



# Navigating the Aging Network



**Bettye M. Mitchell**  
Director of Aging Programs

# Older Americans Act of 1965

To provide assistance in the development of new or improved programs to help older persons through grants to the States for **community planning and services and for training**, through **research, development or training project grants** and to establish within the Department of Health, Education, and Welfare and operating agency to be designated as the “Administration on Aging.”



# Texas Area Agency on Aging Program

**YOUR LOCAL AREA AGENCY ON AGING**

Area Agency on Aging of East Texas



# Objectives of the AAA Texas Program

- Supports a **comprehensive system of access** to information and resources
- Assist in coordinating and arranging for **services to individuals 60 years of age and older**
- Provide **access and assistance directly and through contractor and vendor**



# Administrative Structure



28 Area Agencies on Aging



# Who May Receive Services?

- Individuals who are **60 years of age or older**
- Individuals who are at **risk of institutional placement**
- Who have the **greatest economic need**/targeting **low income minority**
- People who live in **rural areas**
- People with **limited-English proficiency**
- People with **Alzheimer's disease and related disorders**
- **Family members and/or other caregivers who are younger than 60** may receive support services on behalf of the person for whom they provide care.





# Core Services – We Can Help!

- Information, Referral and Assistance
- Benefits Counseling/Assistance
- Nursing Home Ombudsman
- Care Coordination
- Caregiver Support Program
- Respite for Family Caregivers
- Nutrition
- Home Repair/Modification
- Emergency Response Service
- Transportation
- Evidenced-Based Programs
- Transportation



# Information and Referral

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# Core Services: Information & Referral

Information, Referral and Assistance provides the public with **information on various programs available** to seniors and their caregivers so **that they might make informed choices on the assistance needed**. Referrals are made to the appropriate agency based on the inquirer's need.



# Benefits Counseling



# Core Services: Benefits Counseling

## Core Programs (Awareness and Assistance)

- Medicare
- Low Income Subsidy (LIS)/*Extra Help*
- Medicare Savings Programs (QMB, SLMB, QI, QDWI)
- Supplemental Nutrition (SNAP)
- Social Security Disability/Supplemental Security Income (SSI)
- Medicaid
- Long-Term care options



# Care Coordination and Caregiver Support

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# Core Services: Care Coordination

- Targets persons at greatest risk of premature institutionalization
- **Consists of:**
  - **Assessment:** functional, psychosocial, financial
  - **Planning:** development/implementation of person-centered plan
  - **Implementation:** service authorization and at least monthly contact to monitor delivery



# Core Services: Caregiver Support

- Targets caregivers who are experiencing adverse effects relative to their caregiving responsibilities
- **Services include:**
  - Caregiver support coordination
  - Caregiver support groups
  - Caregiver education
  - Caregiver respite





# Ombudsman Program



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# Ombudsman – By The Numbers

**18**

**Certified  
Ombudsman**  
*(11 are volunteers)*

**71**

**Assisted Living  
Facilities**

**74**

**Nursing  
Homes**



# Core Services: Long-Term Care Ombudsman

- Helps prospective residents and families make informed **choice of facilities, understand financing, resolve complaints**, and have **access to relocation services**
- Provides **training to staff on resident-centered care and residents' rights**
- Supported by **statewide network of 996 certified ombudsmen**



# Core Services: Senior Nutrition

Delivers hot, nutritious meals to eligible homebound seniors and provides congregate meals at local senior centers in our 14-county region.



# Core Services: Senior Nutrition

**345,458 Home-Delivered Meals** (2017)

**71,381 Congregate Meals** (2017)

**35 Meal Sites**

**Four Meal Providers\***



**Pilot Program**

Home-Delivered  
Drop Shipment Program



# Evidence-Based Programs

**FOUR MASTER TRAINERS  
FIVE LAY LEADERS**





# Types of Evidence-Based Programs Promoting Aging Well, Living Well

- **Chronic Disease Management**
- **A Matter of Balance** (falls prevention)
- **Tai Chi** (for arthritis, fall prevention and seated)
- **Diabetes Screening and Management**
- **Chronic Pain**



# Other AAA Programs

**Dental Services**

**Emergency Response Service**

**Home Repair/Minor Modifications**

**Senior Transportation**

**Alzheimer's Caregiver Support**



**Contact Us!**

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