

Area Agencies on Aging (AAAs)

A. Provide the following information at the beginning of each program description.

Name of Program or Function	Area Agencies on Aging (AAAs)
Location/Division	701 W. 51 st Street, Austin, TX 78751/ Access & Intake Division
Contact Name	Elisa Garza, Assistant Commissioner of Access & Intake
Actual Expenditures, FY 2012	Actual expenditures for AAAs are captured with actual expenditures for Access, Intake and Eligibility Services in Section VII.
Number of Actual FTEs as of June 1, 2013	16
Statutory Citation for Program	Older Americans Act of 1965 [42 U.S.C. chapter 35]; Texas Government Code §531.02481(e); Texas Human Resources Code §§101.022(d), 101.025, 101.030 and 161.071(5)(A).

B. What is the objective of this program or function? Describe the major activities performed under this program.

DADS is designated as the State Unit on Aging and, as such, is the single state agency responsible for administering programs and services under the Older Americans Act administered by the U.S. Administration on Aging. The Access & Intake Division, in collaboration with the 28 Area Agencies on Aging (AAAs) under contract with DADS, supports a comprehensive system of access to information and resources, and assistance in coordinating and arranging for services to individuals 60 years of age and older.

AAAs provide access and assistance services directly and through contractor and vendor agreements to help older individuals, their family members, or other caregivers receive the information and assistance they need in obtaining community services, both public and private, formal and informal. The needs identified for an older person may include a wide range of support services. Support services include assistance with transportation to congregate meal sites and/or to medical appointments, homemaker or personal care services in the home, assistance with prescription drugs, and the provision of emergency response systems.

Access and assistance services include:

- information, referral, and assistance;
- benefits counseling / legal assistance;
- care coordination;
- caregiver support, education, and information; and
- Long-term Care Ombudsman Program, discussed later in this document, under Quality of Long-term Services and Supports.

C. What evidence can you provide that shows the effectiveness and efficiency of this program or function? Provide a summary of key statistics and performance measures that best convey the effectiveness and efficiency of this function or program.

The AAAs regularly survey consumers on five of the services provided by all 28 AAAs, including: benefits counseling/legal assistance, care coordination, caregiver support coordination, congregate meals, and home-delivered meals. A committee, consisting of representatives from the Texas Association of AAAs and DADS, reviews the survey results, determines unmet needs, and makes recommendations for improvement.

According to the 2012 survey, there is a high level of satisfaction among AAA consumers. Percentages of those who were highly satisfied are as follows:

- Care Coordination – 95 percent;
- Caregiver Support Coordination – 94 percent;
- Congregate Meals – 93 percent;
- Home Delivered Meals – 89 percent; and
- Benefits Counseling/Legal Assistance – 87 percent.

The table below shows the services provided by each of the 28 AAAs during FY 2012.

Services Provided by AAAs, FY 2012

Area Agency on Aging	Number of Certified Ombudsman	Persons Receiving Care Coordination	Persons Receiving Legal Assistance
Alamo Area	22	846	530
Ark-Tex	19	165	593
Bexar County	56	1,598	1,770
Brazos Valley	31	144	233

Area Agency on Aging	Number of Certified Ombudsman	Persons Receiving Care Coordination	Persons Receiving Legal Assistance
Capital Area	46	452	1,069
Central Texas	45	142	455
Coastal Bend	37	167	890
Concho Valley	14	333	618
Dallas County	57	1,590	432
Deep East Texas	29	492	595
East Texas	57	393	696
Golden Crescent Region	25	123	357
Harris County	112	2,868	2,112
Heart of Texas	36	904	794
Houston - Galveston	40	846	1,746
Lower Rio Grande Valley	20	1,125	563
Middle Rio Grande	7	160	374
North Central Texas	79	503	1,153
North Texas	36	159	559

Area Agency on Aging	Number of Certified Ombudsman	Persons Receiving Care Coordination	Persons Receiving Legal Assistance
Panhandle	17	409	521
Permian Basin	27	268	554
Rio Grande	11	845	492
Southeast Texas	27	155	974
South Plains	7	289	438
South Texas	10	274	473
Tarrant County	60	1,887	525
Texoma	19	813	756
West Central Texas	50	161	790
Total	996	18,111	21,062

Source: DADS Reference Guide 2013

D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent.

N/A

E. Describe who or what this program or function affects. List any qualifications or eligibility requirements for persons or entities affected. Provide a statistical breakdown of persons or entities affected.

Age is the sole eligibility criterion under the Older Americans Act. The funding supports

services for persons age 60 and older, their family members, and other caregivers. However, the Older Americans Act requires an AAA to target services to older individuals:

- who are at risk of institutional placement;
- who have the greatest economic need, giving particular attention to low-income minority individuals; and
- who have the greatest social need, such as physical and mental disabilities, language barriers, cultural, social, or geographical isolation.

Data indicate that of the older individuals receiving care coordination in FY 2012;

- 49 percent were between the ages of 60–74;
- 32 percent were between the ages of 75–84; and
- 19 percent were 85 years of age or older.

Service participants typically had lower incomes, and greater than half were minorities. Many older individuals had deficiencies in performing activities of daily living or instrumental activities of daily living and had an economic or social need. Approximately 25 percent resided in rural areas.

F. Describe how your program or function is administered. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.

The AAA section at DADS is responsible for allocating funds and administering programs and services through performance contracts between DADS and the network of 28 AAAs. Twenty-five regional councils of governments each sponsor an AAA in their local area. The City of Houston, the United Way of Tarrant County, and the Community Council of Greater Dallas sponsor the three large urban AAAs. All 254 counties in Texas are covered. A federally approved intrastate funding formula determines funding allocations to AAAs. Regionally, the 28 contracted AAAs provide direct access and assistance services to eligible individuals including care coordination, caregiver supports, benefits counseling and information, referral, and assistance. They also enter into contracts with a variety of providers for nutrition, transportation, health maintenance purchases, home repairs, and other essential services. The AAAs are responsible for the oversight of provider contracts and the services delivered through those contracts.

At the state level, DADS divides AAA section functions between the Contract Accountability and Oversight Unit and Local Procedure Development and Support Unit.

The Contract Accountability and Oversight Unit is responsible for developing, implementing, and monitoring compliance for programs under the Older Americans Act. Staff evaluate AAA activities through conducting performance measure testing, risk assessments, desk reviews and on-site monitoring, unit rate evaluation, analysis of reasonableness of costs, budget and area plan reviews, and annual closeout reconciliations. The unit also provides ongoing technical

assistance and specialized training, develops written technical assistance memoranda and program instructions, and is responsible for accurate payments to AAAs and submitting federal program and fiscal reporting to the U.S. Administration on Aging.

The Local Procedure Development and Support Unit is responsible for state and regional planning. The unit prepares the *State Unit on Aging—State Plan*, which provides a strategic framework describing how DADS will support the mission of the Older Americans Act. Local AAAs develop regional area plans to direct their local and regional activities in designing and providing services to improve outcomes for consumers. The Local Procedure Development and Support unit reviews and analyzes performance data, develops and implements the performance reporting process, develops rules and policies, issues program instruction and technical assistance memoranda, and administers the intrastate funding formula to allocate funds to the AAAs.

G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The funding sources for this program include General Revenue and federal funds.

Funding Sources: Area Agencies on Aging

Program	State: General Revenue	Federal	Total
Area Agencies on Aging	\$3,602,693	\$83,214,510	\$86,817,203

H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.

The Texas Department of Agriculture operates a home-delivered meal grant program to benefit older individuals and persons with disabilities. However, by Texas Administrative Code rule, the program is only intended to defray costs of home-delivered meals not fully funded by DADS or a AAA. Therefore, no duplication of services exists because the two programs may not cover the same expenses. Texas Department of Agriculture’s home-delivered meals may be served to individuals with disabilities without consideration of age. The program does not require the meal provider to offer an opportunity to voluntarily contribute towards the cost of the program.

I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency’s customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

Representatives of the Texas Department of Agriculture and DADS meet annually to share issues and specific data to ensure the grantees are serving a sufficient number of meals and to verify non-duplication of service. Further, the agencies share relevant budget information to avoid duplication. Both agencies also coordinate with the Texas Food Bank Network to ensure nutrition providers can access non-commodity foods donated by the United States Department of Agriculture.

J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.

AAAs are part of the State Health Insurance Program in Texas, a national program funded by the Centers for Medicare & Medicaid Services. All of the AAAs work with local and state units of government.

K. If contracted expenditures are made through this program please provide:

- a short summary of the general purpose of those contracts overall;
- the amount of those expenditures in fiscal year 2012;
- the number of contracts accounting for those expenditures;
- top five contracts by dollar amount, including contractor and purpose;
- the methods used to ensure accountability for funding and performance; and
- a short description of any current contracting problems.

Because of the funding stream, the 28 AAA contracts are executed on a federal fiscal year basis. Each contractor agrees to provide the services and activities necessary to comply with their approved area plan. The contractor allocates funds to specific service areas identified in the contractor’s budget, which is submitted for DADS approval. Contractors request reimbursement for the services provided. In 2012, contract expenditures to the 28 AAAs totaled \$91,868,299.

The top five program contracts by dollar amount in 2012 are listed below by name.

- AAA of Houston-Galveston: \$6,406,862
- AAA of North Central Texas: \$6,078,802
- AAA of Dallas County: \$5,912,337
- AAA of the Lower Rio Grande Valley: \$5,777,490
- AAA of Tarrant County: \$4,986,256

Each AAA contractor must certify compliance with a list of assurances and certifications

including Fiscal Management, Business Management, and Data Management. Any operational deficiencies of the AAA or its subcontractors may result in adverse actions, including sanctions or penalties allowed under 40 Texas Administrative Code §85.504, Compliance with Contractor Responsibilities, Rewards and Sanctions.

Performance Measure Testing is the process used for desk review monitoring. Through a random selection process, DADS reviews services, service providers, and program participant files at four levels: contract, fiscal, performance, and program. On an annual basis a risk assessment is completed for each AAA, as the foundation for identifying areas for evaluation as part of the monitoring process.

The monitoring team conducts on-site fiscal monitoring to determine whether the AAA has the required documentation to support reimbursements. They also conduct program compliance monitoring to determine AAA compliance with the terms of its contract and program-specific standards.

DADS also contracts with Meals on Wheels Association of America, Corporation for National and Community Service, Texas Legal Services Center, and Texas Department of Insurance.

The AAA Section has not identified any contracting problems in FY 2012.

L. Provide information on any grants awarded by the program.

Dependent upon the availability of funding from either federal grants or state General Revenue, DADS may issue grants in the form of competitive procurements. The competitive procurement process is administered through HHSC, Procurement and Contracting Services in collaboration with the DADS program area and Legal Services.

M. What statutory changes could be made to assist this program in performing its functions?

N/A

N. Provide any additional information needed to gain a preliminary understanding of the

The preceding discussion is sufficient to gain a preliminary understanding of these programs.

- O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. For each regulatory program, if applicable, describe:**
- **why the regulation is needed;**
 - **the scope of, and procedures for, inspections or audits of regulated entities;**
 - **follow-up activities conducted when non-compliance is identified;**
 - **sanctions available to the agency to ensure compliance; and**
 - **procedures for handling consumer/public complaints against regulated entities.**

N/A

- P. For each regulatory program, if applicable, provide the following complaint information. The chart headings may be changed if needed to better reflect your agency's practices.**

N/A