed or personally delivered. Despite the low return rate, informal interviews with local providers while delivering surveys proved to be extremely valuable. The results of the general public survey are as follows





Numbers 0-450 represent weighted rating scale based on survey. Higher priority items are represented by larger numbers.

### *Waiting List*

The AAA program is under the direction of the Department of Human Resources, which oversees several programs. These programs are often supplemented by mileages, local funds, and additional grants. Because of this, the agency is able to assist more clients, thus keeping the waiting list for services to a minimum. Currently, the agency does not have a waiting list for any of our services.

### *Service Needs*

The number of persons from 2014-2025 that will have Alzheimer's disease and related dementia is 81,000 in Louisiana. Unpaid caregivers for persons with these diseases during 2013 was 228,000 in Louisiana; this will have a great impact on the PSA. Just as in general population, older adults present with diverse needs, orientation abilities and disabilities. Depression is also a reality in the elderly population. Adequate planning and preparation to assist the special needs population their illness, and disabilities must be put in place. The AAA is working closely with the local medical facilities, local Emergency Preparedness, and local aging network providers to further implement services to effectively address the needs of older persons and persons with disabilities.

Although the poverty rate is relatively low among seniors in St. James Parish, the agency plans to address the unmet needs of the group by linking those individuals up with affordable housing that is specifically developed for persons, with low income and/or disabilities by making the

necessary referrals whether it be interagency or other agencies in the PSA. The goal is to assist these individuals in attaining self-sufficiency in order to live healthier and meaningful lives.

Medical and mental health issues are a major concern for older adults, adults with disabilities and their caregivers. The services are available for this group, but sometimes they are not accessible and the cost is out of reach. The AAA will spend time and effort working on ways to address these needs for seniors within the PSA.

The responses from both surveys, together with input from the community meetings, are indicative of unmet needs in the PSA. Each survey item was evaluated based on the availability, accessibility, and awareness of existing services, the responses from the local service providers also helped to identify adequate resources of public and provide entities. The adequacy of resources was discussed at community meetings and the public hearing. A management team consisting of the AAA Director and Planning staff further evaluated the adequacy of resources both public and private by researching public information such as location and hours and calling providers for costs and availability. The results in the chart on page 16 are presented in the order in which they are ranked on the survey. The top three under each subheading are detailed below. Many of the services identified as a need are currently available through the AAA or partner agencies within the PSA. In some cases, the services were not widely known or well publicized. In other cases, available services are not enough to meet the demand or the services are not accessible to all seniors.

#### In-Home and Community Services

- Personal Care Assistance

Personal Care Assistance continues to rank high as a need based on recent survey results. While there are agencies and private sitters within the parish who provide these services, they lack

stability. History has shown these types of businesses do not stay in operation very long, or they relocate frequently. Family members are often hesitant to provide these services because of personal modesty or the lack of training. Assistive devices that are available to help with tasks are often costly.

- Home Delivered Meals

As indicated by the 2010 Census previously, there are 230 seniors within the PSA indicating a disability that kept them homebound. AAA ensured that home delivered meals were provided to over 200 seniors within the PSA, servicing 87% of homebound population. Efforts are underway to increase that figure to 100% ensuring all home bound seniors receive at least 1 hot nutritional meal five days per week. This issue is being addressed within the current Area Plan.

- Emergency Call System

Emergency call systems ranked as the third highest need in In-home and Community Services. Currently, the AAA partners with Acadian Ambulance to provide OnCall services to seniors at a discounted rate (\$22 per month). The AAA provides these services at no cost to 4 families per year. While the service is available to any senior who needs it, the costs have proven to be burdensome for many. Discussions at community meetings centered around additional emergency notification systems that may or may not work for seniors including colored lights outside the home to indicate the need for emergency services, stickers on windows for first responders, etc. This item was used to refer to a need for emergency warning systems. This service is currently provided via parish-wide outdoor siren system, emergency broadcast interruption, and text notification to cell phones. The parish's Public Information Officer ensures that emergency information is shared with the public via traditional and social media. The AAA increases telephone

reassurance contact with frail seniors during these times. As in the past, the weakness is awareness of services and helping seniors feel safe.

### Health Care

- Home health/nurses aides

Once again home health and nurse aides tops the list for health care needs. While these services are available from providers within and outside the PSA for residents of St. James Parish, they are not always accessible to seniors because of the cost, denial by insurance carriers, or stringent eligibility guidelines.

- Medical Screenings

The second highest ranked health care need is medical screenings for seniors. The AAA provides a variety of free health screenings to seniors both at senior centers and during the annual Health Fair and Picnic. The local hospital also offers free mammograms annually and the parish provides transportation to free cancer screening services nearby. Despite the availability and accessibility of these services, many seniors are not taking advantage. In order to increase the number of seniors who receive valuable medical screenings, the AAA will continue to make them available and accessible but also provide education and awareness of the services and their importance.

- Information on health issues/medications

Information on health issues and new medications ranked the third highest health care need. Currently, attendees at the senior centers receive health, wellness, and nutrition educational seminars by AAA partnering agencies *at least* monthly. Information is posted at senior centers, sent home to homebound clients, and included in the quarterly newsletter as well. There is an abundance of information available at the annual Health Fair as well. Diabetes Self-Management and Medication

Management workshops are held regularly as well. The information is readily available and accessible to seniors. The issue of awareness plagues many of the services provided by the Parish Government despite the use of media, letter, etc.

## Housing

- Minor Home Repairs

The needs assessment shows that seniors in St. James Parish need help with minor home repairs and renovations. While there are services available within the community, seniors have found that many carpenters and laborers are not willing to accept small jobs. For others, the cost is an issue. The parish does have programs which provide home renovations and larger repairs to seniors at no cost, but the demand greatly outweighs the supply. Awareness of services available outside the scope of the parish is limited as well. The AAA will address this issue in several ways in its Action Plan.

- Energy Bills

The second highest housing need for seniors is help with expensive energy bills. The parish provides services to help reduce the costs of energy bills through its weatherization program as well as several programs to help pay high energy bills. However, the parish is only able to serve a limited number of families through weatherization and pay energy bills twice annually. In order to meet this need, the AAA would need to take an active role in increasing the number services available to seniors.

## Financial

According to the needs assessment, seniors also requested assistance with applying for benefits and programs, completing Medicare/ insurance forms, writing checks, paying bills, and budgeting. Currently, the AAA provides seniors with access to Financial Literacy training and Homemakers, who help seniors with tasks such as writing checks and paying bills. However, Homemaker services are only available to a small number of homebound seniors. Financial literacy trainings are generally poorly-attended. Local financial institutions (many are small town banks and credit unions) have noted that they try to help seniors with their banking needs and with writing checks but they cannot give the kind of detailed, time-consuming help that many seniors need. Seniors who attend the senior centers can request help from staff. The AAA will spend time and effort working on ways to address this need for seniors within the PSA.

### Transportation

The needs assessment indicated that need transportation both within and outside the parish is needed. This need is being addressed as these services are readily available through St. James Parish Transit. Transit operates within St. James and to Lafourcbe and Ascension with connections to St. John, St. Charles, and Jefferson parishes via the River Parish Transit Authority. Transportation is available Monday through Friday from 5:30am to 9:30pm by demand/response for a cost of \$.50 per one way trip and \$2 for out-of-parish trips. In the past, weekend service was not used enough to support the cost of operating the service. In addition, courses such as the AARP 55Alive driving safety course are made available to seniors. This is the preferred method of travel for most rural seniors and the AAA will make efforts to keep seniors driving safely.

### Education and Recreation

- Basic Computer Skills

Survey respondents felt that there was a need within the PSA for seniors to learn basic computer skills. The parish provides basic computer skills courses to seniors throughout the year at each of the four senior centers. Seniors are taught computer basics, how to navigate the internet, and how to use email and social network sites for communications. The services are free of charge and have the capacity to serve hundreds of seniors. Seniors may not have access to computers regularly to use their newfound skills. Public computers are available at the library during regular working hours.

- Literacy

The needs assessment identified a need for seniors to learn to read and write. While low educational attainment for this population is well documented, there are few statistics which highlight literacy issues for seniors within the PSA. The issue was discussed at community meetings where one attendee noted, “You would be surprised at how many seniors cannot read or write. And you would be surprised at how many want to learn.” Currently, there are adult education programs available within the PSA to help adults earn GEDs. However, these programs do not teach basic literacy. This service is not widely available.

- Exercising, Dancing, Walking

Respondents also felt there was a need to encourage and support seniors interested in exercise, dancing, and walking. Currently, senior centers offer access to exercise classes as well as a dance team for seniors. The centers are equipped with some fitness equipment such as treadmills, bicycles, and Wii Fits. The parish-run fitness center is free for seniors on Mondays and Wednesdays. There is an Anytime Fitness center which offers small discounts for seniors 65 and older to use treadmills, weight lifting, and other equipment. There is also a Curves fitness center which offers low-impact circuit training which is good for seniors. For these fitness centers, however, the cost is

still somewhat a factor for many seniors and requires complicated contracts. The availability and accessibility of these services are somewhat limited. Since the last Area Plan, the AAA has expanded exercise, walking, and dancing opportunities for seniors within the senior centers.

### Other Services

Finally, seniors note the need for legal representation/ services to prevent crimes against seniors such as fraud, elder abuse, neglect, and financial exploitation. Legal representation is available through Southeast Legal Service; however, many note that there is a long wait for these services. There are a number of local lawyers who do not advertise pro-bono work or discounts for seniors; however, they admit that they would not turn seniors away based on ability to pay. Many local businesses and financial institutions indicated that they see many seniors who are being financially exploited or stolen from by family members. Because there was a gap in this service, the AAA has entered a partnership with the parish Sheriff's Office to have access to information and assistance on subjects such as fraud, elder abuse, neglect and financial exploration from an officer dedicated to working with seniors. The Sherriff's Office has also implemented an annual Crime Expo to make these services widely available, accessible, and well-known. The AAA will continue to work with the Sherriff's Office to strengthen these services over the next four years.

The following is a complete chart listing issues identified in the surveys. An “X” indicates whether services in that category are available, accessible, and widely known.

	Availability	Accessibility	Awareness
<b>In Home and Community Services</b>			
Personal Care Assistance (bathing, dressing, eating, taking medicine, etc.)			
Home Delivered Meals	X	X	X
Emergency Call System (Lifeline)	X		
Homemaker/Housework Services		X	X
Companion/Sitter Care	X		X
Adult Day Care Service (all day supervision in a group setting)			X
Respite Care (personal care services provided to individuals to give caregivers a break)			X
Telephone reassurance (regular calls to frail persons)	X	X	
<b>Health Care</b>			
Home health / nurses and nurses aides	X		
Health Screenings (blood pressure, diabetes, foot care, etc.)	X	X	
Help in purchasing medications	X		
Eye care / eyeglasses	X	X	
Dental care / dentures	X		
Hearing Aids	X		
<b>Other Health Issues</b>			
Information on health issues and new medications	X	X	
Support groups for issues such as grief and loss, or caregiving.	X		
Counseling (depression, coping)	X		
Help/support for alcohol/ medication, smoking, or gambling, etc.	X		
<b>Housing</b>			
Energy assistance		X	X
Minor home repairs or renovation		X	X
Assisted living facilities.			X
Low-interest loans or grants to renovate or purchase homes.	X	X	

Public senior housing	X	X	
Yard work			
Rental subsidy.		X	
<b>Financial</b>			
Assistance with applying benefits and programs.	X	X	
Assistance with completing Medicare and insurance forms.	X	X	
Assistance with writing checks, bill payments, and budgeting.	X	X	
<b>Transportation</b>			
Transportation for medical appointments, visiting, shopping, etc.	X	X	
Transportation to specialists/treatment centers outside the parish.	X	X	
Setting up a volunteer transportation network.	X	X	
<b>Education and Recreation</b>			
Exercise, dancing, and walking groups or classes.	X	X	
Learning to read and write.		X	
Learning computer basics.	X	X	
Day trips to museums, historical sites, etc.	X	X	X
Other classes or activities.	X	X	X
<b>Other Services</b>			
Elder abuse, neglect, and financial exploitation protection services.	X	X	
Crime issues, scams, fraud, personal safety, and safety education.	X	X	
Legal assistance and representation (wills, power of attorney, etc.)	X		
Congregate meals at a senior center.	X	X	X
Help with problems in nursing homes.	X	X	
Information and services for grandparents raising grandchildren.	X	X	
Employment information.	X	X	

The poverty rate is relatively low among seniors in St. James Parish, at 12.8%. The elderly population is 35% rural and 100% non-urban. An estimated 33% of residents 60 and older have a disability that inhibits them from leaving their homes. These are the vulnerable seniors that the St. James AAA will strive to serve over the next four years.

## *Service to Most-in-Need*

The vulnerable and most-in-need individuals in the PSA are the agency's top priority. As identified in the Needs Assessment Survey, In-Home and Community Services, Health Care, and Housing concerns are the top three needs in the PSA. The agency will continue to work with other agencies to strengthen these services over the next four years.

## *Needs Identified/Resources*

Partnering programs coordinate to provide transportation, a senior health fair, basic computer skills classes, homemaker services, utility assistance, housing counseling and housing assistance, health screenings, legal assistance, GED preparation courses, free mammograms, medication management, elderly protective services, volunteer opportunities, free income tax preparation, Head Start, assisted evacuations, and more.

Within the PSA there are home-health care agencies, programs for seniors at local financial institutions, health care services (including dialysis), social services, and more. Seniors must travel outside of the PSA for medical specialists and assisted living facilities. The AAA assists seniors in reaching the services they need, even if they are outside of the PSA.

These services are an integral part of how St. James AAA coordinates services to achieve its major goal of enabling older residents to live dignified, independent and productive lives within a safe living environment. These services will be provided through an accessible, locally-based, comprehensive and coordinated continuum of preventative care and long-term care. Through the services it provides directly and/or indirectly, educational programs, intergenerational activities, and recreational activities, St. James AAA touches the lives of countless numbers of older residents and

their families. The agency's full impact is far greater than the numbers and measures contained in this document.

### *Service Gaps and Barriers*

Goals and objectives were outlined for the top three unmet needs in each service category. Objectives outline action steps that will lead to closing the gaps in service through the AAA or through utilizing partner agencies. In many cases, services are available, but seniors cannot access them or are unaware of the services. In only one case was services non-existent within the PSA (yard work). All of the issues were examined and will be addressed with attention focused on outreach to younger seniors (Baby Boomers) who wish to remain independent and active over the course of the next four years.

### *Budget Impact*

In all cases, care was taken not to negatively impact the AAA budget while planning for the future. However, the AAA recognizes that cost increases are inevitable as minimum wage increases, the costs for fuel and energy rise, the senior population swells, and the general cost of living grows. In some cases, steps to seek additional funding have been built into this plan. The AAA will make use of the parish's grant writing resources, seek donations from local businesses and donors, utilize in-kind, make use of the parish millage for services, and encourage seniors to organize fundraisers to generate revenue for projects.

## Section 6: Targeted Population

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Policies and procedures are in place to ensure that the needs of the targeted population are met. Policies include, but not limited to, hours of operation, staff requirements, hours of training, job duties, etc. To mirror the goals outlined by the Governor's Office of Elderly Affairs, the agency will provide the approve services and ensure that seniors and disabled persons and their families have access to all supportive services.

Targeted populations in the PSA include elderly persons: with the greatest economic and social need, at risk for institutional placement, with limited English proficiency, with cognitive disorders, residing in rural areas, minorities, Native Americans, and other vulnerable populations. These persons are identified through the Needs Assessment Surveys, data from other agencies in the PSA and referrals from other agencies within the PSA. The individuals in this group have low incomes, lack of education and reside rural areas with little opportunity for growth. The agency will continue to pool its resources to provide transportation, basic computer skills classes, utility assistance, housing counseling, health screenings, prescription assistance, and protective services.

Providing these services does not come without barriers, the agency is often faced with the "needs" in the PSA being greater than the funding sources. Also, those most-in-need often are not aware of services because they lack the skills needed to obtain the information about the services (i.e, reading the newspaper, using the computer, etc.)

## Section 7: Community Meetings

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A community meeting was held on August 13, 2014 at Lutchet Senior Center immediately after an Advisory Council Board Meeting. In attendance were seniors, staff, and other stakeholders. Attendees included minorities, low-income residents, and individuals residing in rural areas. Attendees were presented with the preliminary results of the Senior Needs Assessment (including the adequacy of resources and the system to meet the needs of seniors) and guided through a discussion of the results and the adequacy of resources and systems to meet those needs. The comments express by the group was in line with Needs Assessment.

Agenda for St. James Area Agency on Aging

Community Meeting

August 13, 2014

1. What is the Area Agency on Aging
2. What does the Area Agency on Aging Do
3. What is the Area Plan
  - a. Discuss Needs Assessment findings
  - b. Discuss Goals and Objectives
4. Adequacy of Resources

Community Meeting  
Sign In Sheet  
August 13, 2014

1. Bedar Wain
2. Ingrid B. Leslax
3. Amy Laurent -
4. Melba LeBlanc
5. Antny Boudry
6. Eva Coleman
7. Anna Lea Dup
8. HEM BRASS
9. Ruth Gaudin
10. Cynthia W. Inwood
11. Rose Strickland
12. Cheryl Cortez
13. Betty Baptiste
14. \_\_\_\_\_
15. \_\_\_\_\_

## Section 8: Results of Public Hearings

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Because the parish is divided by the Mississippi River, to accommodate participants, the AAA hosted a public hearing meeting on both sides of the river. On August 26, 2014, a public hearing was held at Welcome Senior Center, and on August 27, 2014, a public hearing was held at Lucher Senior Center. The dates were publicized in the local newspapers and the parish website.

The public hearings were to get the community's perspective on elderly services and to discuss the results of the community forum in preparation of the area plan. Participants expressed their views on existing and future services for the elderly population. Comments expressed were as follows:

- Acceptable insurance plans to medical facilities, doctors, etc,
- Continuance of the Diabetes Self-Management workshops,
- Reliable carpenters to perform minor repairs,
- Fitness options tailored to older people,

Agenda for St. James Area Agency on Aging

Public Hearing

August 26 & 27, 2014

1. What is the Area Agency on Aging
2. What does the Area Agency on Aging Do
3. What is the Area Plan
  - a. Discuss Needs Assessment findings
  - b. Discuss Goals and Objectives
4. Offer recommendations
5. Discuss recommendations





**DEPARTMENT OF HUMAN RESOURCES  
NOTICE OF PUBLIC HEARING**

**PUBLIC NOTICE**

St. James Parish Area Agency on Aging Program will hold a public hearing at 4:00 p.m., Tuesday, August 26, 2014 at Welcome Senior Center. The center is located at 7140 Park Street, St. James. The public is invited to attend the hearing to offer comments recommendations, and other input for the development of an Area Plan for programs to benefit elderly residents. The Area Plan is a grant application submitted by St. James Parish Area Agency on Aging to the Louisiana Governor's Office of Elderly Affairs in order to receive funds for elderly programs. Any interested citizen who has suggestions to assist in developing the plan should attend the meeting or offer suggestions in writing to St. James Parish Government, Area Agency on Aging, P. O. Box 87 Convent, Louisiana 70723 or phone 225-562-2372. St. James Parish is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities wishing to attend the meeting. Anyone requiring reasonable accommodation is requested to contact 225-562-8500 (TDD), 1-800-947-5277 (Voice) or 562-2372 (Disabled) to discuss the particular accommodation needed.

**PUB: 8/7 N.E.**

**DEPARTMENT OF HUMAN RESOURCES  
NOTICE OF PUBLIC HEARING**

**PUBLIC NOTICE**

St. James Parish Area Agency on Aging Program will hold a public hearing at 4:00 p.m., Wednesday, August 27, 2014 at Lutchier Senior Center. The center is located at 2631 Louisiana Avenue, Lutchier. The public is invited to attend the hearing to offer comments recommendations, and other input for the development of an Area Plan for programs to benefit elderly residents. The Area Plan is a grant application submitted by St. James Parish Area Agency on Aging to the Louisiana Governor's Office of Elderly Affairs in order to receive funds for elderly programs. Any interested citizen who has suggestions to assist in developing the plan should attend the meeting or offer suggestions in writing to St. James Parish Government, Area Agency on Aging, P. O. Box 87 Convent, Louisiana 70723 or phone 225-562-2372. St. James Parish is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities wishing to attend the meeting. Anyone requiring reasonable accommodation is requested to contact 225-562-8500 (TDD), 1-800-947-5277 (Voice) or 562-2372 (Disabled) to discuss the particular accommodation needed.

**PUB: 8/7 N.E.**

## Section 9: Identification of Priorities

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Methods for identifying the target populations include periodic needs assessments, review of census information, planning process, and establishment of program area priorities which focus on the targeted populations. In addition, the St. James AAA Advisory Council actively recruits representatives of special populations to serve as council members and conducts special projects through its subcommittees which are designed to reach out to underserved groups to make services more responsive and readily available.

The organization of the current system to meet the needs of seniors throughout the PSA consists of a loose network of affiliated agencies and informal collaborations with partners outside of the AAA contractors. The responses from the surveys and the forum fostered a more unified network of collaboration between the AAA and other local service providers. Thus far, the diligence of staff has allowed seniors in contact with the AAA to have access to a wider range of services through referrals and information available through the AAA. This has worked well in the past. However, as the parish grows and the demographics of seniors served by the AAA changes, the gaps in the network have the potential to widen, allowing seniors to fall through the cracks. The AAA plans to address this by strengthening collaborations and increasing networking efforts over the next four years.

The following goals and objectives have been outlined based on the results of the Needs Assessment, census data, and target groups. The adequacy of the current system of delivery and resources to meet the needs of older individuals was analyzed to determine which goals and objectives to include. Each of the goals listed below fits under one of the following five broad major goals:

1. To reach more seniors and to reach different seniors, especially younger more active seniors as well as low-income minority and frail seniors.
2. To provide new services for seniors within the PSA.
3. To work with partners to provide a seamless delivery of services to seniors.
4. To improve efficiency and accountability within the AAA and among partners.
5. To increase awareness of services available and avoid the duplication of services.

## Section 10: Area Plan Goals and Objectives

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### Goals and Objectives

#### Category: In-Home and Community Services

St. James AAA needs assessment process ranked personal care service as the highest in-home service need in our community. Individuals, agency personnel and focus groups identified the lack of this service as a barrier to keeping older adults living independently in their own homes. Within the PSA, there are now two Home Health Agencies and an adult Daycare that offer PCA services. Residents are still reporting a need for these services, thus AAA will make efforts to increase awareness and access to these services.

#### *Goal 1: Take action to connect seniors to Personal Care Assistant services throughout the PSA.*

- 1.1 Meet or conference call with PCA providers and other interested organizations to discuss availability and accessibility of services, availability of qualified attendants, affordability, etc and coordinate efforts to expand PCA availability.
- a) Actions: identify providers, get contact information, make contact, schedule meeting, set-up communication system.
  - b) Outcome: staff is more knowledgeable about resources and better able to help seniors; providers are more likely to consider needs of seniors.
  - c) Measure: informal survey of staff, providers, and seniors after meeting with providers and implementing coordination.

Completion Date: 12/31/2015

- 1.2 Create and maintain a listing of PCA services and sitters available, along with relevant information, and make available to seniors. Set up a system of referrals to local providers.
- a) Actions: gather information, create list, distribute to seniors, inform staff
  - b) Outcome: more efficient system for seniors so that AAA can help find resources
  - c) Measure: list of referrals made

Completion Date: 10/31/2015

- 1.3 Partner with other agencies to develop and implement a training plan for caregivers that include personal care issues.
- a) Actions: contact partners, identify trainer, gather materials, publicize training, schedule training, repeat as necessary
  - b) Outcome: family members are more comfortable providing personal care assistance to seniors, lessens needs for paid PCA services; different client group served
  - c) Measure: sign-in lists; survey

Completion Date: 8/30/2016

- 1.4 Research creative solutions to provide greater access to PCA services or decrease need such as discounts, grants, assistive devices, etc.
- a) Actions: identify assistive devices needed, contact vendors for discounted prices, provide information to seniors, identify grants to apply for, apply for grants,
  - b) Outcome: more services for seniors (either paid PCA services or assistive devices)
  - c) Measure: listing of vendors and prices, listing of grants applied for

Completion Date: 12/31/2016

St. James AAA needs assessment process ranked Home Delivered Meals as the second highest in-home service need in the community. While this service is essential to maintaining a nutritionally balanced meal, individuals, agency personnel and focus groups identified a need to expand existing services to include more meals for eligible homebound clients.

*Goal 2: Expand and improve the delivery of meals and services to homebound clients.*

- 2.1 Investigate alternative approaches to providing additional meals (weekends, more meals per day, etc) such as delivering frozen meals or partnering with another agency.
- a) Actions: research meal delivery options, contact with AAAs using different methods, contact vendors, complete cost benefit analysis,
  - b) Outcome: better service delivery, more efficient and cost effective services
  - c) Measure: record of contacts and information, cost analysis

Completion Date: 6/31/2016

St. James AAA offers discounts to seniors who offer to purchase emergency call systems through Acadian Ambulance's "On Call" Service. St. James Parish has an integrated emergency alert system that includes sirens, loud speaker announcements, text messaging, and television/radio broadcasts. Despite the availability of these services, many seniors feel the cost of the On Call system is prohibitive and they worry that they will not be able to hear or understand emergency directives.

*Goal 3: Improve access to emergency call systems and emergency alert systems.*

- 3.1 Help seniors understand emergency alert system and emergency preparedness procedures by handing out information and having emergency preparedness staff speak at senior centers.

- a) Action: contact emergency preparedness, schedule speakers, distribute information
- b) Outcome: increase awareness of services available
- c) Measure: sign-in logs

Completion Date: 9/31/2016

3.2 Assess the need to expand telephone reassurance activities. Continue to promote among staff the importance of utilizing telephone reassurance to seniors, especially frail seniors.

- a) Action: survey seniors regarding frequency of telephone reassurance, schedule staff for telephone reassurance,
- b) Outcome: improved efficiency and quality of services
- c) Measure: calls made, senior satisfaction survey

Completion Date: 12/31/2016

- a) Assess the usage of cell phones among seniors as a tool for emergency notification. Action: research info on cell phone emergency options for seniors, distribute info to seniors, assist seniors with cell phones to sign-up for emergency text notifications,
- b) Outcome: new service for seniors, more efficient emergency services
- c) Measure: amount of info distributed, number of seniors enrolled

Completion Date: 9/30/2015

## Category: Health Care

St. James AAA needs assessment process ranked home health / nurses and nurses' aides as the highest Health Care service need in our community. Although it is beyond the scope of the AAA to provide these services, the AAA may collaborate with other agencies to ensure that home health services are available and affordable for seniors.

*Goal 1: Continue to assist seniors in need to secure affordable home health care.*

- 1.1 Update a list of home health agencies and nurses and nurses aids available to residents along with costs and potential financial aid; distribute to seniors.
  - a) Action: Research info on providers, research financial aid, research insurance coverage, compile in one document, distribute to seniors
  - b) Outcome: new service for seniors
  - c) Measure: completed document

Completion Date: 12/31/2015

- 1.2 Continue to assist seniors with securing low-cost home health care covered by insurance, Medicaid, or Medicare.
  - a) Action: train staff to help seniors, increase MIPPA events,
  - b) Outcome: new service for seniors, serve more seniors
  - c) Measure: number of seniors assisted, MIPPA sign-in logs

Completion Date: 12/31/2015

St. James AAA needs assessment process ranked health screenings as the second highest Health Care service need in our community. Although some wellness screenings are provided within the senior centers and during the senior health fair and picnic, many seniors still miss out on many important health screenings.

*Goal 2: Assist seniors throughout the PSA in getting a variety of appropriate health screenings as recommended.*

- 2.1 Improve collaboration with local health providers and other agencies to provide wellness education to seniors and caregivers throughout the PSA both in the senior centers and during the senior health fair.
  - a) Action: schedule frequent informational sessions, invite new providers to participate, invite new topics to present
  - b) Outcome: serve more/different seniors, more stable delivery of services
  - c) Measure: number of partners presenting, sign-in sheets

Completion Date: 12/31/2015

- 2.2 Research efforts to provide additional health screenings to elderly residents such as coordinating transportation, inviting new partners to senior health fair, etc.
  - a) Action: Contact providers to gather info on health screenings, coordinate with providers, invite new partners to health fair,
  - b) Outcome: reach more seniors, improved quality of services
  - c) Measure: number of seniors screened, number of partners providing services

Completion Date: 12/31/2016

- 2.3 Promote health screenings to seniors through brochures, seminars, newsletter, Diabetes Self-Management seminars, etc.
  - a) Action: schedule CDSMP events, find information to distribute, distribute information, utilize new media and different methods to reach general public
  - b) Outcome: reach more seniors, reach different seniors
  - c) Measure: amount of info distributed, CDSMP events held, sign-in sheets

Completion Date: 9/30/2015

St. James AAA needs assessment process ranked Information on health issues and new medications as the third highest Health Care service need in our community. Individuals, agency personnel and focus groups identified the importance of providing this service to contribute to positive physical and emotional health of the elderly population

**Goal 3:** *Provide updated information on health issues and new medications throughout the PSA.*

- 3.1 Improve community outreach and advocacy strategies targeting homebound, isolated elderly.
- a) Action: identify and designate staff to coordinate outreach to homebound seniors, distribute information on scheduled basis
  - b) Outcome: improved quality of services to seniors
  - c) Measure: distribution schedule, completed outreach Initiative forms

Completion Date: 07/31/2015

- 3.2 Implement cost-effective method to share up-to-date medical information such as using website, senior newsletter, health calendars, etc.
- a) Action: list potential methods, identify costs, utilize
  - b) Outcome: improved efficiency, reach different seniors
  - c) Measure: methods utilized, costs expended

Completion Date: 12/31/2018

- 3.3 Host medication management seminars with pharmacists periodically throughout the PSA.
- a) Action: schedule medication management seminars throughout the year
  - b) Outcome: improved stability of service delivery, serve more seniors
  - c) Measure: sign-in logs from events

Completion Date: 12/31/2016

## **Category: Housing**

St. James AAA needs assessment process ranked minor home renovation/repairs as the highest Housing service need in our community. AAA and the DHR Housing and Special Programs department currently identify and assist individuals that can benefit from this service on a small scale. Individuals, agency personnel and focus groups identified the importance of continuing or expanding this service that contributes to the housing market within the rural community.

*Goal 1: Connect seniors to programs providing minor home renovations and repairs at no cost.*

- 1.1 Engage in interagency partnerships that develop a comprehensive system of delivery with appropriate agencies to refer potential clients to the housing programs within the PSA.
- a) Action: identify new providers, establish coordination, confirm coordination with current providers,
  - b) Outcome: more seniors served, improved coordination of services
  - c) Measure: number of coordination contacts, number of seniors served

Completion Date: 12/31/2016

- 1.2 Identify and refer potential clients in need of minor home renovation and repairs to appropriate agencies
- a) Action: distribute information to seniors regarding services, train staff on referrals to providers, track referrals
  - b) Outcome: more seniors served
  - c) Measure: number of seniors referred to services

Completion Date: 8/31/2016

- 1.3 Create and maintain list of carpenters who are willing to take small jobs that seniors need done.
- a) Action: contact schools, unions, etc., identify potential providers, advertise soliciting potential providers, compile list, make list available, update list regularly
  - b) Outcome: new service for seniors, reach more seniors
  - c) Measure: completed list, seniors assisted

Completion Date: 12/31/2015

St. James AAA needs assessment process ranked energy assistance as the second highest Housing service need in our community. Energy costs have risen dramatically and are expected to continue to rise in the future. Many seniors (whose fixed budgets are not expected to increase) find that paying for electricity, gas, and water sometimes takes precedent over paying for food or medication. By not using heating and cooling systems, many seniors may save money but jeopardize their health.

*Goal 2: Assist seniors struggling with expensive energy bills.*

- 2.1 Improve system of referrals to the energy assistance programs available through DHR and partners such as Entergy, Atmos, Louisiana Housing Finance Association, etc.
- a) Action: identify additional programs to assist seniors, train staff on appropriate referrals,

- b) Outcome: improved services, more seniors assisted
- c) Measure: number of coordinated providers, number of seniors referred

Completion Date: 8/31/2015

2.2 Collaborate with DHR's special programs to provide weatherization training to seniors and caregivers (at least one summer and one winter) and assist seniors in identifying appropriate resources (materials and labor) to weatherize their homes.

- a) Identify costs associated with training, identify source of funding, schedule trainings, advertise trainings, contact local providers willing to weatherize homes, negotiate discounts if possible, compile list of resources, distribute to seniors
- b) Outcome: more services to seniors, more seniors served
- c) Measure: contacts made, new partnerships created, amount of info distributed, sign-in sheets from training

Completion Date: 12/31/2016

2.3 Write at least one grant per year to provide weatherization materials and heating and cooling equipment to seniors.

- a) Action: identify funders, apply for grants
- b) Outcome: assist more seniors in need
- c) Measure: grants submitted, funding received

Completion Date: 12/31/2015

## Category: Financial

St. James AAA needs assessment process ranked assistance with applying for benefits and programs as the highest financial service need in our community. DHR Special Programs and Elderly departments currently identify and assist low-income elderly in applying for benefits and services.

**Goal 1:** *Assist seniors with applying for benefits and programs.*

- 1.1 Network with partners that assist with benefits for elderly (by 12/31/2015)
  - a) Action: identify new partners, establish coordination, invite speakers,
  - b) Outcome: better service delivery
  - c) Measure: number of new partners, number of contacts

Completion Date: 12/31/2015

- 1.2 Continue partnering with DHR Programs, Office of Family Support, AARP, Louisiana Department of Insurance and Social Security Administration, to offer training for staff; annually
  - a) Action: identify partners, schedule staff training
  - b) Outcome: improved efficiency of services
  - c) Measure: number of staff trained, number of seniors assisted

Completion Date: 12/31/2015

- 1.3 Assist Elderly in managing their finances by;
  - a) Action: Implement a Money Management Program
  - b) Outcome: improved savings
  - c) Measure: number of seniors that have adequate incomes

St. James AAA needs assessment process ranked completing Medicare and insurance forms as the second highest financial service need in our community. Individuals, agency personnel and focus groups identified the importance of providing qualified staff in assisting elderly residents with completing and understanding Medicare and other insurance forms.

*Goal 2: Assist seniors with completing Medicare and other insurance forms.*

- 2.1 Network with other agencies and continue interagency partnerships that assist with benefits for elderly
  - a) Action: identify potential partners, contact, coordinate with new partners to provide services to seniors
  - b) Outcome: serve more seniors
  - c) Measure: number of seniors served

Completion Date: 12/31/2015

- 2.2 In partnership with Centers for Medicaid and Medicare, develop a benefits training plan for staff; annually
  - a) Action: contact partner, schedule training annually,
  - b) Outcome: new services for seniors, better efficiency in providing service
  - c) Measure: number of staff trained, number of seniors assisted by staff

Completion Date: 12/31/2015

- 2.3 Expand MIPPA services to seniors in the PSA.
  - a) Action: find creative ways to attract new seniors to services, schedule events,

- b) Outcome: reach different seniors, reach more seniors
- c) Measure: sign-in logs

Completion Date: 12/31/2015

St. James AAA needs assessment process ranked assistance with writing checks, bills payments, and budgeting as the highest financial service need in our community. DHR Homemakers currently assist a limited number of individual's needs in this area. However, individuals, agency personnel and focus groups identified the importance of this growing need of qualified staff being able to assist elderly residents with financial matters.

*Goal 3: Connect seniors with help writing checks, paying bills, and budgeting.*

- 3.1 Refer potential clients, with particular attention to low-income minority individuals, to financial institutions for direct deposits and bill payment draft, as needed and ongoing
  - a) Action: establish new coordination efforts with financial institutions, research services available to seniors, generate awareness among seniors, schedule speakers
  - b) Outcome: better delivery of services to seniors, greater efficiency
  - c) Measure: number of new partnerships, number of seniors in attendance for speakers, number of referrals

Completion Date: 12/31/2016

- 3.2 In partnership with DHR Special Program and debt management agencies, develop staff training in preparing budgets, and other financial management tools to assist low-income individuals; annually
  - a) Action: contact partners, schedule training
  - b) Outcome: greater efficiency of services
  - c) Measure: number of staff trained, number of seniors assisted

Completion Date: 12/31/2016

St. James AAA needs assessment process ranked transportation to medical appointments, shopping, visiting, etc. the highest transportation service need in our community. Individuals, agency personnel and focus groups identified the importance of providing a safe and reliable of transportation.

## Category: Transportation

*Goal 1: Connect seniors to transportation for medical appointments, shopping, visiting, etc within the PSA.*

- 1.1 Promote awareness of transportation services available and promote the use of public transit
  - a) Action: coordinate with St. James Parish Transit and the Public Information Officer to create an ad campaign targeting seniors, inform seniors of expanded transportation services
  - b) Outcome: serving more seniors, serving different seniors
  - c) Measure: increased senior ridership reported by Transit

Completion Date: 8/01/2015

- 1.2 Identify alternative sources of in-parish transportation for seniors either by promoting ride-sharing, purchasing vehicles for AAA to utilize, encouraging Transit to utilize vans, etc.
  - a) Action: research alternative providers, create cost benefit analysis on purchasing vehicles,
  - b) Outcome: expand services to seniors, serve different seniors
  - c) Measure: list of alternatives, cost benefit document

Completion Date: 12/31/2016

- 1.3 Train staff on safety procedures for the use of the senior centers passenger vans to utilize as needed.
  - a) Action: identify trainer, gather materials, schedule training, provide safety procedures, measure implementation
  - b) Outcome: greater efficiency of services
  - c) Measure: attendance list, decrease in incidence reports, more seniors use vans

Completion Date: 12/31/2016

St. James AAA needs assessment process ranked transportation to medical specialist centers outside the PSA as the second highest transportation service need in our community. DHR Transportation department currently provides transit services to areas within PSA; however, individuals, agency personnel and focus groups identified the importance of expanding this service to offer out-of-parish medical transportation assistance.

*Goal 2: Connect seniors to transportation to medical specialists and other services outside the PSA.*

- 2.1 Coordinate with transit system to increase elderly ridership of out-of-parish routes including investigating frequency and destination of trips.
- a) Action: create targeted ad campaign as in objective 1.1, promote services, gather feedback from seniors on out-of-parish transit, coordinate with transit to improve services
  - b) Outcome: greater efficiency in service delivery, more seniors served
  - c) Measure: increased senior ridership, documented improvements to transit system

Completion Date: 12/31/2016

St. James Parish AAA needs assessment process revealed that many seniors in the parish own cars and are able to drive as opposed to relying on public transportation. This is often preferable for seniors who are uncomfortable with the wait associated with public transportation.

*Goal 3: Encourage seniors to continue driving by offering training and classes to increase skills and confidence.*

- 3.1 Increase frequency of AARP driving classes to seniors, which allows the opportunity for reduced insurance rates.
- a) Action: schedule multiple driving courses per year, promote among more seniors, target “young” seniors
  - b) Outcome: reach more seniors, reach different seniors
  - c) Measure: sign-n sheets, number of classes scheduled

Completion Date: 8/31/2015

- 3.2 Connect seniors with defensive driving and other courses designed to keep drivers safe on the road.
- a) Action: identify courses, collect information, schedule visits to senior centers,
  - b) Outcome: more services for seniors, greater efficiency
  - c) Measure: number of courses provided, sign-in logs

Completion Date: 12/31/2015

## Category: Education and Recreation

St. James AAA needs assessment process ranked learning computer basics as the highest Education and Recreation service need in our community. Individuals, agency personnel and focus groups identified the importance of providing education and training opportunities for elderly residents that will help them gain knowledge in basic computer skills. Teaching seniors to use email and social networks is especially helpful to seniors to help connect them to other people.

*Goal 1: Provide opportunities for elderly residents in the PSA to learn basic computer skills.*

- 1.1 Promote basic computer skills courses among seniors
- a) Action: promote basic computer skills classes among seniors, increase awareness among general public to attract more seniors,
  - b) Outcome: serve more seniors, serve different seniors
  - c) Measure: number of seniors served

Completion Date: 8/30/2015

- 1.2 Investigate opportunities for homebound seniors to receive basic computer skills and internet skills training.
- a) Action: coordinate with mobile technology to brainstorm program options, conduct cost analysis, identify funding, implement program, and promote awareness
  - b) Outcome: serve more seniors, serve different seniors
  - c) Measure: number of homebound seniors who are interested who received services

Completion Date: 12/31/2016

- 1.3 Provide computers with internet service for seniors to use at senior centers
- a) Action: investigate cost, identify funding, apply for funding, implement
  - b) Outcome: new service for seniors, attract different seniors
  - c) Measure: documentation of computers at centers

Completion Date: 12/31/2016

St. James AAA needs assessment process ranked literacy education as the second highest Education and Recreation service need in the community. The AAA may provide support to programs aimed at teaching seniors to read and write and possibly earn their GED in the PSA.

*Goal 2: Assist seniors in learning to read and write.*

2.1 Research need and design for literacy services.

- a) Action: compile list of seniors interested in literacy services, form committee of seniors to investigate best approach to provide services, identify costs, research funding
- b) Outcome: greater efficiency in services, new services for seniors
- c) Measure: completed list, committee roster, list of potential programs, cost analysis

Completion Date: 6/31/2016

- a) Designate a “literacy station” at each center where seniors can help each other practice reading and writing.
- b) Action: acquire materials for inclusion, promote use, generate awareness among public, appeal to “younger” seniors to volunteer
- c) Outcome: new service for seniors, more seniors served
- d) Measure: literacy stations set up

Completion Date: 9/31/2015

2.2 Investigate collaboration with DHR’s Mobile Technology Lab and Youth Programs to provide reading and writing classes to seniors.

- a) Action: Contact Mobile Lab, create cost analysis, identify funding
- b) Outcome: more seniors served, new service
- c) Measure: program in effect, seniors enrolled and tracked by partner

Completion Date: 12/31/2015

St. James AAA needs assessment process ranked Exercise, dancing, and walking classes as the third highest Education and Recreation service need in the community. The AAA senior center staff currently plans and executes this service to senior center participants. Individuals, agency personnel, and focus groups identified the importance of continuing these cultural activities for elderly.

*Goal 3: Encourage / support exercise, dancing, and walking classes or groups.*

3.1 In partnership with local health facilities, increase enrollment in “Keep Moving for Life” senior aerobic exercise class

- a) Action: promote class among general public to attract new seniors, offer classes frequently, offer variety of classes, offer classes in new locations,
- b) Outcome: serve new seniors, serve different seniors
- c) Measure: enrollment, sign-in logs

Completion Date: 12/30/2016

- 3.2 AAA staff plan and schedule wellness exercises at each senior center, daily.
- a) Action: identify wellness exercises, train staff, implement at senior centers, promote among elderly population, target new seniors
  - b) Outcome: new services, serving different seniors
  - c) Measure: report from staff

Completion Date: 7/30/2015

- 3.3 Investigate the possibility of offering evening dance socials at the senior centers.
- a) Action: create cost analysis, identify funding, designate planning committee, schedule pilot events
  - b) Outcome: provide new services, attract more seniors, attract different seniors
  - c) Measure: number of dances scheduled, attendance lists

Completion Date: 12/31/2017

## Category: Other Services

St. James AAA needs assessment process ranked elder abuse, neglect, and financial exploitation services as the second highest other service need in the community. The AAA has partnered with the AARP, St. James Parish Sheriff's Office, and St. James Parish Hospital to provide information on these topics to seniors and caregivers in the past. The AAA is committed to continuing offering this service and more.

### *Goal 1: Provide awareness of and connect seniors to services for elder abuse, neglect, and financial exploitation.*

- 2.1 Inform and train center staff and contractors and partners on signs of elder abuse and neglect and where to report.
- a) Action: identify trainer and materials, organize training, invite partnering agencies and public
  - b) Outcome: improve efficiency of services, new services
  - c) Measure: number of people trained, sign-in logs

Completion Date: 10/01/2015

- 2.2 Continue to work with the AARP, Sherriff's Office and with DHR's financial literacy trainers to provide information on financial exploitation to seniors and public.

- a) Action: generate awareness campaign on exploitation and services available, schedule speakers at senior centers,
- b) Outcome: new service to seniors, reach more seniors, reach different seniors
- c) Measure: number of people at speaking events, number exposed to information

Completion Date: 7/31/2015

- 2.3 Provide seniors with resources to turn to for assistance with elder abuse, neglect, or financial exploitation. (by 7/01/2015)
  - a) Action: generate list of services and resources, share with seniors
  - b) Outcome: greater efficiency, serve more seniors
  - c) Measure: number of seniors receiving information

Completion Date :7/01/2015

St. James AAA needs assessment process ranked crime issues, scams, fraud, personal safety, and safety information as the third highest other service need in the community. In the past, the AAA partnered with the St. James Parish Sheriff's Office to provide crime and safety information to seniors and to host an annual Senior Crime Expo. We will continue this collaboration.

*Goal 2: Provide seniors with crime issues, scams, fraud, personal safety, and safety information.*

- 3.1 Work with Sheriff's Office to investigate the possibility of assigning an officer to work with seniors.
  - a) Action: Contact Sheriff's office, present information on need and comments from seniors, investigate cost and funding if needed, follow-up, form a committee if necessary
  - b) Outcome: new service for seniors, more collaboration
  - c) Measure: contacts with Sheriff's Office, agreement from Sheriff

Completion Date: 7/31/2015

- 3.2 Investigate the possibility of collaborating with partners to assist in the Senior Crime Expo.
  - a) Action: designate staff/seniors to form committee, contact sheriff's office, identify funding, organize event, schedule event
  - b) Outcome: more seniors served, new services
  - c) Measure: documentation of findings, attendance records

Completion Date: 7/31/2015

## Budget Implications

In all cases, care was taken not to negatively impact the AAA budget while planning for the future. However, the AAA recognizes that cost increases are inevitable as minimum wage increases, the costs for fuel and energy rise, the senior population swells, and the general cost of living grows. In some cases, steps to seek additional funding have been built into this plan. The AAA will make use of the parish's grant writing resources, seek donations from local businesses and donors, utilize in-kind, make use of the parish millage for services, and encourage seniors to organize fundraisers to generate revenue for projects.

## HOME AND COMMUNITY BASED SERVICES

### *GOAL 1 – Personal Care Services*

- 1.1 AAA will partner with PCA providers in providing information to seniors at no direct cost to AAA.
- 1.2 AAA will create a listing of PCA services and other relevant information and make available to seniors at no direct cost to AAA.
- 1.3 Training for caregivers will be implemented at a minimal cost to the AAA.
- 1.4 At least one grant per year will be prepared by DHR planning department to increase availability of PCA services or decrease the need (assistive devices) at minimal cost to AAA.

### *GOAL 2 – Home-Delivered Meals*

- 2.1 Cost associated with utilizing meal delivery vehicle to deliver meals is estimated at \$3.00 per unit.
- 2.2 Investigate options to deliver frozen meals at no additional direct cost to the AAA.

### *GOAL 3 – Emergency call*

- 3.1 Funding to provide further discounts to seniors estimated at \$22.00 per unit per month, (\$6000 per year total) to be funded by additional Title III funds or grants, other organizations, or families of seniors if necessary. The cost to extend service to all homebound seniors would require \$42,768 per year.
- 3.2 Public awareness of emergency alert system and emergency preparedness procedures presents minimal additional cost to AAA.
- 3.3 Expand telephone reassurance activities at no additional direct cost the AAA.
- 3.4 Assess cell phone use among seniors at no additional direct cost to AAA.

## **HEALTH CARE**

### *Goal 1: Home health/nurses and nurses aids*

- 1.1 Provide seniors with information and resources at no direct cost to AAA.
- 2.1 Provide seniors, caregivers, and physicians information on eligibility at no cost to the AAA.
- 2.2 Host additional MIPPA events cost absorbed by additional Title III grant funding.

### *Goal 2: Health Screenings*

- 2.1 AAA will continue to collaborate with health care providers to implement this objective at no cost to AAA.
- 2.2 Additional health screenings can be provided at an estimated \$20.00/unit and will be absorbed within Title III cost centers.
- 2.3 Outreach to seniors regarding health screenings and CDSMP program at an additional cost of \$80.00/unit and will be absorbed by Title III cost center.

### *Goal 3: Information on health issues and new medications*

- 3.1 AAA will improve collaboration with health care providers to implement this objective at no direct cost to AAA.
- 3.2 AAA will allocate Title III funds to include public education on health issues at an estimated cost of \$20.00/unit.
- 3.3 Improve information sharing at no direct cost to AAA.
- 3.4 Host medication management seminars at no additional direct cost.

## **HOUSING**

### *Goal 1: Minor home renovation/repairs*

- 1.1 DHR and AAA will continue collaborating with other agencies to meet the overall objective at no direct cost to AAA.
- 1.2 DHR and AAA will improve referrals for seniors needing minor home renovation/repairs through Title III cost centers at an estimated cost of \$20.00/unit.
- 1.3 Identify and maintain list of providers with no increase in direct costs to the AAA.

### *Goal 2: Energy assistance*

- 2.1 DHR and AAA will improve collaboration with other agencies to meet the overall objective at no direct cost increase for AAA.
- 2.2 DHR and AAA will provide weatherization training to seniors and caregivers at no additional direct cost to AAA. Costs absorbed by in-kind or additional funding.
- 2.3 Weatherization materials for seniors will be funded by outside grants and/or donors.

### *Goal 3: Yard Work*

- 3.1 Recruit volunteers at no direct cost increase to the AAA.
- 3.2 Design yard work program with no additional direct costs to the AAA.
- 3.3 Maintain waiting list at no additional direct cost to the AAA.
- 3.4 Secure discounts from lawn services at no direct cost to the AAA.

## **FINANCIAL**

### *Goal 1: Assistance with applying for benefits and programs*

- 1.1 Cost associated with implementing this objective is projected to be minimal and absorbed through Title III- Information/Assistance at a cost of \$30.00/unit (no cost sharing) and \$15.00/unit cost shared with DHR.
- 1.2 DHR and AAA will collaborate with appropriate agency to assist and identify individuals benefiting from this objective at no direct cost to AAA.
- 1.3 Staff will be trained through collaborative efforts at minimal cost to AAA. Costs will be absorbed by DHR in-kind and additional funding sources.

### *Goal 2: Assistance completing Medicare and insurance forms*

- 2.1 DHR and AAA will collaborate with appropriate agency to assist and identify individuals benefiting from this objective at no direct cost to AAA.
- 2.2 Cost associated with implementing this objective is projected to be minimal and absorbed through Title III- Information/Assistance at a cost of \$30.00/unit (no cost sharing) and \$15.00/unit cost shared with DHR.
- 2.3 Training provided by collaborating partners at no direct additional cost to AAA.

### *Goal 3: Assistance with writing checks, bill payments, and budgeting*

- 3.1 Cost associated with implementing this objective is projected to be minimal and absorbed through Title III- Information/Assistance at a cost of \$30.00/unit (no cost sharing) and \$15.00/unit cost shared with DHR.
- 3.2 DHR and AAA will continue collaborating with appropriate agencies to provide this service at minimal cost to the AAA. Costs shared by DHR in-kind and absorbed by Title IIIB funding.

## **TRANSPORTATION**

### *Goal 1: Transportation within the PSA.*

- 1.1 Costs associated with implementing this objective are at no cost to the AAA. Costs shared by DHR Transit system.
- 1.2 Identify alternative transportation services accomplished at no additional direct cost to the AAA.

- 1.3 Safety training for staff that drives seniors provided at no direct cost the AAA.

### *Goal 2: Transportation outside the PSA*

- 2.1 Cost to provide units of service through DHR Transportation department is \$ 45/unit and at no cost to the AAA. Costs shared with DHR Transit.

### *Goal 3: Support for drivers*

- 3.1 Provide AARP driving course at no additional direct cost the AAA.
- 3.2 Connect seniors to resources for drivers at no additional direct cost to the AAA.

## **GOAL AREA: EDUCATION AND RECREATION**

### *Goal 1: Learning Computer Basics*

- 1.1 Costs associated with continuing this service is projected to be minimal and will be absorbed within AAA administrative cost center. The projected cost is \$25.00/unit.
- 1.2 AAA will collaborate with other departments to meet objective at no additional direct cost to AAA.
- 1.3 Estimated additional cost of \$10,000 needed to purchase computers for each senior center. Costs absorbed by additional funding.

### *Goal 2: Learning to read and write*

- 2.1 Staff conducts assessment at no additional direct cost to the AAA.
- 2.2 Literacy Stations designated at senior centers and stocked with donated items at no additional direct cost to the AAA.
- 2.3 Mobile Technology Program provides services at cost of \$35 per unit at no additional direct cost to the AAA.

### *Goal 3: Exercise, dancing, and walking classes or groups*

- 3.1 Costs associated with implementing this service is projected to be minimal and will be absorbed within Title III cost center.
- 3.2 AAA will collaborate with local Health & Fitness centers and other health care providers to maintain costs at a minimal rate to the AAA. Estimated costs to provide this service through Title III program is \$25.00/unit.
- 3.3 Investigate senior dances at no additional cost to the AAA. Funding from alternate sources will be secured to implement.

## **OTHER SERVICES**

### **Goal 1: Elder abuse, neglect, and financial exploitation services**

- 2.1 Training to staff provided at no additional cost to AAA.
- 2.2 Collaboration with other agencies to provide information and resources at no additional direct cost to AAA.
- 2.3 Staff available to link seniors to resources at no additional cost to AAA.

### **Goal 2: Crime issues, scams, fraud, personal safety, and safety information.**

- 1.1 Work with Sheriff's Office to investigate possibility of assigning another officer to seniors at no direct cost the AAA. Investigate offering Senior Crime Expo to seniors funded by partnering agencies or grant funds



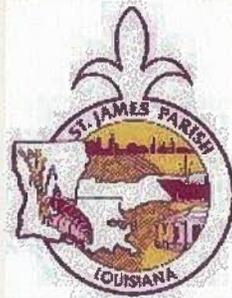
**Section 12: Disaster Plan**

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# St. James Parish AAA

## April 2014

# Disaster Preparedness Plan



St. James Parish Government, Department of Human Resources

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An Equal Opportunity Employer/Program, Auxiliary aides and services available upon request.

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## Introduction

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St. James Parish Government is progressive, assisting citizens and businesses with social services, infrastructure projects, and economic development while providing viable services in an event of emergencies of various natures. This is accomplished as the government is divided into four major departments: Finance, Operations, Human Resources (social services and elderly services) and Emergency Preparedness. Home Rule Charter allows the Parish President to assign functions to each department. The Emergency Preparedness Department's main function is to safely and effectively manage technological, man made and natural disasters. This task is addressed effectively by the Emergency Preparedness Office (EPO) who manages mitigation, preparedness, response, and recovery phases of any incident. Direction from the home rule charter and the parish ordinance transfers power to the EPO during declared emergencies. The Parish President has empowered EPO to work as a team with the Department of Human Resources (DHR) which administers Area Agency on Aging services to address the social needs during disasters. AAA works under the direction of the Emergency Preparedness Office with regards to all emergencies.

The Executive Director of Human Resources is responsible for the operations of the St. James Parish Area Agency on Aging. During the director's absence and /or an emergency, the chain of command of the agency is as follows: Assistant Executive Director of Human Resources, Special Programs Supervisor, AAA Supervisor, Head Start Supervisor, and Youth Services Supervisor. While the Board of Directors are not directly involved in the day to day management of emergencies, they are essential in communicating to our residents current and accurate data as well as encouraging preventive measures.

## Purpose

The purpose of this plan is to provide the protection of the residents, including the elderly and frail population, in the event of a disaster or emergency. This document works in conjunction with the St. James Parish Emergency Preparedness Office.

## Communication

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It is the practice of this agency to provide accurate and precise information regarding impending disasters to staff and residents.

### Procedure:

Contact information including alternate telephone numbers, email addresses and such are maintained for essential personnel throughout the parish. This list is circulated regularly to ensure current data.

Upon notification of a disaster, EPO will announce an emergency meeting. Representatives from our senior management confer with the parish president, parish departments heads, public officials, representatives from law enforcement, hospitals, school system, utilities, and municipalities at several scheduled meetings. Once a plan has been confirmed and enacted each department head will meet with their perspective staff members and enact the emergency procedures for that particular disaster.

Staff will delegate assignments which include contact with frail and disabled population to implement pre-arranged mobilization measures, verify pertinent information, finalize inventory of buildings secure buildings, backup data. Records of each transactions are maintained.

Each department head reports status updates every two to four hours, at which time pertinent updates are shared with staff. Additionally, the parishes webpage, [www.stjamesla.com](http://www.stjamesla.com), is updated frequently providing the most accurate and up to date information.

Throughout the year, residents are encouraged to register, via [www.stjamesla.com](http://www.stjamesla.com), for text alerts for timely notification of information regarding emergencies.

In an event of an evacuation, the AAA supervisor or designee will contact the Governors Office of Elderly Affairs and its subcontractors to provide status updates. The AAA Supervisor will also contact representatives from the Office of Elderly Affairs to be advised of updates regarding transfer of elderly or special needs residents.

## Training

It is the practice of the agency to provide training to staff on an annual basis to ensure reasonable protection of our elderly and special needs residents.

### Procedure:

Weekly mandatory safety tailgates are held with every parish employee. Topics range from blood borne pathogens, tornado warnings, buckling up, to handling severe weather incidents.

At least annually elderly senior management undergo CPR/First Aid Training and Shelter Training under the direction of St. James Parish Hospital and the American Red Cross. Additionally, satellite offices provides ongoing fire drills, tornado drills, fire extinguisher trainings for staff and clients.

## **Roles & Responsibilities:**

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It is the practice of this agency to define roles and responsibilities of staff prior to the disaster event.

### **Procedure:**

Once the parish is activated into disaster mode roles and responsibilities of staff reflects the nature of the disasters. All staff operate in the capacity of an emergency worker having full knowledge of all roles. This includes preparing shelters, working registration tables, answering telephones, logging calls, giving direction, operating a shelter, serving as a shelter manager, preparing emergency kits, and providing comfort. The ultimate goal is to provide assistance and reduce risks for all residents.

Residents are expected to take personal responsibility in becoming prepared for emergencies and or disasters. They are encouraged to visit [www.getagameplan.org](http://www.getagameplan.org) for additional resources.

More descriptive duties are listed in the back of this plan.

## **Identifying Residents:**

It is the practice of this agency to identify frail and special needs clients on an annual basis.

### **Procedure:**

AAA center coordinators update their frail list by making personal visits and or phone calls to ensure the well being of the resident.

Senior meal drivers conduct ongoing assessments of their homebound clients. Names and contact information for their homebound seniors are shared with senior center coordinators. Alternate phone numbers for family members are obtained as they are available.

Reasonable accommodations are made for the medically challenged in that they are referred to special needs shelter as identified by the state liaison.

Staff maintains a listing of the location of elderly residents with regards to their evacuation destination.

Reasonable efforts are made to provide shelf stable meals to home delivered clients.

Center based seniors are provided accurate and timely information regarding the disaster. Their whereabouts during the disaster is also recorded by the senior center coordinator.

## **Potential Risks:**

It is the practice of this agency to reasonably identify potential risk that may affect the agency and the community and to offer solutions to these posed risks.

St. James Parish is prone to natural disasters such as hurricanes, tropical storms, severe thunderstorms, flooding, and tornadoes. More recently, this area has been inflicted with winter weather advisories, which included ice storms, freezing rain, black ice, etc.

The parishes' prime location to the Mississippi River, has made it attractive to numerous industries. While this brings about a certain economic impact and necessary resources, industrial accidents as described below must be considered when planning for emergencies: oil spills, chemical fires, gas leaks, water contamination, plant explosions, train derailments, river barge accidents, pipeline incidents, terrorist incidents, and bridges collapse.

## **Preventive & Post Measures:**

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It is the practice of this agency to have reasonable preventive and post disaster measures to ensure a safe environment for staff and residents.

### **Procedure:**

A point to point contract has been signed with Tangipahoa Parish to transfer our residents there in an event of a disaster.

One site has been designated exclusively for St. James Parish residents.

Tangipahoa Parish will provide shelter and minimal ground support. Our agency is tasked with providing transportation, equipping and manning the shelter and providing reasonable food and medical accommodation.

Law enforcement will be accessible if needed.

Once the disaster has dissipated and an all clear has been declared, staff will return to their perspective in-parish shelters.

An agreement with American Red Cross affords an opportunity to house residents in nearby town if utilities have not been restored and homes are inhabitable.

The agency will provide education and information about evacuation procedures to its citizens. In addition to these trainings, the agency also keep its five advisory and/or governing boards abreast of emergency procedures.

## **Data Safety Measures**

It is the practice of this agency to backup files on an external hard drive prior to a disaster.

DHR computer system backs up SAMS on a weekly basis. In the event of an evacuation, the technology staff will report to the administrative office to back-up files on a CD and/or a jump-drive and files will be transferred to an off-site facility.

## **Partners & Alternate Vendors**

Under the direction of the Emergency Preparedness Office vendors are bided and contracted on an annual basis. Vendor types includes, transportation, food, hygiene, health and safety and sheltering. Current partners include: Bateman Senior Meals, American Red Cross, Lamar Dixon Facility, Tangipahoa Parish, St. James Parish School Board, St. James Parish Sheriffs Office and The Louisiana National Guard.

## AAA Staff & Board Member Emergency Contact Numbers

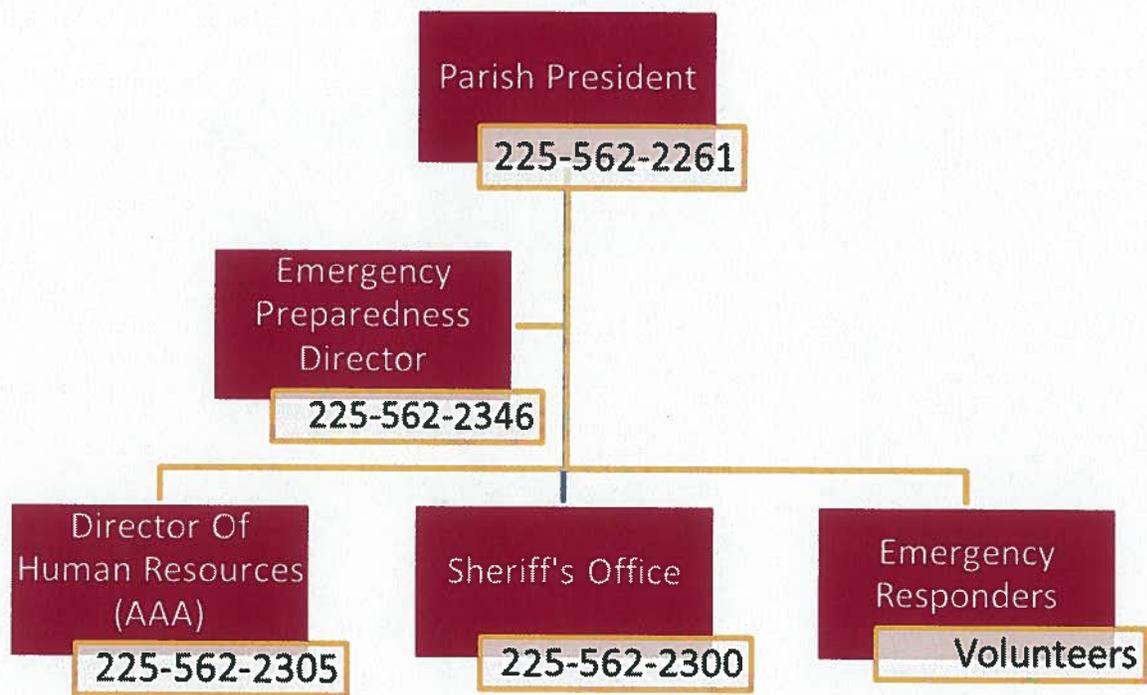
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NAME	PRIMARY #	ALTERNATE #
MICHELLE OCTAVE (s)	225-206-1595 (TEXT)	225-562-2305
BEDAR WARREN (s)	225-206-1594 (TEXT)	225-562-2304
SUEWON NARCISSE (s)	225-206-1586 (TEXT)	225-562-2372 (TEXT)
LAYNE POIRRIER (s)	225-562-2299	225-315-6967 (TEXT)
ANTIONETTE SIMMONS (s)	225-562-2566	225-264-6125 (TEXT)
BETTY BAPTISTE (s)	225-265-3030	985-318-6869 (TEXT)
VELMA FALGOUST (s)	225-265-2567	225-265-4418
CHERYL CORTEZ (s)	225-265-3030	985-387-0388 (TEXT)
ROSE STRICKLAND (s)	225-526-2872	225-206-3587
JAMES BRAZAN (b)	225-265-4632	225-206-1627
KEN BRASS (b)	225-265-8782	225-229-2492
AUDREY REULET (b)	225-264-4848	225-265-2568
GLORIA SCOTT (b)	225-562-0767	225-331-0813
AMY LAURENT (b)	225-265-3215	225-265-3030
GLORIA ROBERTS (b)	225-562-3671	832-447-0206
MARY ZERINGUE (b)	225-265-3869	225-265-3030
MELBA LEBLANC (b)	225-869-3924	225-206-7885
ANNA LEE OUBRE (b)	225-869-3924	225-562-2878
EVA COLEMAN (b)	225-265-4231	985-209-5200
ANTHONY BOUDREAUX (b)	225-869-9699	225-562-2878
ROMONA ROY (b)	225-562-2362	225-439-6018

(s)= Staff (b) Board Member

## Parish Emergency Responders Organizational Chart

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## AAA Key Duty Staff Assignments

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### ***Out-of-Parish Shelter Staff***

<b>Staff</b>	<b>Duties</b>	<b>Primary Contact Number</b>
Assistant Director	Shelter Prep	225-562-2304
Program Supervisor	Center Assessment	225-562-2372
Center Coordinator	Center Assessment	225-265-3030
Assistant Center Coordinator	Center Assessment	225-265-3030
Center Coordinator	Center Assessment	225-562-2299
Assistant Center Coordinator	Center Assessment	225-562-2299
Center Coordinator	Center Assessment	225-562-2872
Assistant Center Coordinator	Center Assessment	225-562-2872
Center Coordinator	Center Assessment	225-562-2566
Assistant Center Coordinator	Center Assessment	225-562-2566

### ***Shelter Registration***

<b><i>In-Parish Shelter Staff</i></b>	<b>Duties</b>	<b>Primary Contact Number</b>
Executive Director	Shelter Prep	225-562-2305
Center Coordinator	Elderly Prep	225-265-3030
Assistant Center Coordinator	Phone Registration, check in with Seniors	225-562-2872

Shelter Pre: Identifying common areas, setting up of stations and cots, etc.

Shelter Registration: Intake of data, manage paperwork

Phone Registration: Intake of data for evacuees

## AAA General Job Descriptions

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**Shelter Manager:** Prepares shelter for intake; provides supervision and administrative support at the shelter; ensures shelter residents and staff are safe and basic needs are met; provides regular reports and updates; serves as the liaison for shelter enrollees.

**Shift Supervisor:** Provides supervision and administrative support at the shelter under the guidance of the shelter manager; receive and provide regular reports for Shelter Manager; develop and monitor work schedule.

**Registration Worker:** instruct enrollees on completing forms and reviewing; update information, including address, phone number; register enrollees; answer questions; maintain a system for checking enrollees in and out; manage record keeping; provide copy of rules and direction; identify all zones, including safety and exit zones.

**Dormitory Worker:** Establish and monitor sleeping zones; reinforce rules; remind residents of zones, i.e. bathroom, play area TV, etc. ; perform routine head counts during the night.

**Meal Worker:** Provides assistance at meal time; serve meals and maintain eating areas; maintain inventory of edibles; clean up.

**Dispatcher:** Relay schedule and dispatch workers to appropriate locations; transcribe and record work orders, messages, and information to or from; arrange and record transportation for enrollees; receive or prepare work orders.

**Security:** Patrol premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates; Answer alarms and investigate disturbances; monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises; write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences; circulate among visitors, patrons, and employees to preserve order and protect property.

**Liaison:** responsible for ensuring communication and cooperation between two or more entities by serving as an official go-between.

## General Summary of Dutias by Staff Designation

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### Preparations:

Prepare emergency kits

Shelter Manager Create various zones, i.e. elderly, play area, stress-relief zones, eating, etc.

Shift supervisor Conduct inventory, Receive and  
Ensure all exits are accessible, know the layout of the building

### Registration:

Assist residents with completing forms, updating forms

Shift Supervisor Answer general questions

Registration Worker Review rules and housekeeping information  
Process paperwork, verify acceptance into shelter  
Provide client services

### Operation:

Visual checks every hour

Shift Supervisor Maintain accessible routes throughout shelter

Dormitory Worker Ensure accessible egresses

Meal Worker Offer assistance to residents as needed  
Provide daily directions  
Give accurate weather and emergency updates  
Make announcements as necessary  
Monitor weather/threat conditions  
Coordinate meals when applicable

### Call Center:

Answer calls, Handle residents' inquiry

Shift Supervisor Maintain and complete call logs

Dispatcher Manage and resolve residents' complaints  
Route calls to appropriate sources

### Liaison:

Ensure communication between entities

### Security:

Provide general protection and a commanding presence

Prior to an emergency, (as applicable), all staff are to secure the buildings and its contents, turn off air conditioner units

Units, take pictures and prepare an inventory list which is to be submitted to supervisors. Staff not listed are to contact AAA supervisor for further direction and instructions.

Staff are reminded to contact their supervisors if point of contacts aren't available.

Staff must have the capability to perform all roles at any given time.



### **St. James Parish AAA**

5153 Canatella Drive

P.O. Box 87

Convent, LA 70723

Phone: 225-562-2305

Fax: 225-562-2425

Web page: [www.stjamesla.com](http://www.stjamesla.com)

## Section 14: Governing Board

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**St. James Parish Area Agency on Aging (Agency Name)**

• **Board of Directors Roster 2014 (Year)**

DATE REVISED/UPDATED: May 14, 2014 REASON:  ANNUAL MEETING \_\_\_\_\_ SPECIAL ELECTION

**I CERTIFY THAT THIS IS AN OFFICIAL ROSTER OF THE BOARD OF DIRECTORS AND OFFICERS OF THE St. James Parish Area Agency on Aging (AGENCY NAME) ELECTED IN ACCORDANCE WITH THE AGENCY'S BYLAWS.**

Romona Jones-Roy  4-30-14  
 Board Secretary (Name) Board Secretary Signature Date

<p>NAME: <u>Brazan</u> <u>James</u>                      (Last) (First) (M.I.)</p> <p>ADDRESS: <u>13426 RedBud Street</u>                      CITY: <u>Vacherie, LA</u>                      ZIP CODE: <u>70090</u></p> <p>PHONE #: <u>(225)265-4632</u>                      AGE: 60+ <input checked="" type="checkbox"/> Yes                      OCCUPATION: <u>Councilman/District 7</u></p>	<p><b>FIRST TERM:</b>                      From <u>Feb. 09</u> To <u>Present</u>                      (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>                      From _____ To _____                      (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>                      _____                      From _____ To _____                      (Month/Year) (Month/Year)</p>
<p>NAME: <u>Gaudin</u> <u>Ruth</u>                      (Last) (First) (M.I.)</p> <p>ADDRESS: <u>1538 Third Street</u>                      CITY: <u>Lutcher, LA</u>                      ZIP CODE: <u>70071</u></p> <p>PHONE #: <u>(225)869-5030</u>                      AGE: 60+ <input checked="" type="checkbox"/> Yes                      OCCUPATION: <u>Rep. Councilman Jason Amato</u></p>	<p><b>FIRST TERM:</b>                      From <u>Feb. 02</u> To <u>Present</u>                      (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>                      From _____ To _____                      (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>                      _____                      From _____ To _____                      (Month/Year) (Month/Year)</p>
<p>NAME: <u>Brass</u> <u>Ken</u>                      (Last) (First) (M.I.)</p> <p>ADDRESS: <u>2381 Armant Street</u>                      CITY: <u>Vacherie, LA</u>                      ZIP CODE: <u>70090</u></p> <p>PHONE #: <u>(225)265-8732</u>                      AGE: 60+ <input checked="" type="checkbox"/> No                      OCCUPATION: <u>Councilman/District 6</u></p>	<p><b>FIRST TERM:</b>                      From <u>May 08</u> To <u>Present</u>                      (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>                      From _____ To _____                      (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  <u>Vice -Chairperson</u>                      From <u>May 08</u> To <u>Present</u>                      (Month/Year) (Month/Year)</p>

<p>NAME: <u>Coleman</u> <u>Eva</u> (Last) (First) (M.I.)</p> <p>ADDRESS: <u>3989 Domino Lane</u></p> <p>CITY: <u>Vacherie, LA</u></p> <p>ZIP CODE: <u>70090</u></p> <p>PHONE #: <u>(225)265-4231</u></p> <p>AGE: 60+ (X) <u>Yes</u></p> <p>OCCUPATION: <u>School Board Member</u></p>	<p><b>FIRST TERM:</b> From <u>Dec. 01</u> To <u>Present</u> (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b> From _____ To _____ (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b> <u>Nominated Chairperson</u></p> <p>From <u>May 8, 2013</u> To <u>Present</u> (Month/Year) (Month/Year)</p>
<p>NAME: <u>Boudreaux</u> <u>Anthony</u> (Last) (First) (M.I.)</p> <p>ADDRESS: <u>3201 Antioch Street</u></p> <p>CITY: <u>Paulina, LA</u></p> <p>ZIP CODE: <u>70763</u></p> <p>PHONE #: <u>(225)869-9699</u></p> <p>AGE: 60+ (X) <u>Yes</u></p> <p>OCCUPATION: <u>Rep. Planning Commission</u></p>	<p><b>FIRST TERM:</b> From <u>Feb. 00</u> To <u>Present</u> (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b> From _____ To _____ (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b> _____</p> <p>From _____ To _____ (Month/Year) (Month/Year)</p>
<p>NAME: <u>Narcisse</u> <u>Sue Won</u> (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 87</u></p> <p>CITY: <u>Convent, LA</u></p> <p>ZIP CODE: <u>70723</u></p> <p>PHONE #: <u>(225)562-2372</u></p> <p>AGE: 60+ (X) <u>No</u></p> <p>OCCUPATION: <u>Executive Officer</u></p>	<p><b>FIRST TERM:</b> From <u>Nov. 09</u> To <u>Present</u> (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b> From _____ To _____ (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b> <u>Executive Officer</u></p> <p>From <u>Nov. 09</u> To <u>Present</u> (Month/Year) (Month/Year)</p>
<p>NAME: <u>Reulet</u> <u>Audrey</u> (Last) (First) (M.I.)</p> <p>ADDRESS: <u>19820 Hwy 643</u></p> <p>CITY: <u>Vacherie, LA</u></p> <p>ZIP CODE: <u>70090</u></p> <p>PHONE #: <u>(225)265-4848 or (225)265-2568</u></p> <p>AGE: 60+ (X) <u>Yes</u></p> <p>OCCUPATION: <u>Altemate for Councilman Brass</u></p>	<p><b>FIRST TERM:</b> From <u>Mar. 95</u> To <u>Present</u> (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b> From _____ To _____ (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b> _____</p> <p>From _____ To _____ (Month/Year) (Month/Year)</p>

<p>NAME: <u>Roberts</u> <u>Gloria</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 162</u>  CITY: <u>Convent, LA</u>  ZIP CODE: <u>70723</u></p> <p>PHONE #: <u>(225)562-3671</u>  AGE: 60+ (X) <u>Yes</u>  OCCUPATION: <u>*Honorary* Alternate for Gloria Scott</u></p>	<p><b>FIRST TERM:</b>  From <u>Aug. 96</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  _____</p> <p>From _____ To _____  (Month/Year) (Month/Year)</p>
<p>NAME: <u>Oubre</u> <u>Anna Lea</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 473</u>  CITY: <u>Gramercy, LA</u>  ZIP CODE: <u>70052</u></p> <p>PHONE #: <u>(225)869-5698</u>  AGE: 60+ (X) <u>Yes</u>  OCCUPATION: <u>Retired</u></p>	<p><b>FIRST TERM:</b>  From <u>March 93</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  Chairperson step down due physical condition  <b>*Still going to be on the Board*</b>  From <u>Aug. 05</u> To <u>May 8, 2013</u>  (Month/Year) (Month/Year)</p>
<p>NAME: <u>Zeringue</u> <u>Mary</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 13</u>  CITY: <u>St. James, LA</u>  ZIP CODE: <u>70086</u></p> <p>PHONE #: <u>(225)265-3869</u>  AGE: 60+ (X) <u>Yes</u>  OCCUPATION: <u>Alternate for Amy Laurent</u></p>	<p><b>FIRST TERM:</b>  From <u>Aug. 02</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  _____</p> <p>From _____ To _____  (Month/Year) (Month/Year)</p>
<p>NAME: <u>LeBlanc</u> <u>Melba</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 23</u>  CITY: <u>Paulina, LA</u>  ZIP CODE: <u>70763</u></p> <p>PHONE #: <u>(225)869-3924</u>  AGE: 60+ (X) <u>Yes</u>  OCCUPATION: <u>Rep. Councilman McCreary-District 3</u></p>	<p><b>FIRST TERM:</b>  From <u>June 09</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  _____</p> <p>From _____ To _____  (Month/Year) (Month/Year)</p>

<p>NAME: <u>Scott</u> <u>Gloria</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 242</u>  CITY: <u>Convent, LA</u>  ZIP CODE: <u>70723</u></p> <p>PHONE #: <u>(225)562-0767</u>  AGE: 60+ (X) <u>Yes</u>  OCCUPATION: <u>Alternate for Councilman Patin</u></p>	<p><b>FIRST TERM:</b>  From <u>Nov. 07</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  _____</p> <p>From _____ To _____  (Month/Year) (Month/Year)</p>
<p>NAME: <u>Laurent</u> <u>Amy</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>6128 Hymel Street</u>  CITY: <u>St. James, LA</u>  ZIP CODE: <u>70086</u></p> <p>PHONE #: <u>(225)265-3215</u>  AGE: 60+ (X) <u>Yes</u>  OCCUPATION: <u>Rep. for Councilman Ketchens</u></p>	<p><b>FIRST TERM:</b>  From <u>Aug. 07</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  _____</p> <p>From _____ To _____  (Month/Year) (Month/Year)</p>
<p>NAME: <u>Roy-Jones</u> <u>Romona</u>  (Last) (First) (M.I.)</p> <p>ADDRESS: <u>P.O. Box 87</u>  CITY: <u>Convent, LA</u>  ZIP CODE: <u>70723</u></p> <p>PHONE #: <u>(225)562-2362</u>  AGE: 60+ (X) <u>No</u>  OCCUPATION: <u>AAA Secretary</u></p>	<p><b>FIRST TERM:</b>  From <u>Dec. 92</u> To <u>Present</u>  (Month/Year) (Month/Year)</p> <p><b>SECOND TERM:</b>  From _____ To _____  (Month/Year) (Month/Year)</p> <p><b>IF OFFICER, OFFICE HELD:</b>  <u>AAA Secretary</u></p> <p>From <u>Dec. 92</u> To <u>Present</u>  (Month/Year) (Month/Year)</p>

## Section 15: Advisory Board

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### Advisory Council

#### Area Agency on Aging Advisory Council Membership

Name	Address	Name of Agency Group Represented
*James Brazan	13426 Redbud St., Vacherie, LA 70090	Parish Council
*Ruth Gaudin	153B Third St., Lucher, LA 70071	(Rep for Parish Councilmen)
Ken Brass	2381 Armant St., Vacherie, LA 70090	Parish Council
*Gloria Scott	P.O. Box 242, Convent, LA 70723	Client of Title III Services
*Gloria Roberts	P.O. Box 162, Convent, LA 70723	Client of Title III Services
*Amy Laurent	612B Hymel St., St. James, LA 70086	Client of Title III Services
*Melba LeBlanc	P.O. Box 23, Paulina, LA 70763	Client of Title III Services
*Anna Lea Oubre	P.O. Box 473, Gramercy, LA 70052	Client of Title III Services
***Eva Coleman	39B9 Domino Lane, Vacherie, LA 70090	School Board
Anthony Boudreaux	3201 Antioch St., Paulina, LA 70763	Planning Commission
Sue Won Narcisse	P.O. Box B7, Convent, LA 70723	Executive Officer
Ramona Jones-Roy	P.O. Box B7, Convent, LA 70723	Secretary

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	8	Elected officials	2
Clients of Title III services	7	General public	5
Representative of older persons	3	Representatives of health care provider organizations (Includes veterans' health care if there is a V.A. facility in your area)	0
Representative of minority elderly	3		

## Section 16

### 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 identify of contracts, demonstrate that the quantity and quality of the services are enhances 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

The St. James Area Agency on Aging agrees to adhere to the Assurances listed above in accordance with all rules and regulations specified under the Act, as amended, and are hereby submitted to the Governor's Office of Elderly Affairs.

*Beela Wain*  
AREA AGENCY DIRECTOR

10.31.2014  
DATE

The Area Agency Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging.

*Eva Coleman*  
CHAIRPERSON, ADVISORY COUNCIL

10-31-14  
DATE

The governing body of the Area Agency has reviewed and approved the Area Plan on Aging.

*Charles P. Ketchum*  
CHAIRPERSON, BOARD OF DIRECTORS

10-31-14  
DATE

FORM HHS 690 (Assurance of Compliance)

# Section 17

## VERIFICATION OF INTENT

St. James Area Agency on Aging

This Area Plan on Aging for the period July 1, 2014, through June 30, 2019 includes all assurances and provisions required by the 2000 Older Americans Act Amendments (the Act).

The Area Agency on Aging identified will assume full authority to develop and administer the Area Plan in accordance with all requirements of the Act and related State policy. In accepting this authority the area agency agrees to be the leader relative to all aging issues on behalf of all older persons in the planning and service area (PSA). This means that the area agency shall proactively carry out, under the leadership of the Governor's Office of Elderly Affairs, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation designed to lead to the development and enhancement of a comprehensive and coordinated community based system to serve each community in the PSA. This system shall be designed to assist older persons in leading independent, meaningful lives in their own homes and communities as long as possible.

## CERTIFICATION

This Area Plan on Aging has been developed in accordance with all rules and regulations specified under the Act, as amended, and is hereby submitted to the Governor's Office of Elderly Affairs for approval.

*Bob Warr*  
AREA AGENCY DIRECTOR

10.31.2014  
DATE

The Area Agency Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging.

*Eva Coleman*  
CHAIRPERSON, ADVISORY COUNCIL

10-31-14  
DATE

The governing body of the Area Agency has reviewed and approved the Area Plan on Aging.

*Chadwick Ketchum*  
CHAIRPERSON, BOARD OF DIRECTORS

10-31-14  
DATE

## LOUISIANA SENIOR NEEDS ASSESSMENT TALLY

**1. Of surveys returned, how many marked:**

201 | am answering for myself  
20 | am answering for someone I care for  
11 | am helping someone I care for answer  
231 | am over 55 years old  
102 | am disabled  
51 | am a caregiver

**2. How many respondents receive services from the AAA/COA or ADRC? 231**

Yes \_\_\_\_\_ No \_\_\_\_\_

5. How many respondents marked each?	Very	Quite a bit	A little
a. Knowing what services are available and how to get them	231		
b. Information or help applying for health insurance or prescription coverage	30	201	
c. Transportation to the Senior Center, store, doctor's office, pharmacy, or errands.		190	41
d. Learning to read/write, computer basics, or other classes	20	211	
e. Having a meal with my friends or others like me		231	
f. Taking part in fun activities (such as crafts, music, games) with others like me		231	
g. Getting the exercise that is good for me		231	
h. Exercising, dancing, walking classes or groups with others like me		231	
i. Having someone to talk to when I feel lonely. (Telephone Reassurance)	17	214	
j. Information on how to eat healthy	30	201	
k. Having someone bring a meal to my home every day (Home delivered Meals)	203		
l. Help keeping my home clean. (Homemaker/Housework Services)		12	219
m. Respite Care (personal care provided to individuals to give caregiver a break)	8	193	40
n. Help with personal care (bathing, dressing, eating meals, taking medicine, etc.)	11	180	20 2
o. Information on health issues and new medications		19	212
p. Having someone help me with my prescription medicine	217	14	
q. Keeping warm or cool as the weather changes	231		
r. Preventing falls and other accidents	22	200	9
s. Help making choices about future medical care and end of life decisions	30	201	
t. Someone to protect my rights, safety, property or dignity	2	229	
u. Someone to call when I feel threatened or taken advantage of	231		
v. Modifications to my home so that I can get around safely	10	200	21
w. A senior center that is close to my home	192	39	
x. Help with health problems and alcohol/drugs/smoking cessation		38	193
y. Home health/nurses and nurse aide	124	104	3
z. Dental Care (Dantures), Eye Care (eyeglasses), Hearing Aid	1	230	
aa. Rental Assistance and/or Energy Assistance	231		
bb. Low interest loans or grants to renovate or purchase a home		202	29
cc. Assistance with public senior housing and/or assisted living facilities		46	186
dd. Assistance with writing checks, bill payments, and budgeting	80	151	

<b>ee. Assistance with completing Medicare &amp; Insurance forms</b>	160	71		
<b>ff. Assistance with applying for benefits and programs</b>	161	70		

4. How many respondents marked: have a medical (physical/mental/emotional) condition the			
<u>101</u>	Limits your ability to dress, bathe, or get around inside your home	<u>131</u>	Makes it difficult to see or hear
<u>150</u>	Makes it difficult to walk, climb stairs, reach, lift or carry things	<u>142</u>	Makes it hard to go outside alone
<u>20</u>	that has made it difficult for you to work at a job or business		None of these

5. How many respondents marked each?		Very	Quite a bit	A little	Not At All
a.	Utilities or an unexpected bill	<u>211</u>	<u>70</u>		
b.	Dental Care and/or Dentures	<u>1</u>	<u>230</u>		
c.	Hearing Exam and/or Hearing Aids	<u>1</u>	<u>230</u>		
d.	Paying for an Eye Exam and/or eyeglasses	<u>1</u>	<u>230</u>		
e.	Health insurance	<u>231</u>			
f.	Help paying for healthy food	<u>40</u>	<u>185</u>		<u>6</u>
g.	Medical Care	<u>231</u>			
h.	Prescriptions or prescription drug coverage	<u>231</u>			

7. How many respondents marked each:

Gender 74 Male 157 Female

Race

- 141 Black or African American
- 90 White or Caucasian
- 0 Native American
- 0 Hispanic
- 0 Asian or Pacific Islander
- 0 Other (specify): \_\_\_\_\_

Marital Status

- \_\_\_\_\_ Single
- 103 Married
- 51 Divorced
- 77 Widowed
- \_\_\_\_\_ Domestic Partner

How many respondents were aged:

25-80 \_\_\_\_\_ 61-70 180 71-80 51 80+ \_\_\_\_\_

Education

- 60 Less than high school
- 107 High school diploma/GED
- 14 Some College or Associates degree
- 50 Bachelor's Degree
- \_\_\_\_\_ Advanced/Graduate degree

What is your monthly household income?

- 81 Less than \$698
- 67 \$699-\$931
- 45 \$932-\$1,257
- 43 \$1,258-\$2,093
- \_\_\_\_\_ More than \$2,094

People are supported by this income?

One 128 Two 103 Three \_\_\_\_\_ Four or More \_\_\_\_\_

8. CAREGIVER: Show how many respondents replied for each		Strongly Agree	Agree	Disagree	Strongly Disagree
g.	I need help paying for services the person I care for needs.	<u>82</u>	<u>149</u>		
h.	I need help locating services for the person I care for	<u>82</u>	<u>149</u>		
i.	I would like training on caring for someone at home	<u>126</u>	<u>105</u>		
j.	I need somewhere for the person I care for to be during the day	<u>100</u>	<u>129</u>	<u>60</u>	<u>2</u>
k.	I sometimes need temporary relief from my caregiver duties (respite)	<u>92</u>	<u>116</u>	<u>23</u>	

## COMMUNITY AGENCY NEEDS ASSESSMENT TALLY

1. What was the total number of surveys distributed? 100
2. What was the total number of responses received? 26

How many community agencies listed each item as essential? Please put the corresponding number next to each service.	Very	Quite a bit	A little	Not At All
a. Personal Care (help bathing, dressing, eating meals, taking medicine, etc.)	11	15		
b. Companion/Sitter		21	5	
c. Adult Day Service (all day supervision and help in a community setting)		9	17	
d. Homemaker/Housework Services		2	24	
e. Respite Care (personal care provided to individuals to give caregiver a break)	16	6	4	
f. Emergency Call System (LifeLine)	23	3		
g. Telephone Reassurance (contacting frail persons by telephone regularly)	20	6		
h. Home-Delivered Meals	26			
i. Home health/ nurses and nurse's aide	5	21		
j. Help with purchasing medications	17	9		
k. Dental Care/Dentures		12	14	
l. Minor home renovations/repairs		19	7	
m. Yard work		1	25	
n. Energy Assistance	22	4		
o. Public Senior Housing	6	20		
p. Rental Subsidy	24	2		
q. Assistance with completing Medicare and insurance forms	18	4	4	
r. Assistance with applying for benefits and programs	19	4	3	
s. Transportation (grocery store, doctor's office, pharmacy, or other errands)	22	2	2	
t. Transportation to the Senior Center	25	1		
u. Learning computer basics	21	5		
v. Learning to read/write	26			
w. Recreation (exercise, dancing, crafts, etc.)	25	1		
x. Day trips to museums, historical sites, etc.	15	6	5	
y. Legal Assistance and representation (wills, power of attorney, etc.)	13	12	1	
z. Crime issues, scams, fraud, personal safety, and safety education	26			
aa. Information and assistance and outreach visits to the homes of seniors	20	5	1	
bb. Congregate meals at a community center	26			
cc. Health screenings (blood pressure checks, diabetes monitoring, etc.)	26			
dd. Support groups for issues such as grief, loss, or caregiving	10	11	5	
ee. Information on health issues and new medications	11	13	2	
ff. Counseling (depression, coping with loss, etc.)	14	12		

List all eervices that are needed in greater supply by the community agencies.

• Assistance with completing Medicare and  
insurance forms • Transportation

List all services the community agencies would find valuable that the AAA does not currently offer.

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I. Of the persons you care for, how many are:	None	One	Two	3 +
Over 60 years old			201	
Has a disability				
Both elderly and disabled				
Child under 18 years old				