



AAA of the Panhandle Area Plan FFY 2024 – FFY 2026

**As Required by
Older Americans Act, As Amended in
2020: Section 306, Area Plans**

**Approved by HHSC Office of Area
Agencies on Aging**

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Section 1. Executive Summary

The Area Agency on Aging (AAA) of the Panhandle is dedicated to addressing the unique needs and challenges of older adults residing in the Panhandle region of Texas. This executive summary provides an overview of the Area Plan developed by the AAA to outline its strategies and goals for meeting the needs of the aging population.

The AAA Planning and Service Area (PSA) consists of the top 26 counties of the Texas Panhandle encompassing approximately 26,000 square miles. The largely rural PSA consists of the following counties: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher and Wheeler. The only metropolitan area is Amarillo in Potter and Randall counties.

Demographic projections indicate that the Panhandle region will experience significant changes in its older adult population over the next decade. While overall population growth is expected to be moderate, the number of individuals aged 85 and older is projected to increase substantially.

The AAA recognizes the importance of collaboration with various stakeholders to build the capacity necessary to meet the evolving needs of older individuals in the Panhandle region. This includes government officials, state agencies, community organizations, and other local entities involved in health and human services, housing, transportation, public safety, workforce and economic development, recreation, education, civic engagement, emergency preparedness, elder abuse protection, assistive technology, and other relevant services.

To address these needs, the AAA focuses on providing a range of essential services. These services include Care Coordination, Information, Referral, and Assistance, Transportation, Nutrition (Congregate and Home Delivered meals), Caregiver Support, In-Home Services, Evidence-Based Intervention Programs, Income Support, Health Maintenance, Long-Term Care Ombudsman Services, and Residential Repair.

The AAA places significant emphasis on ensuring equitable access to its services for underserved populations. Strategies to reach older adults in rural areas, those with limited English proficiency, and individuals with low incomes involve targeted

outreach efforts, partnerships with local service providers, and traveling to communities to directly engage with older adults and community leaders and volunteers.

Strengths of the AAA include its expertise, their established network, consistent funding support, a holistic approach to service delivery, their advocacy role, and coordination and collaboration efforts across the Panhandle. However, challenges such as resource constraints, capacity limitations, access barriers, and the administrative burdens need to be addressed to enhance service delivery.

The Area Agency on Aging of the Panhandle is committed to serving the evolving needs of older adults in the region. Through collaboration, targeted services, disaster preparedness, and infrastructure support, the AAA strives to enhance the well-being, independence, and quality of life for older individuals in the Panhandle community.

Section 2. Mission and Vision Statements

Legal Reference: 45 CFR 1321.53

Mission

The mission of the Area Agency on Aging of the Panhandle is to promote the dignity and independence of older people and to serve as a focal point and advocate for older persons and their concerns.

Vision

Our vision is to help society prepare for an aging population that ensures that all older people have the opportunity to fully participate in all aspects of society and community life and remain in their own homes for as long as possible.

Section 3. Board of Directors/Governing Body/Executive Committee

Membership Composition

The Board of Directors shall be the governing body of the Panhandle Regional Planning Commission and shall be responsible for programs and policies. Those powers not reserved by the Planning and Service Areas shall be exercised by the Board of Directors.

Each of the Planning and Service Areas shall be represented by three (3) general purpose government elected officials to serve on the Board of Directors. The PSA representatives will meet in conjunction with the annual meeting of the general membership and elect representatives to the Board of Directors. Planning and Service Area representatives shall serve staggered three-year terms. In addition, Planning and Service Area No. 4 shall have a designated seat on the Board of Directors for an elected representative from the City of Amarillo. This seat shall be for a three-year term. The selection of this position is to be made by the City Commission of the City of Amarillo and shall possess full rights and privileges of board membership as long as the City of Amarillo is a full member of the Planning Commission.

During the first quarter of each fiscal year, those sixteen general purpose government elected officials shall meet and appoint to the Board of Directors:

1. Two special district elected officials of member entities.
2. Three minority elected officials of member general purpose local governments.
3. The term of office of the appointed representatives shall be staggered three-year terms.

During the first quarter of each odd numbered fiscal year, those sixteen general purpose government elected officials shall meet and offer an ex officio, non-voting membership on the Board of Directors to a member of the Texas Legislature who represents a district located wholly or partly in the territorial limits of the Commission. The term of office of the member of the Texas Legislature shall be two years.

The Board of Directors shall call one or more meetings of minority citizens during the first quarter of the fiscal year. The place of the meeting or meetings and the jurisdictions to be represented at each meeting shall be determined by the Board of Directors. The equitable representation of minorities shall be the primary consideration of the Board in making this determination. The place and jurisdictional makeup of the meeting shall be reviewed annually. The meeting or meetings will be held for the purpose of allowing minorities to elect their own representatives to the Board of Directors and shall be governed by following procedures:

- A. One minority representative will be elected from each jurisdictional area.
- B. Each minority representative will be elected to a three-year term.
- C. Each person present may cast one vote.
- D. The Chairperson of the Board of Directors shall appoint a member of the Board of Directors to chair each meeting.
- E. The persons chairing the meeting shall settle any disputes concerning voting.
- F. Those persons present and voting shall constitute a quorum.

Total Elected Officials from Planning and Service Areas (elected by the PSA's) – 16

Total Special District Elected Representatives (appointed by the Board) – 2

Total Minority Elected Officials (appointed by the Board) – 3

Total Texas Legislature Officials (appointed by the Board) – 1

Total Minority Citizens Representatives (elected by minority citizens) – 5

Total PRPC Board Members – 27

Frequency of Meetings

The PRPC Board of Directors meets the fourth Thursday of every month with the exception of November and December. Due to the Thanksgiving and Christmas holidays, the November and December meetings are combined and typically held the first or second Thursday of December.

The PRPC BOD determines the schedule by consensus at the first meeting of each federal fiscal year.

Officer Selection Schedule

The PRPC Board of Directors has three officer positions: Chairperson, Vice-Chairperson, and the Secretary/Treasurer. The officers will be elected at the annual meeting from among the Board of Directors held in September. A nominating committee may be appointed by the Chairperson to recommend a slate of officers. The duration of officer terms is one year.

Current Officers

- Chair: Mayor Tobe Shields, City of Spearman (10/22 – 09/23)
- Vice Chair: Sheriff Salvador "Sal" Rivera, Castro County (10/22 – 09/23)
- Secretary/Treasurer: Judge Nancy Tanner, Potter County (10/22 – 09/23)
- Immediate Past Chair: Judge Dan Looten, Carson County (10/21 – 09/22)

Section 4. Advisory Council

Legal References: 45 CFR 1321.57; OAA 2020 306(a)(6)(D)

Council Composition

The Area Agency on Aging of the Panhandle Advisory Council was created October 23, 1974 to advise the Panhandle Regional Planning Commission on matters related to the needs of older adults throughout the Panhandle region and to enable the Board of Directors to initiate and conduct a comprehensive Area Plan under the authority of the Older Americans Act of 1965 as amended.

The role of the Advisory Council is to provide regional input and guidance on issues and concerns for older adults. Advisory Council membership is appointed by the Board of Directors and outreach is conducted regularly to solicit membership that is closely representative of the planning and service area's (PSA) demographics and from counties across the PSA.

Members by Category

In Table 1. below, enter the number of council members in the PSA who represent each category listed. A council member may be counted in more than one category.

Table 1. Advisory Council Members by Category

Category	Number of Members
Older Individuals Residing in Rural Areas	2
Clients of Title III Services	6
Older Individuals	6
Minority Older Individuals who Participate or are Eligible to Participate in OAA Programs	3
Local Elected Officials	3
General Public	1
Veterans' Health Care Providers, if applicable	2
Service Providers	11

Category	Number of Members
Family Caregivers of Older Individuals who are Minority or who Reside in Rural Areas	1
Business Community Representatives	2
Representatives of Older Individuals	17
Representatives of Health Care Provider Organizations	3
People with Leadership Experience in the Private and Voluntary Sector	3
Representatives of Supportive Services Provider Organizations	6

Frequency of Meetings

The Advisory Council meets twice every federal fiscal year, or more often as needed.

Member Selection Schedule

Members are selected and appointed for three-year staggering terms and solicitation for members occurs on an ongoing basis with new members appointed by the PRPC Board of Directors.

Representatives of the Texas Silver-Haired Legislature (TSHL) are considered Ex-Officio Members of the Advisory Council and may serve in that capacity for the duration of their TSHL term(s).

Advisory Council Members

Table 2. AAA Advisory Council Members

Name	Occupation or Organization or Affiliation	County of Residence	Member Since	Current Office Term
Shana Beaty	Superior HealthPlan	Hutchinson	6/2023	6/2023 – 6/2026
Pamela Bell	Independence Village	Potter	6/2023	6/2023 – 6/2026
Elvire Blakemore	Texas Panhandle Centers	Potter	10/2018	10/2021 – 10/2024
Desha Butler	Texas Health and Human Services	Armstrong	3/2017	10/2020 – 10/2023
Warren Coble	Hilltop Senior Citizen's Association	Potter	5/2021	5/2021 – 5/2024
Andy Crocker	Texas A&M AgriLife Extension	Potter (Represents multiple counties)	3/2017	10/2020 – 10/2023
Bobette Doerrie	Texas Silver-Haired Legislature	Ochiltree	Ex-Officio Member	Duration of TSHL Term - Varies
Jerome Doerrie	Texas Silver-Haired Legislature	Ochiltree	Ex-Officio Member	Duration of TSHL Term - Varies
Shirley Harrold	Rainbow Social Services	Potter	5/2021	10/2022 – 10/2025
Ludell Hill	Member of the Public and Program Participant	Potter	10/2019	10/2022 – 10/2025
Cody Jones	City of Canyon	Randall	5/2021	5/2021 – 5/2024
Marci Leffler	Department of Family and Protective Services	Ector (Represents multiple counties)	6/2023	6/2023 – 6/2026
Cherrie Miller	Panhandle Independent Living Center	Randall (Represents multiple counties)	10/2021	10/2021 – 10/2024

Name	Occupation or Organization or Affiliation	County of Residence	Member Since	Current Office Term
Ameka Mobley	Veterans Land Board	Randall	6/2023	6/2023 – 6/2026
Shannon Parker	Office of Senator Kevin Sparks	Randall	10/2019	10/2022 – 10/2025
Isabell Villarreal	Panhandle Aging and Disability Resource Center	Potter (Represents top 26 counties)	1/2020	10/2020 – 10/2023
Brad White	Social Security Administration	Randall	10/2019	10/2022 – 10/2025

Section 5. Agency Description and PSA Profile

Legal References: 45 CFR 1321.53; OAA 2020 306(a)(3), 306(a)(4), 306(a)(5) and 306(a)(12); 26 TAC 213.1

Identification of Counties and Major Communities

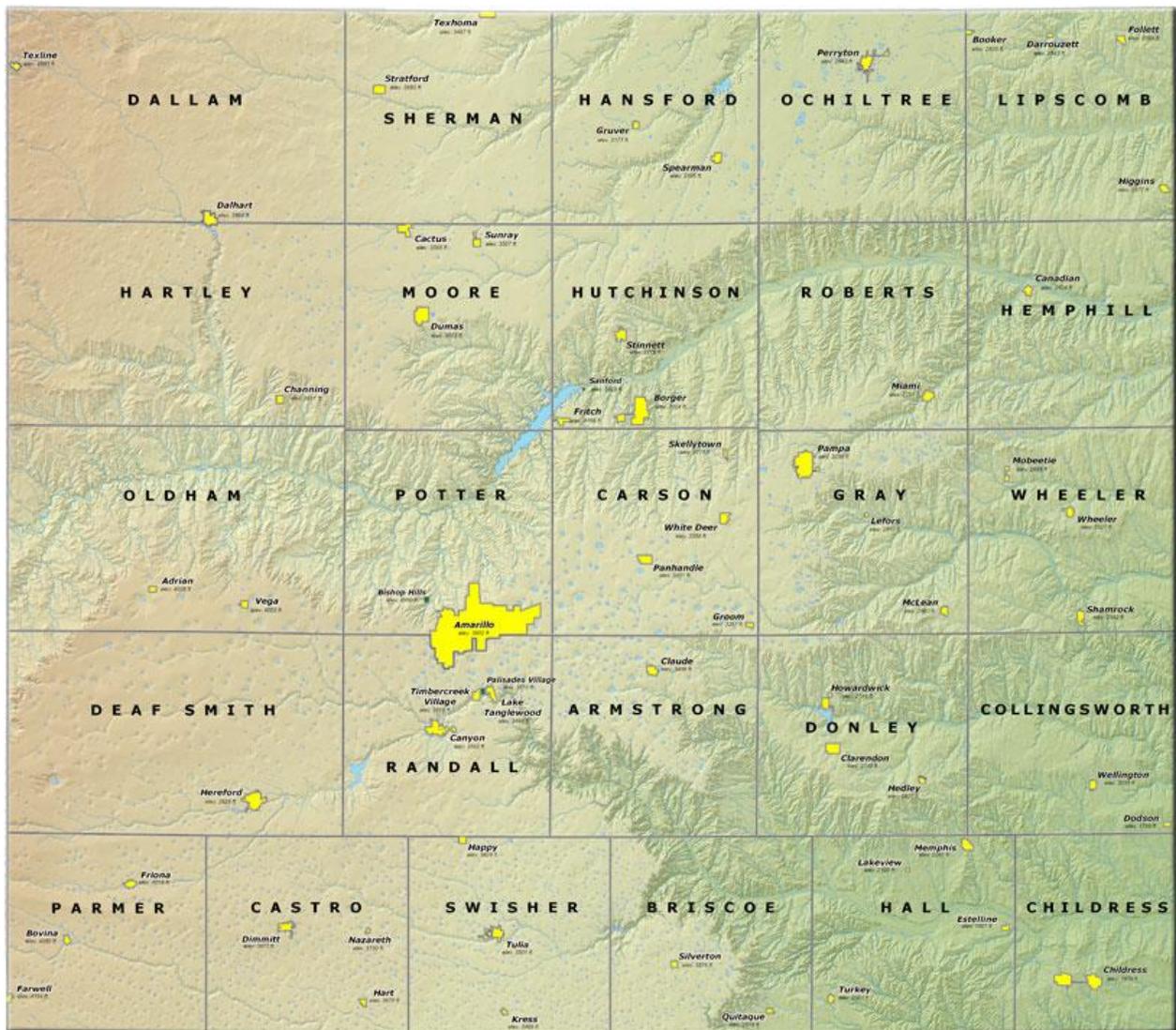
The Area Agency on Aging of the Panhandle Planning and Service Area (PSA) consists of the top 26 counties of the Texas Panhandle encompassing approximately 26,000 square miles of largely non-metropolitan areas including open countryside and rural towns with less than 2,500 people. The City of Amarillo, which limits extend across Potter and Randall County, is the only urban or metropolitan area in the PSA with a population of approximately 200,393 according to the 2020 Decennial Census.

The PSA consists of the following counties: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltrie, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher and Wheeler.

Map of the Panhandle PSA

The following map depicts the Panhandle PSA and identifies all counties and cities within the service area. The city limits are displayed in yellow.

The Panhandle PSA is located in the northernmost part of Texas. It is bordered by the state of Oklahoma to the north and northeast, New Mexico to the west, and the south plains of Texas to the south and southeast. The Panhandle region is characterized by its flat terrain, wide-open spaces, and expansive agricultural lands. The map displays Lake Meredith, the Canadian and Red River as well as many minor tributaries primarily concentrated in the eastern portion of the PSA while the western area of the PSA is largely more plains.



Socio-Demographic and Economic Factors

The socio-demographic and economic factors of the Panhandle PSA may be understood by examining the following characteristics of the population:

- Income and Poverty
- Living Arrangements
- Disability
- Health Insurance
- Race-Ethnicity
- English Proficiency
- Social Characteristics

All information cited is from the 2015-2019 American Community Survey - Facilitated by U.S. Administration for Community Living's AGID (accessed January 17, 2023 by the Texas Health and Human Services Commission Office of Data, Analytics and Performance) unless otherwise stated.

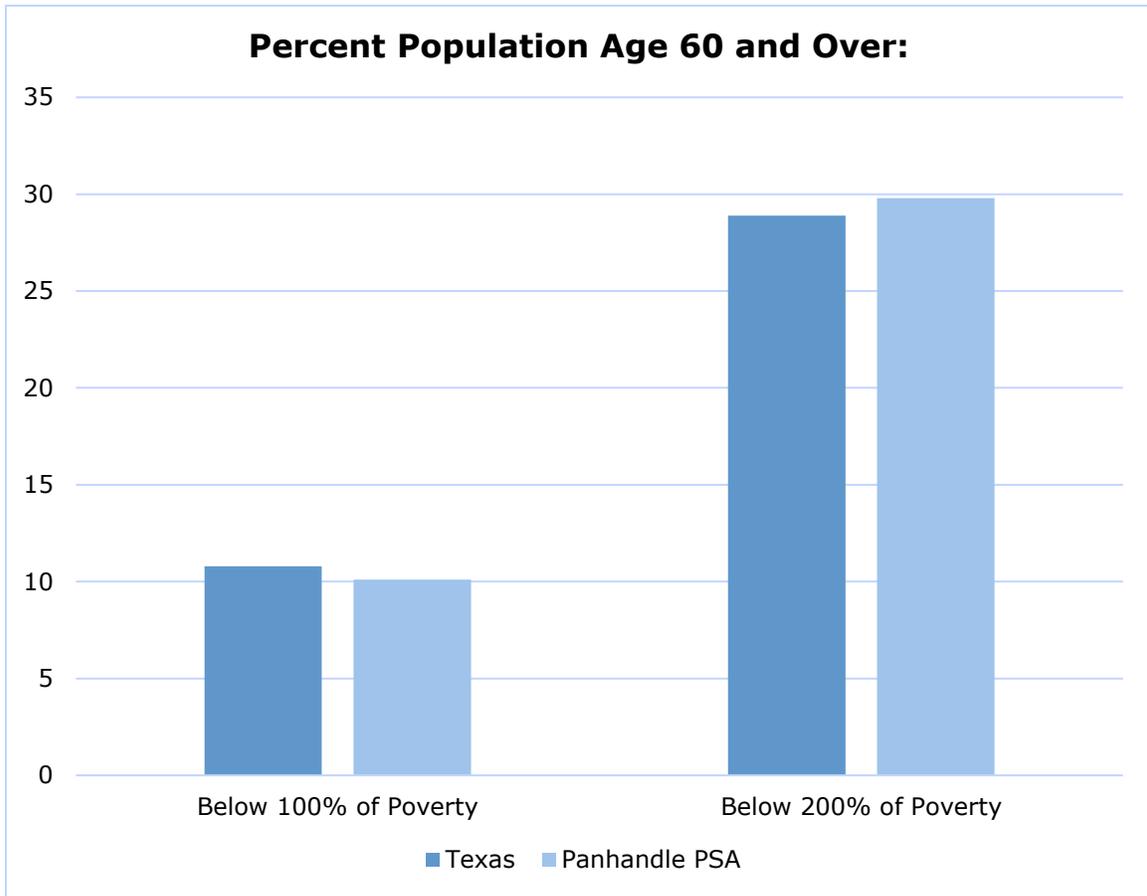
Income and Poverty

The following table displays the median family income (householder age 60 and over) and the population and percent population of individuals age 60 and over for whom poverty income status was determined and if it was determined to be below 100% of poverty and below 200% of poverty by total and percent of total for the region and broken down by each county in the PSA.

According to the ACS Data, the median family income for a householder age 60 and over in the state of Texas is \$68,494. The median is slightly lower in the Panhandle PSA at \$61,712. There are only four counties (Armstrong, Carson, Hemphill, Randall) which exceed the median family income for the state.

	Median Family Income (Householder Age 60 and Over)	Population/Percent Population Age 60 and Over for Whom Poverty Income Status Was Determined				
		Total	Below 100% of Poverty		Below 200% of Poverty	
Texas	\$ 68,494	4,854,105	522,545	10.8%	1,401,405	28.9%
Panhandle	\$ 61,712	83,005	8,415	10.1%	24,720	29.8%
Armstrong	\$ 70,781	520	65	12.5%	150	28.8%
Briscoe	\$ 54,531	460	80	17.4%	205	44.6%
Carson	\$ 75,278	1,530	85	5.6%	300	19.6%
Castro	\$ 61,500	1,670	225	13.5%	565	33.8%
Childress	\$ 65,625	1,325	210	15.8%	445	33.6%
Collingsworth	\$ 53,906	615	30	4.9%	225	36.6%
Dallam	\$ 58,698	1,105	30	2.7%	285	25.8%
Deaf Smith	\$ 52,500	3,165	475	15.0%	1,160	36.7%
Donley	\$ 50,000	970	80	8.2%	325	33.5%
Gray	\$ 52,917	4,380	340	7.8%	1,250	28.5%
Hall	\$ 41,375	930	95	10.2%	435	46.8%
Hansford	\$ 31,875	1,065	55	5.2%	550	51.6%
Hartley	\$ 59,353	965	100	10.4%	340	35.2%
Hemphill	\$ 96,579	730	30	4.1%	190	26.0%
Hutchinson	\$ 53,672	4,775	485	10.2%	1,425	29.8%
Lipscomb	\$ 65,952	750	60	8.0%	159	21.2%
Moore	\$ 53,243	3,165	450	14.2%	1,025	32.4%
Ochiltree	\$ 56,563	1,585	135	8.5%	495	31.2%
Oldham	\$ 63,472	420	60	14.3%	145	34.5%
Parmer	\$ 50,769	1,915	225	11.7%	690	36.0%
Potter	\$ 51,470	19,415	3,095	15.9%	7,870	40.5%
Randall	\$ 78,532	27,815	1,560	5.6%	5,105	18.4%
Roberts	\$ 59,750	255	20	7.8%	45	17.6%
Sherman	\$ 59,583	635	35	5.5%	209	32.9%
Swisher	\$ 40,841	1,640	270	16.5%	735	44.8%
Wheeler	\$ 56,875	1,215	130	10.7%	395	32.5%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.



The graph above displays the Percent Population of adults age 60 or older for whom poverty income status was determined to be below 100% of poverty and below 200% of poverty.

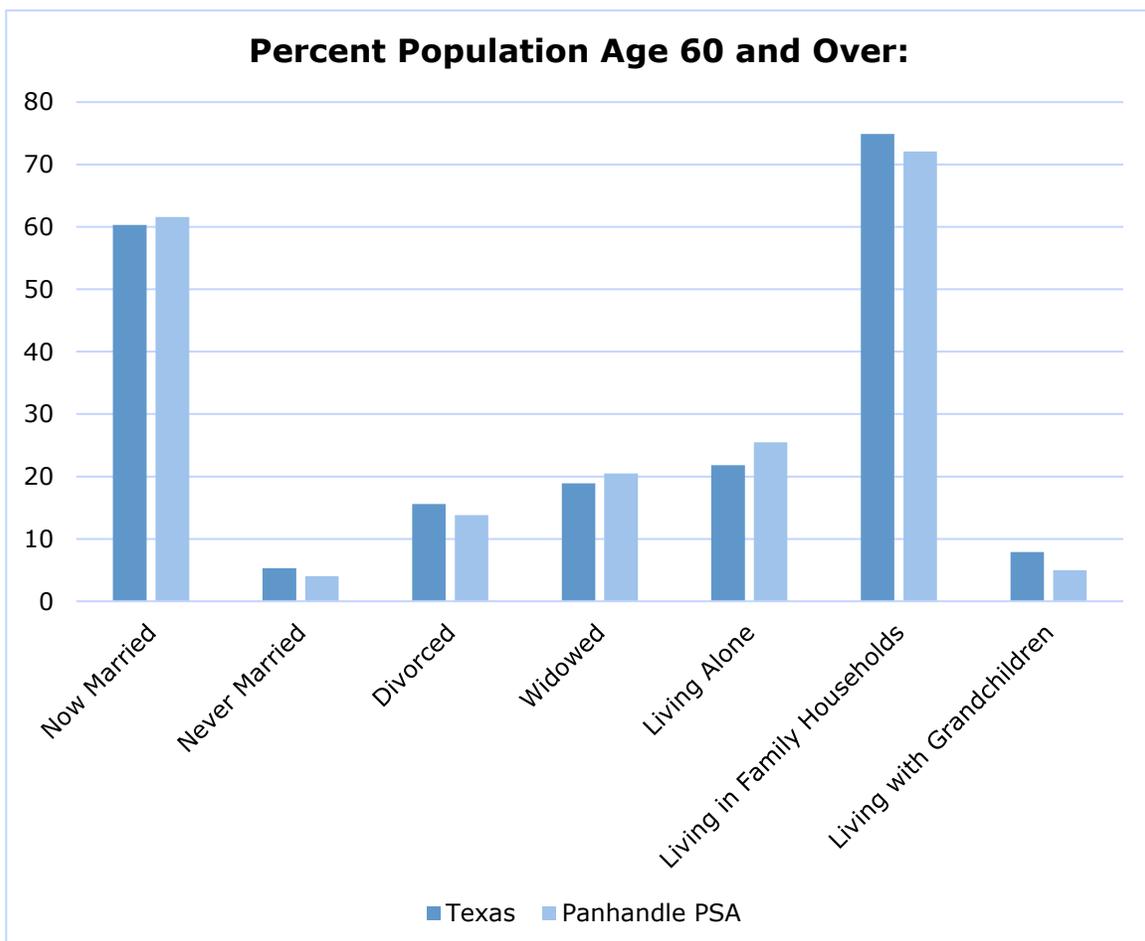
The Panhandle is within one percent of the State median percent population for both categories. However, it is notable that eighteen out of the twenty-six counties have greater than 28.9% percent population age 60 and over whom poverty income status was determined to be below 200% of Poverty.

Living Arrangements

The following tables display the population and percent population of adults age 60 and over by their marital status and other living arrangements including if they live alone, in family households, or with grandchildren.

Living alone can be a determinant of a higher risk of social isolation. 25.5% of adults age 60 and over live alone in the Panhandle PSA, just slightly higher than the state median of 21.8%. Notably, the percent population of older adults living with grandchildren in the region is two percentage points less than the state median, at 5% versus 7.9%.

The Panhandle PSA is on par with the state median of households with individuals who are age 60 and over and married at 61.6% versus the state at 60.3%. Additionally, the percent population of older adults never married, divorced, and widowed is not far off from the state median.



Population/Percent Population Age 60 and Over in Households:									
	Total	Now Married		Never Married		Divorced		Widowed	
Texas	4,843,125	2,986,775	60.3%	262,205	5.3%	770,565	15.6%	934,875	18.9%
Panhandle	82,855	52,845	61.6%	3,470	4.0%	11,870	13.8%	17,625	20.5%
Armstrong	520	380	68.5%	19	3.4%	60	10.8%	100	18.0%
Briscoe	460	285	61.3%	25	5.4%	45	9.7%	105	22.6%
Carson	1,520	1,060	69.1%	35	2.3%	145	9.4%	305	19.9%
Castro	1,670	955	55.4%	55	3.2%	375	21.7%	330	19.1%
Childress	1,325	820	57.1%	35	2.4%	130	9.1%	445	31.0%
Collingsworth	615	435	66.4%	0	0.0%	45	6.9%	180	27.5%
Dallam	1,105	695	63.2%	55	5.0%	225	20.5%	124	11.3%
Deaf Smith	3,135	2,140	65.3%	145	4.4%	335	10.2%	660	20.2%
Donley	970	565	55.1%	100	9.8%	135	13.2%	230	22.4%
Gray	4,365	2,500	54.5%	105	2.3%	735	16.0%	1,255	27.3%
Hall	925	630	64.6%	45	4.6%	90	9.2%	210	21.5%
Hansford	1,065	775	68.6%	19	1.7%	90	8.0%	250	22.1%
Hartley	960	720	67.3%	34	3.2%	90	8.4%	225	21.0%
Hemphill	730	500	66.7%	8	1.1%	120	16.0%	120	16.0%
Hutchinson	4,770	2,895	60.3%	170	3.5%	835	17.4%	905	18.9%
Lipscomb	750	515	66.0%	25	3.2%	100	12.8%	145	18.6%
Moore	3,160	2,075	63.3%	105	3.2%	445	13.6%	655	20.0%
Ochiltree	1,585	1,065	65.5%	40	2.5%	170	10.5%	350	21.5%
Oldham	405	295	70.2%	19	4.5%	60	14.3%	50	11.9%
Parmer	1,915	1,325	67.6%	30	1.5%	155	7.9%	455	23.2%
Potter	19,390	11,420	55.0%	1,380	6.6%	3,415	16.4%	4,555	21.9%
Randall	27,775	18,320	65.5%	865	3.1%	3,665	13.1%	5,135	18.3%
Roberts	255	215	84.3%	8	3.1%	15	5.9%	19	7.5%
Sherman	635	410	61.7%	4	0.6%	105	15.8%	140	21.1%
Swisher	1,635	1,050	61.8%	100	5.9%	110	6.5%	435	25.6%
Wheeler	1,215	810	63.8%	45	3.5%	170	13.4%	250	19.7%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over in Households:						
		Total	Living Alone		Family Households		Living with Grandchildren	
Texas	4,954,410	4,843,125	1,057,750	21.8%	3,626,900	74.9%	382,270	7.9%
Panhandle	85,815	82,855	21,150	25.5%	59,775	72.1%	4,130	5.0%
Armstrong	555	520	117	22.5%	405	77.9%	4	0.8%
Briscoe	465	460	118	25.7%	300	65.2%	4	0.9%
Carson	1,535	1,520	365	24.0%	1,125	74.0%	30	2.0%
Castro	1,725	1,670	324	19.4%	1,305	78.1%	150	9.0%
Childress	1,435	1,325	386	29.1%	920	69.4%	30	2.3%
Collingsworth	655	615	139	22.6%	475	77.2%	30	4.9%
Dallam	1,100	1,105	247	22.4%	845	76.5%	65	5.9%
Deaf Smith	3,275	3,135	775	24.7%	2,335	74.5%	155	4.9%
Donley	1,025	970	295	30.4%	660	68.0%	40	4.1%
Gray	4,590	4,365	1,280	29.3%	3,020	69.2%	275	6.3%
Hall	975	925	274	29.6%	630	68.1%	30	3.2%
Hansford	1,130	1,065	180	16.9%	860	80.8%	25	2.3%
Hartley	1,070	960	234	24.4%	705	73.4%	30	3.1%
Hemphill	750	730	146	20.0%	565	77.4%	65	8.9%
Hutchinson	4,800	4,770	1,155	24.2%	3,485	73.1%	285	6.0%
Lipscomb	780	750	136	18.1%	585	78.0%	4	0.5%
Moore	3,280	3,160	605	19.1%	2,415	76.4%	155	4.9%
Ochiltree	1,625	1,585	415	26.2%	1,125	71.0%	85	5.4%
Oldham	420	405	75	18.5%	300	74.1%	20	4.9%
Parmer	1,960	1,915	500	26.1%	1,345	70.2%	40	2.1%
Potter	20,780	19,390	6,130	31.6%	12,735	65.7%	1,125	5.8%
Randall	27,990	27,775	6,320	22.8%	20,885	75.2%	1,175	4.2%
Roberts	255	255	44	17.3%	210	82.4%	4	1.6%
Sherman	665	635	132	20.8%	475	74.8%	30	4.7%
Swisher	1,700	1,635	440	26.9%	1,180	72.2%	150	9.2%
Wheeler	1,270	1,215	315	25.9%	890	73.3%	115	9.5%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

Disability

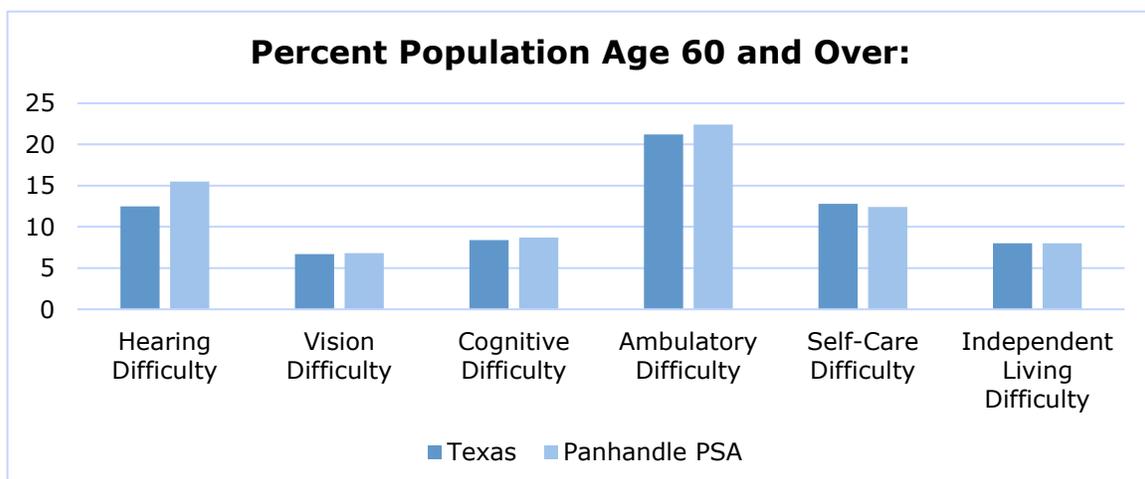
The following tables display the population and percent population age 60 and over with independent living difficulty, with two types of disability, and with three or more types of disability, all civilians who reside in the community or non-institutional setting.

The American Community Survey (ACS) asks respondents about six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Survey respondents who report any one of the six disability types are considered to have a disability.

The disability types are briefly defined by ACS as:

- **Hearing difficulty:** deaf or having serious difficulty hearing.
- **Vision difficulty:** blind or having serious difficulty seeing, even when wearing glasses.
- **Cognitive difficulty:** having difficulty remembering, concentrating, or making decisions due to a physical, mental, or emotional problem.
- **Ambulatory difficulty:** having serious difficulty walking or climbing stairs.
- **Self-care difficulty:** having difficulty bathing or dressing.
- **Independent living difficulty:** having difficulty doing errands alone such as visiting a doctor's office or shopping due to a physical, mental, or emotional problem.

The disability affecting the highest population percentage for the state of Texas and Panhandle PSA is ambulatory difficulty at 22.4% followed by hearing difficulty at 15.5% of the total population age 60 and over living in the community and non-institutional settings.



	Population Age 60 and Over (Civilian Non-Institutional)	Population/Percent Population Age 60 and Over (Civilian Non-Institutional) with:					
		A Disability		Two Types of Disability		Three or More Types of Disability	
Texas	4,854,150	1,570,170	32.3%	341,535	7.0%	507,585	10.5%
Panhandle	83,010	29,530	35.6%	7,500	9.0%	8,440	10.2%
Armstrong	520	130	25.0%	20	3.8%	24	4.6%
Briscoe	460	180	39.1%	24	5.2%	40	8.7%
Carson	1,530	465	30.4%	125	8.2%	115	7.5%
Castro	1,670	500	29.9%	165	9.9%	90	5.4%
Childress	1,325	645	48.7%	215	16.2%	180	13.6%
Collingsworth	615	225	36.6%	50	8.1%	65	10.6%
Dallam	1,105	430	38.9%	120	10.9%	105	9.5%
Deaf Smith	3,165	1,210	38.2%	300	9.5%	325	10.3%
Donley	970	295	30.4%	70	7.2%	75	7.7%
Gray	4,380	1,660	37.9%	335	7.6%	630	14.4%
Hall	930	365	39.2%	95	10.2%	85	9.1%
Hansford	1,065	495	46.5%	160	15.0%	155	14.6%
Hartley	965	380	39.4%	140	14.5%	70	7.3%
Hemphill	730	220	30.1%	30	4.1%	70	9.6%
Hutchinson	4,775	2,260	47.3%	550	11.5%	835	17.5%
Lipscomb	750	260	34.7%	50	6.7%	75	10.0%
Moore	3,160	1,285	40.7%	465	14.7%	325	10.3%
Ochiltree	1,580	600	38.0%	120	7.6%	190	12.0%
Oldham	420	135	32.1%	35	8.3%	30	7.1%
Parmer	1,910	750	39.3%	135	7.1%	290	15.2%
Potter	19,420	6,880	35.4%	2,010	10.4%	1,870	9.6%
Randall	27,810	8,595	30.9%	1,900	6.8%	2,380	8.6%
Roberts	255	85	33.3%	15	5.9%	40	15.7%
Sherman	630	300	47.6%	80	12.7%	115	18.3%
Swisher	1,640	720	43.9%	145	8.8%	175	10.7%
Wheeler	1,220	470	38.5%	140	11.5%	105	8.6%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

	Population Age 60 and Over (Civilian Non-Institutional)	Population/Percent Population Age 60 and Over with a Disability (Civilian Non-Institutional):					
		Hearing Difficulty		Vision Difficulty		Cognitive Difficulty	
Texas	4,854,150	607,685	12.5%	324,430	6.7%	405,465	8.4%
Panhandle	83,010	12,860	15.5%	5,630	6.8%	7,205	8.7%
Armstrong	520	60	11.5%	25	4.8%	25	4.8%
Briscoe	460	85	18.5%	14	3.0%	35	7.6%
Carson	1,530	260	17.0%	70	4.6%	55	3.6%
Castro	1,670	135	8.1%	40	2.4%	155	9.3%
Childress	1,325	315	23.8%	255	19.2%	195	14.7%
Collingsworth	615	65	10.6%	50	8.1%	60	9.8%
Dallam	1,105	200	18.1%	175	15.8%	120	10.9%
Deaf Smith	3,165	365	11.5%	230	7.3%	260	8.2%
Donley	970	135	13.9%	45	4.6%	60	6.2%
Gray	4,380	650	14.8%	290	6.6%	415	9.5%
Hall	930	135	14.5%	80	8.6%	50	5.4%
Hansford	1,065	260	24.4%	155	14.6%	95	8.9%
Hartley	965	130	13.5%	110	11.4%	25	2.6%
Hemphill	730	140	19.2%	45	6.2%	8	1.1%
Hutchinson	4,775	1,230	25.8%	405	8.5%	695	14.6%
Lipscomb	750	135	18.0%	55	7.3%	60	8.0%
Moore	3,160	765	24.2%	250	7.9%	290	9.2%
Ochiltree	1,580	195	12.3%	110	7.0%	175	11.1%
Oldham	420	60	14.3%	25	6.0%	19	4.5%
Parmer	1,910	405	21.2%	170	8.9%	210	11.0%
Potter	19,420	2,650	13.6%	1,215	6.3%	1,850	9.5%
Randall	27,810	3,775	13.6%	1,575	5.7%	1,965	7.1%
Roberts	255	50	19.6%	40	15.7%	4	1.6%
Sherman	630	175	27.8%	75	11.9%	105	16.7%
Swisher	1,640	295	18.0%	55	3.4%	180	11.0%
Wheeler	1,220	190	15.6%	80	6.6%	110	9.0%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

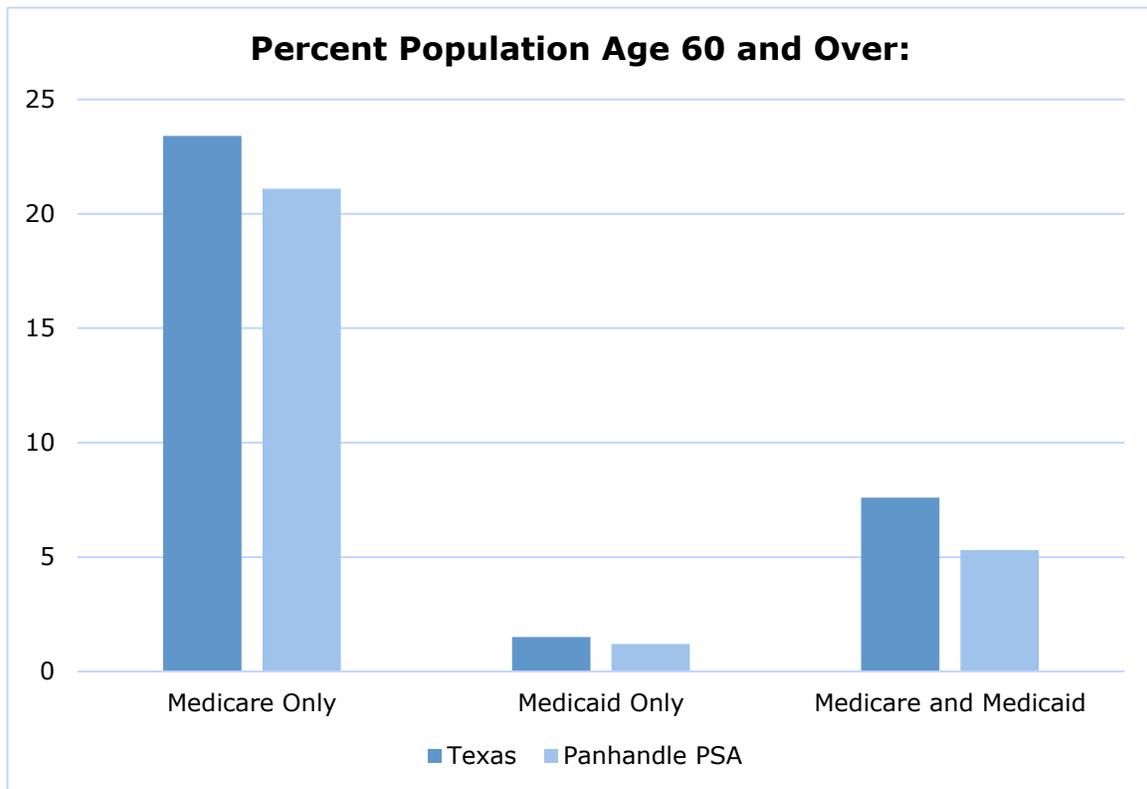
	Population Age 60 and Over (Civilian Non-Institutional)	Population/Percent Population Age 60 and Over with a Disability (Civilian Non-Institutional):					
		Ambulatory Difficulty		Self-Care Difficulty		Independent Living Difficulty	
Texas	4,854,150	1,030,185	21.2%	621,710	12.8%	386,445	8.0%
Panhandle	83,010	18,605	22.4%	10,305	12.4%	6,635	8.0%
Armstrong	520	75	14.4%	34	6.5%	25	4.8%
Briscoe	460	125	27.2%	45	9.8%	20	4.3%
Carson	1,530	300	19.6%	105	6.9%	49	3.2%
Castro	1,670	360	21.6%	75	4.5%	15	0.9%
Childress	1,325	265	20.0%	175	13.2%	165	12.5%
Collingsworth	615	110	17.9%	105	17.1%	85	13.8%
Dallam	1,105	210	19.0%	110	10.0%	65	5.9%
Deaf Smith	3,165	875	27.6%	485	15.3%	295	9.3%
Donley	970	185	19.1%	95	9.8%	50	5.2%
Gray	4,380	1,180	26.9%	690	15.8%	405	9.2%
Hall	930	225	24.2%	110	11.8%	69	7.4%
Hansford	1,065	330	31.0%	245	23.0%	155	14.6%
Hartley	965	265	27.5%	95	9.8%	55	5.7%
Hemphill	730	150	20.5%	55	7.5%	10	1.4%
Hutchinson	4,775	1,375	28.8%	755	15.8%	535	11.2%
Lipscomb	750	140	18.7%	80	10.7%	69	9.2%
Moore	3,160	845	26.7%	470	14.9%	245	7.8%
Ochiltree	1,580	435	27.5%	225	14.2%	150	9.5%
Oldham	420	95	22.6%	35	8.3%	14	3.3%
Parmer	1,910	480	25.1%	245	12.8%	160	8.4%
Potter	19,420	4,235	21.8%	2,725	14.0%	1,655	8.5%
Randall	27,810	5,285	19.0%	2,840	10.2%	1,990	7.2%
Roberts	255	70	27.5%	20	7.8%	10	3.9%
Sherman	630	195	31.0%	80	12.7%	40	6.3%
Swisher	1,640	510	31.1%	230	14.0%	180	11.0%
Wheeler	1,220	295	24.2%	170	13.9%	119	9.8%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

Health Insurance

The following tables display the population and percent population age 60 and over with Medicare only, Medicaid only, and both Medicare and Medicaid.

The Census Bureau released in September 2022 a publication titled, *Health Insurance Coverage in the United States: 2021*. Highlights from the publication include that private health insurance coverage continued to be more prevalent than public coverage at 66% and 35.7%, respectively. Of the subtypes of health insurance coverage, employer-based insurance was the most common, covering 54.3% of the population for some or all of the calendar year, followed by Medicaid (18.9%), Medicare (18.4%), direct-purchase coverage (10.2%), TRICARE (2.5%), and VA and CHAMPVA coverage (1.0%).



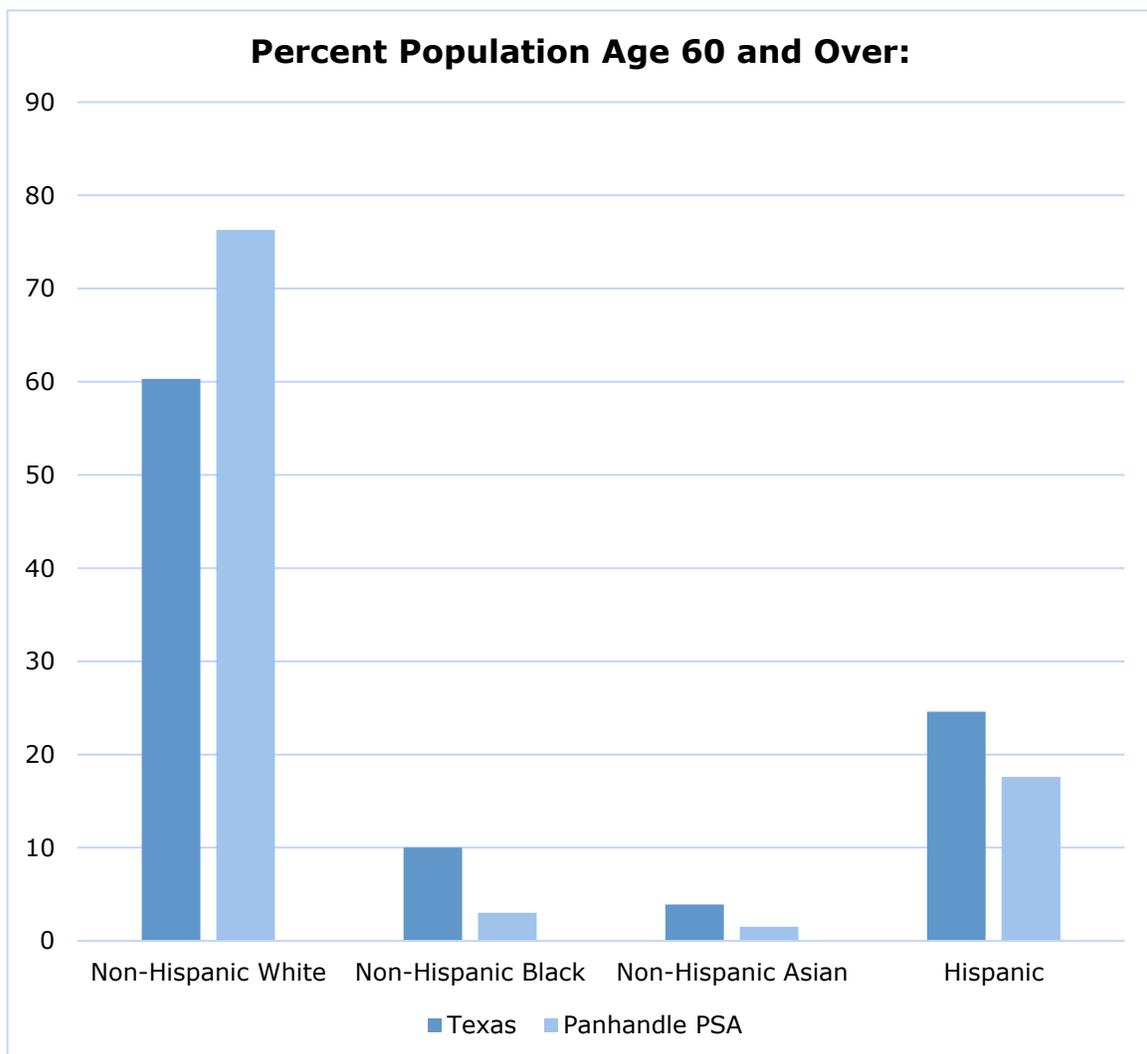
	Civilian Pop. 60 and Over for Whom Health Insurance Status was Estimated	Population/Percent Population Age 60 and Over with:					
		Medicare Only		Medicaid Only		Medicare and Medicaid	
Texas	4,710,690	1,100,815	23.4%	69,705	1.5%	356,110	7.6%
Panhandle	81,560	17,190	21.1%	965	1.2%	4,285	5.3%
Armstrong	465	175	37.6%	0	0.0%	8	1.7%
Briscoe	500	75	15.0%	0	0.0%	45	9.0%
Carson	1,490	285	19.1%	0	0.0%	55	3.7%
Castro	1,490	290	19.5%	50	3.4%	100	6.7%
Childress	1,295	190	14.7%	0	0.0%	55	4.2%
Collingsworth	665	235	35.3%	8	1.2%	40	6.0%
Dallam	1,095	270	24.7%	0	0.0%	20	1.8%
Deaf Smith	3,265	720	22.1%	19	0.6%	400	12.3%
Donley	905	210	23.2%	8	0.9%	45	5.0%
Gray	4,265	900	21.1%	70	1.6%	320	7.5%
Hall	915	190	20.8%	14	1.5%	100	10.9%
Hansford	1,090	285	26.1%	0	0.0%	80	7.3%
Hartley	990	340	34.3%	0	0.0%	19	1.9%
Hemphill	710	60	8.5%	14	2.0%	4	0.6%
Hutchinson	4,875	870	17.8%	80	1.6%	170	3.5%
Lipscomb	740	100	13.5%	0	0.0%	19	2.6%
Moore	3,210	500	15.6%	60	1.9%	230	7.2%
Ochiltree	1,585	315	19.9%	39	2.5%	44	2.8%
Oldham	405	95	23.5%	0	0.0%	10	2.5%
Parmer	1,810	430	23.8%	20	1.1%	155	8.6%
Potter	19,145	4,550	23.8%	375	2.0%	1,505	7.9%
Randall	26,805	5,250	19.6%	165	0.6%	720	2.7%
Roberts	250	50	20.0%	0	0.0%	0	0.0%
Sherman	660	90	13.6%	10	1.5%	4	0.6%
Swisher	1,730	480	27.7%	25	1.4%	100	5.8%
Wheeler	1,220	235	19.3%	19	1.6%	35	2.9%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

Race-Ethnicity

The following tables display the population age 60 and over who identify as Non-Hispanic White, Non-Hispanic Black, and Non-Hispanic Asian. The Panhandle PSA has two majority-minority counties including Deaf Smith and Castro. The majority of counties have greater than 50% of population identifying as Non-Hispanic White. The Panhandle PSA's median is slightly higher than the state's at 76.3% versus 60.3%. The population of individuals identifying as Black or Asian is also significantly lower than the state's median.

The second table displays the population age 60 and over who identify as Hispanic and is broken down further by gender identity (male or female). Castro, Deaf Smith, and Parmer have the highest percent population identifying as Hispanic at 47.3%, 49.5%, and 43.2%, respectively.



	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over:					
		Non-Hispanic White		Non-Hispanic Black		Non-Hispanic Asian	
Texas	5,339,605	3,220,932	60.3%	532,672	10.0%	206,238	3.9%
Panhandle	91,758	69,973	76.3%	2,737	3.0%	1,348	1.5%
Armstrong	742	703	94.7%	2	0.3%	0	0.0%
Briscoe	545	447	82.0%	18	3.3%	0	0.0%
Carson	1,504	1,344	89.4%	8	0.5%	3	0.2%
Castro	1,733	852	49.2%	47	2.7%	3	0.2%
Childress	1,537	1,194	77.7%	66	4.3%	15	1.0%
Collingsworth	763	588	77.1%	41	5.4%	0	0.0%
Dallam	1,001	638	63.7%	23	2.3%	4	0.4%
Deaf Smith	3,465	1,632	47.1%	58	1.7%	7	0.2%
Donley	1,029	939	91.3%	32	3.1%	3	0.3%
Gray	4,673	3,778	80.8%	188	4.0%	25	0.5%
Hall	951	684	71.9%	72	7.6%	0	0.0%
Hansford	1,179	847	71.8%	6	0.5%	0	0.0%
Hartley	1,145	1,030	90.0%	9	0.8%	1	0.1%
Hemphill	708	615	86.9%	0	0.0%	2	0.3%
Hutchinson	4,792	3,918	81.8%	149	3.1%	31	0.6%
Lipscomb	825	716	86.8%	0	0.0%	2	0.2%
Moore	3,531	2,078	58.9%	25	0.7%	85	2.4%
Ochiltree	1,728	1,209	70.0%	0	0.0%	4	0.2%
Oldham	574	510	88.9%	0	0.0%	9	1.6%
Parmer	1,954	1,053	53.9%	36	1.8%	5	0.3%
Potter	22,720	15,707	69.1%	1,443	6.4%	784	3.5%
Randall	30,236	26,046	86.1%	418	1.4%	344	1.1%
Roberts	266	247	92.9%	0	0.0%	0	0.0%
Sherman	729	572	78.5%	6	0.8%	0	0.0%
Swisher	1,914	1,299	67.9%	72	3.8%	5	0.3%
Wheeler	1,514	1,327	87.6%	18	1.2%	16	1.1%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over:					
		Hispanic		Hispanic – Male		Hispanic - Female	
Texas	5,339,605	1,312,237	24.6%	598,310	11.2%	713,927	13.4%
Panhandle	91,758	16,139	17.6%	7981	8.7%	8,158	8.9%
Armstrong	742	20	2.7%	10	1.3%	10	1.3%
Briscoe	545	75	13.8%	34	6.2%	41	7.5%
Carson	1,504	103	6.8%	52	3.5%	51	3.4%
Castro	1,733	820	47.3%	396	22.9%	424	24.5%
Childress	1,537	241	15.7%	120	7.8%	121	7.9%
Collingsworth	763	115	15.1%	57	7.5%	58	7.6%
Dallam	1,001	307	30.7%	135	13.5%	172	17.2%
Deaf Smith	3,465	1,714	49.5%	824	23.8%	890	25.7%
Donley	1,029	42	4.1%	22	2.1%	20	1.9%
Gray	4,673	563	12.0%	316	6.8%	247	5.3%
Hall	951	183	19.2%	94	9.9%	89	9.4%
Hansford	1,179	309	26.2%	155	13.1%	154	13.1%
Hartley	1,145	95	8.3%	51	4.5%	44	3.8%
Hemphill	708	79	11.2%	45	6.4%	34	4.8%
Hutchinson	4,792	537	11.2%	292	6.1%	245	5.1%
Lipscomb	825	89	10.8%	46	5.6%	43	5.2%
Moore	3,531	1,260	35.7%	635	18.0%	625	17.7%
Ochiltree	1,728	487	28.2%	245	14.2%	242	14.0%
Oldham	574	51	8.9%	26	4.5%	25	4.4%
Parmer	1,954	845	43.2%	414	21.2%	431	22.1%
Potter	22,720	4,380	19.3%	2,120	9.3%	2,260	9.9%
Randall	30,236	3,021	10.0%	1,479	4.9%	1,542	5.1%
Roberts	266	13	4.9%	8	3.0%	5	1.9%
Sherman	729	148	20.3%	78	10.7%	70	9.6%
Swisher	1,914	512	26.8%	255	13.3%	257	13.4%
Wheeler	1,514	130	8.6%	72	4.8%	58	3.8%

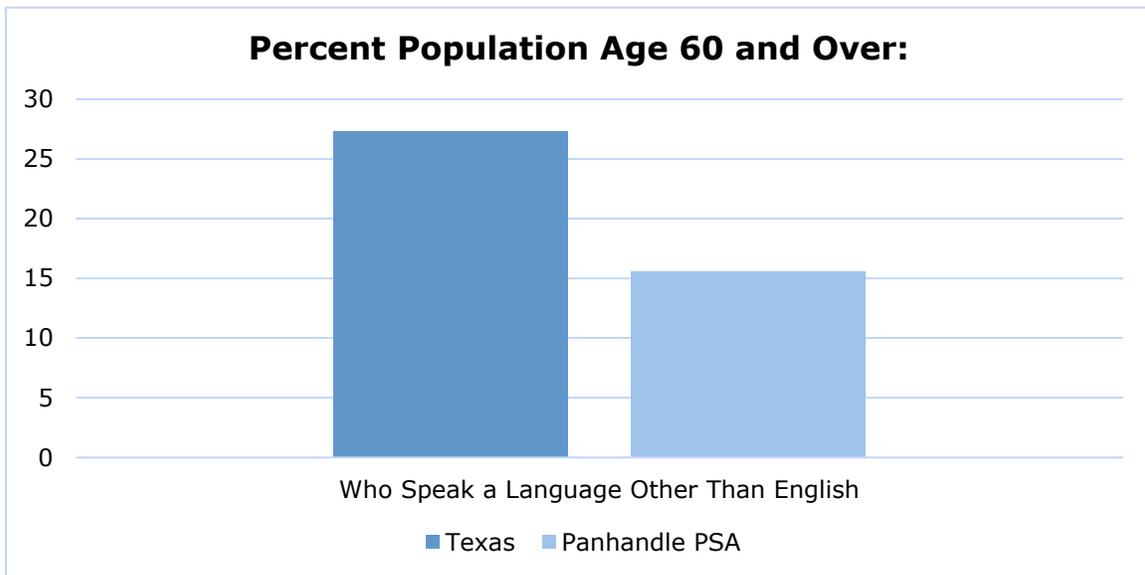
Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

English Proficiency

The following tables display the population and percent population age 60 and over who speak a language other than English and who do not speak English well or at all.

The Panhandle PSA comes in below the state median at 15.6% for the percent population who speak a language other than English; however, the PSA is not far from the percent population who does not speak English well or at all at 30.0%.

Castro and Deaf Smith are the two counties with the highest percent population of individuals who speak a language other than English. This corresponds with the data in the Race-Ethnicity characteristics. Notably, it is Hansford, Wheeler, and Hall counties that have a percent population highest in terms of individuals who do not speak English well or at all.



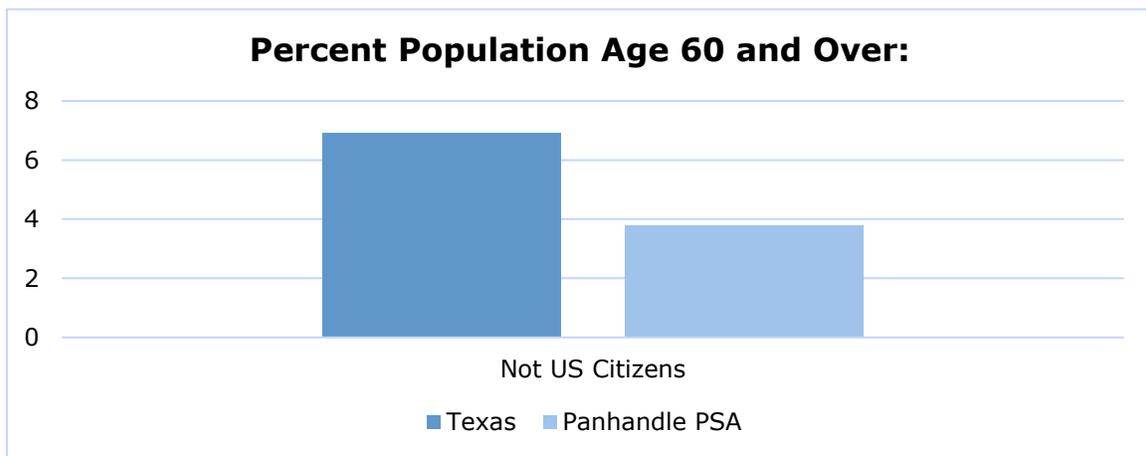
	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over who Speak a Language Other Than English:			
		Total		Does Not Speak English Well or At All	
Texas	4,954,410	1,352,670	27.3%	452,775	33.5%
Panhandle	85,815	13,420	15.6%	4,020	30.0%
Armstrong	555	65	11.7%	15	23.1%
Briscoe	465	75	16.1%	0	0.0%
Carson	1,535	55	3.6%	4	7.3%
Castro	1,725	710	41.2%	170	23.9%
Childress	1,435	125	8.7%	0	0.0%
Collingsworth	655	50	7.6%	15	30.0%
Dallam	1,100	255	23.2%	29	11.4%
Deaf Smith	3,275	1,440	44.0%	465	32.3%
Donley	1,025	10	1.0%	4	40.0%
Gray	4,590	490	10.7%	120	24.5%
Hall	975	160	16.4%	80	50.0%
Hansford	1,130	270	23.9%	175	64.8%
Hartley	1,070	170	15.9%	25	14.7%
Hemphill	750	75	10.0%	35	46.7%
Hutchinson	4,800	420	8.8%	150	35.7%
Lipscomb	780	70	9.0%	20	28.6%
Moore	3,280	1,050	32.0%	445	42.4%
Ochiltree	1,625	325	20.0%	79	24.3%
Oldham	420	35	8.3%	8	22.9%
Parmer	1,960	575	29.3%	180	31.3%
Potter	20,780	4,335	20.9%	1,495	34.5%
Randall	27,990	2,005	7.2%	285	14.2%
Roberts	255	4	1.6%	0	0.0%
Sherman	665	105	15.8%	4	3.8%
Swisher	1,700	440	25.9%	170	38.6%
Wheeler	1,270	100	7.9%	50	50.0%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

Social Characteristics

The following tables display the population and percent population age 60 and over by citizenship status, educational attainment, employment, and veteran status.

There are several counties with insufficient data on citizenship status. Those areas of the chart are left blank. Deaf Smith, Moore, and Parmer counties have the highest percent population of individuals who are not U.S. citizens.



The table on educational attainment shows that in eleven of the twenty-six counties greater than 20% of the population of older adults did not graduate from high school.

The table on employment displays that many older adults continue to be employed after age 60. The Panhandle PSA is two percentage points higher than the state median at 32% of adults age 60 and over employed. Castro, Dallam, Hemphill, and Sherman counties all exceed 40% of the population employed.

The Panhandle closely resembles the state median for older adults who are veterans at 14.6%. Collingsworth, Dallam, and Ochiltree counties exceed the median at over 18% of the population with a veteran status.

	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over Not U.S. Citizens	
Texas	4,954,410	341,335	6.9%
Panhandle	85,815	3,220	3.8%
Armstrong	555	0	0.0%
Briscoe	465		
Carson	1,535	10	0.7%
Castro	1,725	150	8.7%
Childress	1,435		
Collingsworth	655		
Dallam	1,100	10	0.9%
Deaf Smith	3,275	445	13.6%
Donley	1,025		
Gray	4,590	55	1.2%
Hall	975	80	8.2%
Hansford	1,130	55	4.9%
Hartley	1,070	30	2.8%
Hemphill	750	45	6.0%
Hutchinson	4,800	130	2.7%
Lipscomb	780	30	3.8%
Moore	3,280	470	14.3%
Ochiltree	1,625	50	3.1%
Oldham	420		
Parmer	1,960	225	11.5%
Potter	20,780	950	4.6%
Randall	27,990	255	0.9%
Roberts	255	0	0.0%
Sherman	655		
Swisher	1,700	120	7.1%
Wheeler	1,270		

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	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over Highest Grade					
		Less Than High School		High School Graduate		College Graduate (Bachelor's Degree)	
Texas	4,954,410	962,980	19.4%	1,282,070	25.9%	820,285	16.6%
Panhandle	85,815	15,810	18.4%	24,500	28.5%	12,315	14.4%
Armstrong	555	130	23.4%	115	20.7%	90	16.2%
Briscoe	465	50	10.8%	135	29.0%	85	18.3%
Carson	1,535	124	8.1%	585	38.1%	255	16.6%
Castro	1,725	635	36.8%	530	30.7%	145	8.4%
Childress	1,435	225	15.7%	595	41.5%	220	15.3%
Collingsworth	655	125	19.1%	195	29.8%	90	13.7%
Dallam	1,100	355	32.3%	330	30.0%	105	9.5%
Deaf Smith	3,275	1,110	33.9%	1,090	33.3%	340	10.4%
Donley	1,025	115	11.2%	275	26.8%	150	14.6%
Gray	4,590	840	18.3%	1,385	30.2%	455	9.9%
Hall	975	190	19.5%	280	28.7%	130	13.3%
Hansford	1,130	375	33.2%	260	23.0%	95	8.4%
Hartley	1,070	135	12.6%	310	29.0%	160	15.0%
Hemphill	750	109	14.5%	240	32.0%	135	18.0%
Hutchinson	4,800	680	14.2%	1,855	38.6%	390	8.1%
Lipscomb	780	135	17.3%	255	32.7%	115	14.7%
Moore	3,280	1,020	31.1%	945	28.8%	255	7.8%
Ochiltree	1,625	335	20.6%	500	30.8%	190	11.7%
Oldham	420	69	16.4%	145	34.5%	80	19.0%
Parmer	1,960	640	32.7%	515	26.3%	235	12.0%
Potter	20,780	4,860	23.4%	6,150	29.6%	2,220	10.7%
Randall	27,990	2,735	9.8%	6,620	23.7%	5,915	21.1%
Roberts	255	15	5.9%	70	27.5%	55	21.6%
Sherman	665	80	12.0%	255	38.3%	60	9.0%
Swisher	1,700	455	26.8%	475	27.9%	195	11.5%
Wheeler	1,270	265	20.9%	385	30.3%	145	11.4%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over Civilian Labor Force - Employed	
Texas	4,954,410	1,494,660	30.2%
Panhandle	85,815	27,425	32.0%
Armstrong	555	135	24.3%
Briscoe	465	115	24.7%
Carson	1,535	495	32.2%
Castro	1,725	770	44.6%
Childress	1,435	540	37.6%
Collingsworth	655	230	35.1%
Dallam	1,100	475	43.2%
Deaf Smith	3,275	935	28.5%
Donley	1,025	360	35.1%
Gray	4,590	1,100	24.0%
Hall	975	320	32.8%
Hansford	1,130	355	31.4%
Hartley	1,070	325	30.4%
Hemphill	750	345	46.0%
Hutchinson	4,800	1,015	21.1%
Lipscomb	780	275	35.3%
Moore	3,280	1,175	35.8%
Ochiltree	1,625	565	34.8%
Oldham	420	155	36.9%
Parmer	1,960	695	35.5%
Potter	20,780	5,770	27.8%
Randall	27,990	10,040	35.9%
Roberts	255	85	33.3%
Sherman	655	280	42.1%
Swisher	1,700	490	28.8%
Wheeler	1,270	385	30.3%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

	Total Population Age 60 and Over	Population/Percent Population Age 60 and Over Veteran	
Texas	4,954,410	742,805	15.0%
Panhandle	85,815	12,540	14.6%
Armstrong	555	70	12.5%
Briscoe	465	74	16.1%
Carson	1,535	269	17.5%
Castro	1,725	155	9.0%
Childress	1,435	110	7.7%
Collingsworth	655	124	18.8%
Dallam	1,100	200	18.1%
Deaf Smith	3,275	225	6.9%
Donley	1,025	154	15.0%
Gray	4,590	635	13.8%
Hall	975	119	12.3%
Hansford	1,130	160	14.1%
Hartley	1,070	125	11.7%
Hemphill	750	130	17.2%
Hutchinson	4,800	659	13.7%
Lipscomb	780	104	13.3%
Moore	3,280	405	12.3%
Ochiltree	1,625	295	18.2%
Oldham	420	49	11.7%
Parmer	1,960	129	6.6%
Potter	20,780	3,130	15.1%
Randall	27,990	4,715	16.8%
Roberts	255	20	7.8%
Sherman	655	105	16.0%
Swisher	1,700	220	13.0%
Wheeler	1,270	170	13.4%

Source: 2015-2019 American Community Survey Data - Facilitated by U.S. Administration for Community Living's AGID - Compilation of U.S. Census Bureau and Texas Demographic Center Data Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. January 17, 2023.

Economic and Social Resources

The economic and social resources in the Panhandle PSA may be understood by examining the following characteristics of the region:

- Primary Industries
- Infrastructure
- Education
- Attractions

Information in this section is informed by the Panhandle Regional Planning Commission's Comprehensive Economic Development Strategy (CEDS). The CEDS is a document produced by the PRPC as the Economic Development District for the region. The latest document was adopted August 26, 2021 for the period 2022 – 2026; however, the CEDS is updated on an annual basis to reflect current economic and social trends across the region. The CEDS provides a summary and background on the geography and population of the region, the economic foundation of the Texas Panhandle, current economic conditions, and a SWOT Analysis for the region.

The following economic and social resources help to bolster communities across the region and work in concert to improve the overall quality of life for older adults and their families. The Panhandle AAA is supported by the region with a range of partnerships from local senior centers, community organizations, non-profit organizations, city government, and private businesses which provide in-kind through contractual rate reductions for Nutrition, Transportation, and In-Home Services including Personal Assistance, Homemaker, and Caregiver Respite Services. The AAA works with those partners to ensure the equitable access to resources that older adults rely on and more than that, enhance the standard of living, wellbeing, and health of the community aged 60 and over.

Primary Industries

The Texas Panhandle's economy is largely characterized by agriculture, energy, and the defense industry. The history of many communities across the Panhandle is similar in being founded to support ranching in the late 1800's including the expansive XIT and JA Ranch. Towns formed along the railroad lines where cattle and raw agricultural products were exported to major trade centers. Today, the region still leads the way as the largest concentration of fed beef in the nation. According to a 2019 Texas A&M AgriLife report, if the region were its own state, it

would be ranked in the top three states for cotton production, top five for sorghum production, and top fifteen for dairy, corn and wheat production.

Agricultural processing plants dot the region with Tyson, JBS, Cargill, Caviness Beef Packers, Merrick Pet Care, and Hilmar Cheese among the companies with facilities in the Texas Panhandle. Micro Beef Technologies Ltd. operates a facility in Amarillo and is one of the largest animal health distributors in the U.S. that serves the companion animal, equine and livestock markets. Tyson Fresh Meats Plant employs 4,400 Texas Panhandle residents according to the Amarillo Economic Development Corporation (EDC) and Affiliated Foods employs 1,205. In the Amarillo EDC 2022 Annual Report they recap several significant projects that have come to the region including CVMR, "a metal refining technology provider that mines and refines its mineral resources, creating the largest capital investment our community has ever seen totaling \$1.5 billion" and will bring a projected 1,000 new jobs. Coast Packing recently relocated from California and moved their livestock and meat-packing operations to Amarillo, creating a total capital expenditure of \$30 million. Producer Owned Beef, a newly founded company owned and operated by cattle ranchers and feeders, is building a state-of-the-art fed cattle processing plant with an estimated capital expenditure of \$840 million and 1,600 new jobs.

Oil and gas are the primary industry for many Panhandle communities with their history in an oil boom in the 1920s and 30s in the north central and eastern counties of the region. The Hugoton Panhandle gas field was once considered one of the world's largest known gas reserves. In 1964, an estimated 95% of the world's recoverable helium was produced within a 250-mile radius of Amarillo. Two carbon black plants and Phillips 66 refinery in Borger as well as Valero refinery in Sunray process the area's oil and gas. Though oil and gas are still prominent in the region, renewable energy is also becoming established in the area. There were no wind turbines in the Texas Panhandle in the year 2000, and according to the U.S. Wind Turbine Database there are about 2,400 in the region in 2021. Amarillo is one of the top areas for generating wind energy, with Texas being the largest producer of wind power in the country according to the Amarillo EDC. Amarillo sits in the Competitive Renewable Energy Zone (CREZ), which enables the transmission of 18,500 megawatts of wind power upwards of 3,500 miles. The CREZ represents \$7B in new infrastructure investment by the State of Texas. Approximately 20 wind farms operate in the Texas Panhandle. Additionally, the first solar farm in the region was recently built in Childress County with a second solar farm planned adjacent to it. The region's renewable energy contributes to both the Electric Reliability Council of Texas (ERCOT) and the Southwest Power Pool (SPP).

The defense industry has also been a fixture in the region's economy and has traditionally been one of the main sources of skilled and well-paying jobs in the Texas Panhandle. The Pantex Plant located east of Amarillo was established in 1942 to support the war effort providing conventional bombs and artillery shells. According to Pantex, it now employs 3,950 full-time personnel who ensure the safety, security, and reliability of the nation's nuclear stockpile. Bell Textron Inc. is an American aerospace manufacturer headquartered in Fort Worth, Texas that manufactures military rotorcraft at facilities in Fort Worth and Amarillo. According to the Amarillo EDC, Bell Helicopter employs more than 1,100 Texas Panhandle residents. Measuring 13,502 feet, Rick Husband International Airport's runway is one of the longest commercial runways in the U.S. and can accommodate a space shuttle landing. Most of these jobs bring in talent from outside of the region due to the specialized knowledge and skillset required. Additionally, Cannon Air Force Base in Clovis, New Mexico, which has 5,800 military and civilian personnel, sits less than twenty miles west of Parmer County, Texas. Although Cannon AFB is not located in the Texas Panhandle region, the proximity of the base to the area makes it an economic driver, especially in the western part of the Texas Panhandle.

Infrastructure

The Texas Panhandle is well connected as Amarillo is situated at the junction of I-40 and I-27. Interstate 40 is the third-longest Interstate Highway in the country. It runs through California, Arizona, New Mexico, Texas, Oklahoma, Arkansas, Tennessee, and North Carolina. Amarillo is among one of the major cities on this route that replaced historic Route 66 along with Flagstaff, Albuquerque, Oklahoma City, Little Rock, Memphis, Nashville, and Raleigh. I-40 also connects to US 287 that runs southeast to Dallas-Fort Worth. I-27, which intersects with I-40 in Amarillo, is one of four interstates belonging to the Ports-to-Plains System in Texas that is a 963-mile corridor designed to enhance statewide and rural connectivity. The Ports-to-Plains Corridor improves freight movement and services with Mexico for all states throughout the United States, making it faster, safer, and less costly to trade according to a March 2023 publication from the Texas Department of Transportation.

Amarillo is also a major hub for BNSF Railway, one of North America's leading freight transportation companies. According to the Amarillo EDC 2022 Annual Report, Jax Transport, a trucking company specializing in hauling refrigerated loads coast to coast, is preparing to build a new facility that would bolster their operations creating a total capital expenditure of \$3 million.

Efforts to improve broadband access in the Texas Panhandle are ongoing, driven by the recognition of the importance of internet connectivity for education, economic development, telehealth, and overall quality of life. However, it remains a complex and evolving challenge that requires continued investment, innovation, and collaboration among stakeholders to ensure equitable access to reliable broadband internet for all residents of the region. There have been ongoing efforts at the state and federal levels to expand broadband infrastructure and improve internet access in rural areas. Programs and initiatives like the Texas Rural Broadband Expansion Act and the Federal Communications Commission's (FCC) Connect America Fund aim to bridge the digital divide by funding broadband expansion projects in underserved areas. In the Texas Panhandle, the digital divide may impact certain populations, including low-income households, elderly individuals, and residents in remote areas, who may face barriers in accessing and utilizing broadband internet services. The Panhandle Regional Planning Commission has taken an active role in coordinating with the Texas Broadband Development Office (BDO) which was established by House Bill 5, 87th Legislative Session. The BDO has developed a public engagement model which mobilizes three sets of working groups to coordinate, canvass, and consolidate public input; a Statewide Working Group, six outcome-focused Task Forces and twelve geo-based Regional Working Groups of which the PRPC is a part.

Water is a vital resource in the Texas Panhandle. The Panhandle PSA is located within portions of the Canadian River Basin and Red River Basin. The water supply in the PSA relies heavily on the Ogallala Aquifer and in some areas the Seymour Aquifer. Minor aquifers include Dockum, Blaine, and Rita Blanca. The PRPC administers three water-related groups including the Region A Panhandle Water Planning Group, the Groundwater Management Area 1, and the Region 1 Canadian-Upper Red Regional Flood Planning Group. These planning efforts highlight the collaboration and cooperation among a variety of stakeholders to prioritize the conservation of this critical resource and water infrastructure.

The majority of the Panhandle PSA is under the Southwest Power Pool (SPP) with only three counties (Briscoe, Hall, and Childress) falling into the Electric Reliability Council of Texas (ERCOT) which operates the electric grid for 75 percent of the state. This is a notable difference for the Panhandle as the reliability of the power grid operated by ERCOT has come into question with record power shortages, expansive power outages, and higher electricity prices. The majority of counties in the Panhandle PSA have not experienced those issues belonging to the SPP.

Education

The Texas Panhandle has an acclaimed regional research university, West Texas A&M University, located about twenty miles south of Amarillo in Canyon. WTAMU is dedicated to the idea of regionalism and makes a concerted effort to engage students across the top 26 counties of the Texas Panhandle. Current university president Dr. Walter Wendler made a tour of each of the Panhandle counties speaking at 66 local high schools in 2017. In 2021, U.S. News & World Report ranked WTAMU #15 in the nation, #1 in Texas for Best Online Graduate Information Technology program, #1 in Texas for Best Online Master's Business Programs, and #1 in Texas for Best Online Bachelor's Programs.

The region also has three strong community colleges which play key roles in workforce training in many of the region's communities including Amarillo College with locations in Amarillo, Dumas, and Hereford as well as Frank Phillips College (locations in Borger, Perryton, and Dalhart), and Clarendon College (locations in Clarendon, Pampa, and Childress). In April 2023, Amarillo College was named co-recipient of the Aspen Prize for Community College Excellence, the nation's signature recognition of high achievement and performance among America's community colleges.

Attractions

The Panhandle PSA boasts many amenities, attractions, and tourist opportunities which reflect the culture, history, and interests of the population including:

- **Palo Duro Canyon State Park:** The second-largest canyon in the United States draws tourists from across America and around the World. WTAMU theater students also perform TEXAS Outdoor Musical every summer for over 55 years.
- **Cadillac Ranch:** Along historic Route 66 and I-40, this public art installation and sculpture located West of Amarillo consists of ten Cadillacs buried halfway in the ground.
- **The Big Texan Steak Ranch:** World famous for the free 72oz steak challenge and historic Route 66 landmark.
- **Panhandle-Plains Historical Museum:** Founded in 1921, the PPHM is the largest history museum in Texas with more than 285,000 square feet and over three million artifacts located on the campus of West Texas A&M University.
- **Caprock Canyons State Park:** The third largest state park in Texas, you can watch bison roam as you explore over 90 miles of trails.

- **American Quarter Horse Hall of Fame and Museum:** AQHF is located off I-40 and is dedicated to honoring and memorializing the horses and people who've paved the way for the American Quarter Horse.
- **Lake Meredith:** Designated as a National Recreation Area, Lake Meredith is described as a hidden oasis on the dry plains of the Texas Panhandle located on the Canadian River ten miles west of Borger in Hutchinson County.
- **Alibates Flint Quarries:** Designated as a National Monument, the Alibates Quarries are located on the Canadian River. There is a museum and guided tours of the protected land.
- **Rita Blanca Lake:** Rita Blanca Lake is located about three miles south of Dalhart in Hartley County on Rita Blanca Creek, a tributary of the Canadian River. Host activities year-round for visitors and community members.
- **Hodgetown Stadium and Amarillo Sod Poodles Baseball**
- **Historic Route 66**
- **XIT Rodeo and Reunion**
- **Texas Air and Space Museum**
- **Amarillo Botanical Gardens**
- **Wonderland Amusement Park**
- **Amarillo Zoo**
- **Amarillo Museum of Art**

There are many other museums and historic attractions located in communities across the region that preserve and tell the story of the Texas Panhandle.

Description of Service System

There is a wide range of services available to meet the needs of older adults and older individuals living with disabilities across the Texas Panhandle. This includes AAA-funded services and other public and private sector services.

AAA Services

See Section 10. Summary of Services for a list of AAA services to be provided during this Area Plan (FFY 2024 – FFY 2026) as detailed in Table 7. The Service Delivery Narratives provide a description of each service provided, the targeted audience, where it will be provided, when the service is provided, why it is important to provide the service in the PSA, and how the service is being provided or the method of service delivery.

AAA services are important in meeting the needs of older adults because they support aging in place. By providing essential support services, such as In-Home Care, Transportation, Caregiver Support and Nutrition Services, the AAA helps older adults maintain their independence, dignity, and quality of life. The AAA takes a holistic approach to serving older adults with services that cover a wide range of aging issues which ensures that each unique individual receives the support they need across multiple dimensions of their diverse lives.

Many AAA services focus on preventive care and health promotion. By offering education programs, nutrition services, and information on Medicare benefits, the AAA helps older adults maintain their health, prevent or manage chronic conditions, and improve overall wellbeing. This ultimately helps to reduce healthcare costs and improve individual health outcomes.

AAA services provide older adults with access to a wide range of resources and benefits. Information and assistance services help older adults navigate complex systems, connect with community resources, and access benefits programs such as Medicare, Medicaid, and housing assistance. This support ensures that older adults can access the services and resources they need to live well in the Panhandle.

The supportive services funded by the OAA help to address loneliness and social isolation which are significant challenges for many older adults. AAA services, such as Congregate Meal Programs, social activities including AAA educational programs and outreach, and transportation assistance, help older adults stay connected to their communities, build social connections, and combat social isolation.

AAA services often include advocacy and protection for older adults. This may involve addressing elder abuse, neglect, or exploitation, providing Long-Term Care Ombudsman services, and ensuring that older adults' rights are protected. AAA staff members advocate for the rights and wellbeing of older adults and work to address any issues or concerns they may face.

The section above on Socio-Demographic and Economic Factors describes a range of characteristics of the older adult population across the Panhandle PSA. Roughly half of the older adult population of the Panhandle resides in a rural area. A significant number of older adults are considered to be low-income and there are several communities with a high percent of population with limited English-proficiency. The AAA prioritizes and engages in extensive outreach efforts tailored to rural areas, limited English proficiency communities, and low-income populations. This includes collaborating with local community organizations, faith-based groups, senior centers, and other community-based resources to disseminate information about available services. Outreach efforts utilize various communication channels such as local newspapers, radio, community bulletin boards, and social media to reach these populations effectively. The AAA develops and distributes materials in languages spoken by limited English proficiency populations, primarily Spanish, taking into account cultural sensitivities and preferences. Translated materials are easily accessible and understandable to ensure effective communication and engagement with these individuals.

Collaborating with local service providers enable the sharing of resources, referrals, and outreach efforts to target and engage older adults in rural areas and those from low-income backgrounds. Engaging community leaders, such as local elected officials, faith leaders, and respected individuals within the community, helps to build trust and facilitate outreach efforts. These leaders serve as advocates for the AAA's services and help identify individuals who may be in need. Involving volunteers from the local community helps to expand the AAA's capacity to reach older adults in rural areas and those with limited English proficiency by utilizing their knowledge of the community and language skills.

See Section 7 Outreach for more information on how the AAA meets the needs of older adults through a Targeted Outreach Plan.

Public and Private Sector Services

The key to addressing the needs of older adults in the Panhandle lies in coordination and collaboration with various stakeholders, including local

governments, service providers, and community organizations. This collaboration ensures that services are delivered efficiently, resources are maximized, and the unique needs of older adults are met effectively.

The AAA contracts with entities to provide services including but not limited to Nutrition Services, In-Home Services, Respite, and Transportation. The AAA maintains an open applicant process for the direct purchase of service.

Refer to the following section on Focal Points and Table 3 for a list and description of the many service providers, agencies, and community organizations that are meeting the needs of older adults and individuals living with disabilities across the Panhandle PSA. Additionally, the section on Role in Interagency Collaborative Efforts describes how the AAA coordinates with a variety of entities to further bolster efforts to further support older individuals with public and private sector services.

Focal Points

Table 3. Focal Points in the Planning and Service Area

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
Texas	2-1-1 Panhandle/United Way Helpline 2207 Line Ave. Amarillo, TX 79106	<ul style="list-style-type: none"> • Connect callers to community-based services • Specific Aid Program 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • United Way of Amarillo and Canyon
City of Amarillo	Acts Community Center 816 S Van Buren Amarillo, TX 79101	<ul style="list-style-type: none"> • Multipurpose Senior Center • Congregate Meal Provider • Senior Center Activities 	Collaborate on many services with organizations across the City of Amarillo, including: <ul style="list-style-type: none"> • AAA CM Nutrition Provider
City of Amarillo	Acts Resource Center 202 S Louisiana Amarillo, TX 79106	<ul style="list-style-type: none"> • Food Distribution • Resource Center 	Collaborate on many services with organizations across the City of Amarillo.
Panhandle PSA	Amarillo Area Foundation 801 S Fillmore, Suite 700 Amarillo, TX 79101	<ul style="list-style-type: none"> • Scholarships • Grant Opportunities 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • Nonprofit Service Center • Panhandle Community Partnership (community impact initiative creating pathways to postsecondary credentials and employment).
City of Amarillo	Amarillo Community Development Department 808 S Buchanan St. Amarillo, TX 79101	<ul style="list-style-type: none"> • Homeless Services • Emergency Assistance • Community Development Block Grant • Rental Assistance 	Collaborate on many services with organizations across the City of Amarillo, including: <ul style="list-style-type: none"> • Neighborhood Improvement Projects • Transformation Park • Emergency Repair Grant • Coming Home Program • Continuum of Care

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
City of Amarillo	Amarillo Parks & Recreation – Senior Services 1330 NW 18 th Ave. Amarillo, TX 79107	<ul style="list-style-type: none"> • Senior Center Activities • Fitness Classes • Swimming 	Collaborate on many services with organizations across the City of Amarillo.
City of Amarillo	Amarillo Public Health Department 1000 Martin Rd. Amarillo, TX 79107	<ul style="list-style-type: none"> • Public Health Services 	Collaborate on many services with organizations across the City of Amarillo.
City of Amarillo	Amarillo Wesley Community Center 1615 S. Roberts Amarillo, TX 79102	<ul style="list-style-type: none"> • Youth Programs (Mentorship, Wrestling, After-School, Childcare, Summer Camp) • Senior Citizen Programs • AAA supported congregate meal site • Transportation 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • Area Agency on Aging of the Panhandle • United Way of Amarillo and Canyon
Panhandle PSA	Bivins Foundation 2311 SW 16 th Ave. Amarillo, TX 79102	<ul style="list-style-type: none"> • Bivins Village: Affordable housing for older adults • Religious Scholarship Program • Charitable Giving 	Collaborate on many services with organizations across the Panhandle.
City of Dalhart	Brick Street Community Center 610 Denrock Dalhart, TX 79022	<ul style="list-style-type: none"> • Senior Center Activities • Lunch Program • Fitness Classes 	Collaborate on many services with organizations across the City of Dalhart.
Panhandle PSA	Catholic Charities of the Texas Panhandle 2004 N Spring St. Amarillo, TX 79107	<ul style="list-style-type: none"> • Bags of Hope • Adult Eyecare • Disaster Relief • Hunger Project • Immigration Legal Services • Refugee Resettlement • English as a Second Language • Youth Mentoring • Joseph’s Project 	Collaborate on many services with organizations across the Panhandle.

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
City of Wellington, Collingsworth County	Collingsworth County Home Delivered Meals 1001 Amarillo St. Wellington, TX 79095	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Wellington and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM/CM Nutrition Provider
City of Clarendon, Donley County	Donley County Senior Citizens 115 E 4 th St. Clarendon, TX 79095	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Clarendon and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM/CM Nutrition Provider
City of Memphis, Hall County	Hall County Home Delivery Meals 202 S. 8 th St. Memphis, TX 79245	<ul style="list-style-type: none"> • Home-Delivered Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Memphis and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM Nutrition Provider • Common Provider
City of Hedley	Hedley Senior Citizens Center 214 Main St. Hedley, TX 79237	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Hedley and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM/CM Nutrition Provider
City of Hereford	Hereford Senior Citizens Center 426 Ranger St. Hereford, TX 79045	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Hereford and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM/CM Nutrition Provider
City of Amarillo	Jan Werner Adult Day Care Center 3108 S Fillmore St. Amarillo, TX 79110	<ul style="list-style-type: none"> • Adult Day Care Services including: Transportation; Alzheimer’s Day Care; Nutrition; Medical Services; Physical Rehab; and Social Services • Program of All Inclusive Care for the Elderly (PACE) 	Collaborate on many services with organizations across the City of Amarillo.

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
City of Amarillo	Faith City Missions 600 N Tyler St. Amarillo, TX 79107	<ul style="list-style-type: none"> • Emergency Shelter • Work Program • Missionite • Hope for Men • Esther’s House • Children’s Ministry 	Collaborate on many services with organizations in the City of Amarillo, including: <ul style="list-style-type: none"> • Homeless Services
Panhandle PSA	Family Care Foundation PO Box 15203 Amarillo, TX 79105 (No Physical Address)	<ul style="list-style-type: none"> • Financial Assistance with: Inpatient Rehabilitations; Outpatient Procedures; Prescription Drugs; IV Therapy; Eye Glasses; Hearing Aids; Dental Services; Wheel Chairs; Shower Stools/Tub Rails 	Collaborate on many services with organizations across the Panhandle.
Panhandle PSA	Family Support Services 2209 SW 7 th Ave. Amarillo, TX 79106	<ul style="list-style-type: none"> • Counseling Services • Advocacy Services • Emergency Safe House • Behavioral Health and Wellness • LOSS Team • Veterans Resource Center • Education and Prevention 	Collaborate on many services with organizations in the City of Amarillo, including: <ul style="list-style-type: none"> • United Way of Amarillo and Canyon
City of Amarillo	Goodwill Industries of Northwest Texas 5807 SW 45 th Ave. Suite 205 Amarillo, TX 79109	<ul style="list-style-type: none"> • Donation Driven Retail Store • Career Resource Center – Job Training 	Collaborate on many services with organizations in the City of Amarillo, including: <ul style="list-style-type: none"> • United Way of Amarillo and Canyon • Coming Home Program
City of Amarillo	Guyon Saunders Resource Center 200 S Tyler St. Amarillo, TX 79101	<ul style="list-style-type: none"> • Referral Services • Housing Assistance • SNAP and Medicaid Application Assistance • Legal Aid • On-Site Health Services • Life Skill Training • Meals • Art Therapy • Transportation Assistance 	Collaborate on many services with organizations in the City of Amarillo, including: <ul style="list-style-type: none"> • Amarillo College • Amarillo Police Department • City of Amarillo Community Development and Public Health Departments • Goodwill Industries • Legal Aid of Northwest Texas • Regence Health Network • Texas Panhandle Centers • United Way of Amarillo and Canyon/2-1-1 • Veterans Resource Center

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
Top 29 Counties of the Texas Panhandle	High Plains Food Bank 815 Ross St. Amarillo, TX 79102	<ul style="list-style-type: none"> • Food Assistance • Assistance with SNAP and Public Benefits • Kids Café • Senior Adult Food Program (CSFP) • Nutrition Education – The Garden 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • Supplying food assistance at pantries and other sites • Nutrition Education
114 North and West Texas Counties	Legal Aid of Northwest Texas 203 SW 8 th Ave. Amarillo, TX 79101	<ul style="list-style-type: none"> • Free Civil Legal Assistance • Practice Areas include: Consumer, Family, Individual Rights, Employment, Housing, and Public Benefits 	Collaborate on many services with organizations across the Panhandle.
City of Dumas, Moore County	Moore County Senior Citizens Center 701 E 16 th St. Dumas, TX 79029	<ul style="list-style-type: none"> • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Dumas and across the Panhandle, including: <ul style="list-style-type: none"> • AAA CM Nutrition Provider
City of Borger, Hutchinson County	Opportunities, Inc. 930 Illinois St. Borger, TX 79007	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Borger and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM/CM Nutrition Provider
Panhandle PSA	Panhandle Aging and Disability Resource Center 415 SW 8 th Ave. Amarillo, TX 79101	<ul style="list-style-type: none"> • Information, Referral, and Assistance for older adults and individuals living with disabilities • MIPPA (Medicare preventive services and Medicare Savings Programs) 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • Money Follows the Person • Housing Navigator
Panhandle PSA	Panhandle Behavioral Health Alliance 2207 Line Ave. Amarillo, TX 79106	<ul style="list-style-type: none"> • Panhandle Mental Health Guide • Workplace Mental Health • Education and Training • Information and Referral Services 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • United Way of Amarillo and Canyon • West Texas A&M University

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
Panhandle PSA	Panhandle Community Services 1309 SW 8 th Ave. Amarillo, TX 79101	<ul style="list-style-type: none"> • Earned Income Tax Credit • Family Development Program • Health Insurance Navigation • Housing Assistance • Panhandle Transit • Retired and Senior Volunteer Program (RSVP) • Utility Assistance • Veterans Assistance • Water Assistance • Weatherization 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • Atmos Energy • Xcel Energy Have offices in Borger, Childress, Dalhart, Dimmitt, Dumas, Friona, Hereford, Memphis, Pampa, Perryton, and Tulia.
Panhandle PSA	Panhandle Independent Living Center 417 SW 10 th Ave. Amarillo, TX 79101	<ul style="list-style-type: none"> • Employment and Ticket to Work • Independent Living Services • TBI Support Group • Peer Support • Computer Training • Youth Program • Housing • Fitness • Transportation 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • Veteran’s Affairs
Panhandle PSA	Refugee Services of Texas 1101 Fritch Highway Amarillo, TX 79108	<ul style="list-style-type: none"> • Resettlement Services • Social Adjustment Services • Job Readiness Training and Placement • Central American Minor Refugee Program 	Collaborate on many services with organizations across the City of Amarillo and the Panhandle, including: <ul style="list-style-type: none"> • Amarillo Area Foundation • Catholic Charities of the Texas Panhandle • Hillside Christian Church
City of Amarillo	Salvation Army of Amarillo 400 S Harrison St. Amarillo, TX 79101	<ul style="list-style-type: none"> • Temporary Shelter • Housing Assistance • Meals • Emergency Disaster Services • Financial Assistance • Youth Programs 	Collaborate on many services with organizations across the City of Amarillo and the Panhandle, including: <ul style="list-style-type: none"> • United Way of Amarillo and Canyon

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
City of Amarillo	Senior Ambassador Coalition PO Box 2024 Amarillo, TX 79105 (No physical address)	<ul style="list-style-type: none"> • Community Fall Festival • Community Resource Coordination Group • Educational Conference • Silver Star Room at Adult Protective Services • Vials of Life • Grocery Delivery 	All programs are offered only in collaboration with a network of service providers and organizations serving older adults.
City of Shamrock	Shamrock Meals on Wheels 205 E 2 nd St. Tulia, TX 79088	<ul style="list-style-type: none"> • Home-Delivered Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Shamrock and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM Nutrition Provider • Common Provider
City of Amarillo	Snack Pak 4 Kids 2406 SW 3 rd Ave. Amarillo, TX 79106	<ul style="list-style-type: none"> • Youth Food Distribution • Older Adult Food Program • Assistance for Grandparents Raising Grandchildren • Buying Collaborative 	Collaborate on many services with organizations across the City of Amarillo and the State, including: <ul style="list-style-type: none"> • A Litany of Corporate Sponsors • Local Churches • School Districts
City of Tulia, Swisher County	Swisher County Senior Citizens 619 SE 2 nd St. Tulia, TX	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Senior Center Activities • Other Food Distribution 	Collaborate on many services with organizations in the City of Tulia and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM/CM Nutrition Provider • Common Provider
State of Texas	Texas A&M AgriLife Extension 6500 Amarillo Blvd. W Amarillo, TX 79106	<ul style="list-style-type: none"> • Evidence Based Intervention Programming (e.g. A Matter of Balance) • Birding • Better Living for Texans • Do Well, Be Well with Diabetes • Expanded Food and Nutrition Education Program • Texas Master Gardener • Texas Master Beekeeper Program • Master Wellness Volunteer • Walk Across Texas! 	Collaborate on many services with organizations across the Panhandle and have an Extension Agent in every Texas county who partners with local agencies and community groups.

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
State of Texas	Texas Health and Human Services 3501 SW 45 th Ave. Amarillo, TX 79109	<ul style="list-style-type: none"> • Medicaid Administered Programs • Long-Term Care Services and Supports 	Collaborate on many services with organizations across the City of Amarillo and the State.
Top 21 Counties of the Texas Panhandle	Texas Panhandle Centers 901 Wallace Blvd. Amarillo, TX 79106	Serve individuals with behavioral health needs (mental illness), intellectual and developmental disabilities and children with developmental delays.	Collaborate on many services with organizations across the Panhandle. Have offices in Perryton, Borger, Dumas, Clarendon, Hereford, and Pampa.
City of Turkey, Quitaque – Briscoe, Hall, and Motley County	Tri County Meals 117 W Main St. Quitaque, TX 79255	<ul style="list-style-type: none"> • Home-Delivered Meals • Congregate Meals • Other Food Distribution 	Collaborate on many services with organizations in the City of Quitaque and across the Panhandle, including: <ul style="list-style-type: none"> • AAA HDM Nutrition Provider

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
City of Amarillo, Canyon – Potter and Randall Counties	United Way of Amarillo and Canyon 2207 Line Ave. Amarillo, TX 79106	<ul style="list-style-type: none"> • Grant Opportunities • Non-Profit and Community Support 	Collaborate on many services with organizations across the Panhandle, including: <ul style="list-style-type: none"> • 2-1-1 Texas • Amarillo CASA • Amarillo Coming Home Project • Amarillo Wesley Community Center • American Red Cross, Texas Panhandle Chapter • Boy Scouts of America • Buckner Children and Family Services • Catholic Charities of the Texas Panhandle • Children’s Learning Centers of Amarillo • COHS – Nurse Family Partnership • Family Care Foundation • Family Support Services • Girl Scouts of Texas Oklahoma Plains • Goodwill Industries of Northwest Texas • Guyon Saunders Resource Center • Maverick Boys and Girls Clubs of Amarillo • Panhandle Behavioral Health Alliance • PRPC/Area Agency on Aging, FoodNET • Refugee Services of Texas • Salvation Army of Amarillo
Region	Veterans Affairs – VA Amarillo Healthcare System 610 Amarillo Blvd. W Amarillo, TX 79106	<ul style="list-style-type: none"> • Health Services including: Primary Care, Mental Health Care, Specialty Care, Social Programs and Services 	Collaborate on many services with organizations across the Panhandle.

Role in Interagency Collaborative Efforts

The Area Agency on Aging of the Panhandle provides an array of services in collaboration with other agencies to offer a unique continuum of care to meet the specific needs of the older individuals and their families. The AAA staff and volunteers receive extensive training and experience which is guided by a board of directors of local elected officials and an advisory council consisting of people with a strong interest in elderly issues. The AAA has demonstrated success since 1974 in developing and maintaining a strong delivery of services to meet the needs of older individuals and their caregivers in the Texas Panhandle.

Long-Term Services and Support

The cornerstone of collaborative efforts is that the AAA maintains close connections with HHSC community partners to improve access and to ensure proper referral and information is provided throughout the network. These community partners provide critical support for older individuals and those with a disability, to remain independent in the community. The AAA works closely with local HHSC Community Care, Managed Care Organizations providing Medicaid and Waiver services, and Maximus. Although the Aging and Disability Resource Center of the Panhandle is contracted to South Plains Association of Government, their offices are within the Panhandle Regional Planning Commission Building. The AAA works closely with the ADRC through regular referrals for services, joint staff meetings and collaborative networking by attending community outreach events in-tandem. The AAA and ADRC travel together to health fairs and community events and share informational booths throughout the shared 26-county region.

The AAA also coordinates with Panhandle Independent Living Center (PILC), which is the local Center for Independent Living (CIL), which is evidenced by a representative from PILC serving on the Advisory Council of the AAA for over a decade. Information sharing and community referrals between AAA and PILC are commonplace. Recent collaborative efforts include working together to provide hearing aids to those in need without duplication of services.

The Local Developmental Disability Authority (LIDDA), Texas Panhandle Centers Behavioral and Developmental Health and the AAA work closely to improve coordination of services and reduce barriers that prevent access to care. TPC provides many valuable services to older adults, including: 1) Senior Focus Partial Hospitalization Program which serves clients 55 or older suffering from depression,

anxiety, panic attacks, loneliness, increased withdrawal and isolation, excessive worry, feelings of guilt, inability or refusal to comply with medical advice, medication schedules or dietetic limitations. This program is funded solely through Medicare, 2) case management from the TPC Adult Service Center, 3) sheltered workshops for eligible clients, 4) group homes and options for independent living, 5) day program at Amarillo State Center, 6) independent living classes, 7) medication monitoring, and 8) representative/payee services. The AAA includes TPC staff in educational opportunities to improve awareness of the services AAA provides, and a representative from TPC has served on the AAA Advisory Council for over a decade.

Mental Health Support

The Area Agency on Aging makes efforts to coordinate services to meet the needs of clients with mental health needs in the Panhandle and to increase the awareness of such services by promoting services from TPC and other important organizations who offer services. The AAA works closely with Family Support Services (FSS), which offers individual and family counseling and offers fees based on income, and can be free for those whose income is below the Federal Poverty Guidelines. Services provided by FSS also include a Veteran's Resource Center.

AAA collaborates with Panhandle Behavioral Health Alliance (PBHA) and recently presented at their annual meeting in 2023. PBHA manages an online mental health resource guide which includes AAA services to promote independent living, and is promoted by the AAA as the best tool for finding local mental health resources, both private and public. In addition to individual resources for support, group support for grief and loss and caregiving concerns are also provided and important to older individuals and their caregivers in the Panhandle. The AAA has collaborated in many efforts to provide ongoing support for mental health initiatives including speaking and participating in grief and loss community events and having AAA resources present at mental health fairs across the Panhandle.

The Director of the AAA and the Director of PBHA began an ongoing collaborative to improve mental health in the workplace in 2021. This collaborative focused on management techniques and project planning to reduce stress and better assist employees and the public to improve mental health, and includes other leaders of area organizations. This initiative seeks to promote healthy workplace and management practices that improve satisfaction and engagement of staff and in-turn improve services to the population they serve.

Non-Profit Collaboratives

One of the 25 local information centers for 2-1-1 Texas is operated by the United Way of Amarillo and Canyon (UWAC), and was relocated inside the PRPC building in 2023. The close proximity of the AAA and 2-1-1 offices only served to further strengthen the existing strong partnership, which is focused on collaborative efforts which include a joint presence at community events, regular referrals, and meetings focused on information sharing. The AAA receives funding from the UWAC for the FoodNET Program, which is the Nutrition program that provides Congregate and Home Delivered meals to older individuals at many sites throughout Amarillo. The AAA works closely with the UWAC by attending quarterly program provider meetings with the goal of information sharing and strengthening partnerships amongst this network which is mostly comprised of area non-profit organizations focused on community service, and by representing both the AAA and UWAC as a program provider by speaking about programs at area events. The Director of the AAA served on the UWAC annual status report committee for 2023. The committee oversees the compilation of a comprehensive report of the area's greatest service needs and presents the report at a community event which is very well attended by several hundred people from both private and public organizations. Furthermore, the AAA has maintained representation on the board for over a decade on the Emergency Food and Shelter National Board Program (ESFP), which is a federal program administered by the US Department of Homeland Security's Federal Management Agency (DHS/FEMA). The ESFP program is governed and convened by UWAC, and seeks to provide shelter, food and supportive services through grants to local service organizations to people who are hungry, homeless and in economic crisis.

In 1998, the Baptist St. Anthony's Foundation approached the AAA about starting a coalition of agencies that serve older individuals. The AAA provided a complete list of agencies and contacts and participated in the development of the structure and guiding principles for the Senior Ambassadors Coalition (SAC). SAC began with a handful of interested people and has grown to a membership of approximately 100 agencies, including the AAA. Their membership boasts over 175 individuals and is completely managed by volunteers. This coalition meets monthly to allow for networking amongst aging services providers, to share information regarding upcoming events, and stay informed of trends and emerging needs of the older adult population. The Senior Fall Festival, which is organized by SAC, is held each fall in the largest exhibit hall at the Amarillo Civic Center. The event is well-attended and free to the public. In 2007, SAC was incorporated and became a non-profit entity. This strategic move, allowed SAC to fundraise to provide many

different direct services to older individuals, which including a monthly grocery delivery program (MANNA Food) and Vials of Life campaign. In 2023, SAC began providing funding to the AAA through a Memorandum of Understanding (MOU), to further the AAA transportation services contracted through the City of Amarillo which provides door-to-door accessible transportation throughout the city limits of Amarillo.

In 2003, the AAA coordinated with local adult social service agencies to create a Community Resource Coordination Group for Adults (CRCGA), and to incorporate this group into programs coordinated by the SAC. The CRCGA was created to assist those clients who have multi-agency needs in an atmosphere where cooperation and coordination are key to success. The local CRCGA is uniquely the only such group in the State of Texas with funding available to assist clients. Through the workings of SAC and CRCGA, the AAA has built a good working relationship with all the HHSC partners, public and private organizations and community service programs to address the complicated needs brought to the CRCGA committee.

Healthcare Initiatives

The AAA coordinates to meet the needs of the older individuals and their caregivers by partnering with the Texas Tech School of Medicine and School of Pharmacy and the West Texas Chapter of the Alzheimer's Association, which gave rise to the Alzheimer's Academy. All partners work side by side in the 26-county service area to address the challenges of Alzheimer's disease by capitalizing on each other's strengths and maximizing efficiencies. This program offers free consultations with a geriatrician and/or geriatric pharmacist; benefits counseling for assistance applying for public benefits, Medicare Part D and advanced directives; Respite; adult day care; caregiver libraries; lunch and learns free to the public and medical education programs for health care professionals. Every year all the partners of the Alzheimer's Academy hold a National Memory Screening day which is open to the public and offers free evaluations by physicians along with information about services available to those dealing with or caring for someone with any type of dementia.

The AAA and the Alzheimer's Association also partnered on meeting with city officials, organizations and business to educate and advocate to make Amarillo a dementia friendly community, which is defined as a city or place where people with dementia are understood, respected and supported, and as confident as they can be to contribute to community life. The AAA participates in awareness campaigns and the local Walk to End Alzheimer's in both Amarillo and Pampa.

The AAA is also a partner with the City of Amarillo Public Health Department and a member of the Amarillo Vaccine Champions Coalition that seeks improve vaccine rates and health equity across all area residents. The AAA directs individuals to sources of credible information on vaccines and aids in locating services.

The Amarillo Hearing Clinic was recently designated a non-profit entity and has been able to provide exceptional quality hearing aids and fittings at cost to the AAA as Health Maintenance to eligible individuals. Through this partnership, older individuals in the Panhandle with significant hearing loss were provided these services from an Audiologist and the assistive hearing devices at no cost to the recipient. The individuals who have received these services could not afford these devices without this program and have greatly benefited with an improved quality of life. The AAA will continue these Health Maintenance Services as funding allows. The Amarillo Hearing Clinic also receives funding from Panhandle Independent Living Center and Texas Workforce. Each of these organizations have considerably different eligibility requirements and duplication of services is avoided.

Education

For the last 11 years, the AAA has coordinated with West Texas A&M University Social Work program students and faculty to offer a field placement agency that accepts interns on a semester-by-semester basis. The goal is to bring young students into the aging network to pique their interest in working with older individuals upon graduation and to help them understand the intricacies of working with older adults. This is a mutually beneficial arrangement in that the AAA is able to receive free work assistance to help expand existing programs while the students expand their knowledge base of the network of aging services and the needs of older adults. Most interns accomplish certification in either the Benefits Counseling program or the Ombudsman program. The AAA has also accepted an intern in the field of social work from Eastern New Mexico University. Many employees at the AAA have come from these internship programs.

In September 2013, the AAA began a working relationship with the Houston Better Business Bureau to facilitate and operate the Senior Medicare Patrol program in the Texas Panhandle. The outreach and education regarding Medicare Fraud and Abuse has been well received in the region not only by Medicare beneficiaries but also the medical community, especially in the rural areas. It is the plan of the AAA to continue this relationship as funding allows.

The Area Agency on Aging of the Panhandle collaborates with Texas AgriLife Extension on many initiatives to improve health and wellness for older individuals

and their caregivers. The AAA also coordinates with local hospital staff and rural health clinics to provide information on AAA services and resources for older individuals and their caregivers.

The AAA is a member of the Amarillo Resource Network, which is a new group focused on information sharing to improve social services for individuals throughout their lifespan. The AAA will continue to provide information on AAA services, look for opportunities for collaboration, and improve the understanding of partner organizations.

The AAA collaborates with Texas Legal Services Center, in partnership with Health and Human Services, to provide training and certifications for AAA staff and volunteers to become Benefits Counselors who provide education and assistance with the Health Information, Counseling, and Advocacy Program (HICAP).

Growth of Senior Services

With an effort that began in early 2014, and involved many public and private organizations, the AAA collaborated to evaluate the potential future of senior centers in Amarillo. At the time there were three existing centers in Amarillo: Amarillo Senior Citizens Association, Hilltop Senior Citizens Association, and senior programs at the Amarillo Wesley Community Center. Each program was struggling to sustain funds to meet their budgetary needs and offered a limited amount of services to a small group of citizens. After the first few meetings of this study group, it became apparent that rather than come to the fiscal aid of any one center Amarillo needed to take a fresh look at what was happening population-wise and how centers could become relevant and important places in the lives of seniors. The study group felt that the need for reimagined centers stemmed from recent and future increases in the aging population and the increasing cultural diversity of Amarillo. In the course of the planning process, three key findings emerged:

1. Senior centers across the country need to rethink programs and services to stay relevant despite changing attitudes about aging.
2. Amarillo's senior centers are not prepared to offer engaging and challenging programs in the future for adults as they age.
3. The Amarillo community feels that addressing the needs of adults as they age is a relevant issue.

The study group sees a broad community effort to accomplish this vision sparked by the work of the Blueprint for 21st Century Senior Centers initiative. Based upon

the concept of Asset Based Community Development, the foundation of the Blueprint is to leverage existing resources in the community such as physical and virtual space, dedicated people with a desire to give back, financial support in cash and in-kind, and organizations that already serve older adults.

The City of Amarillo housed this program in their Parks and Recreation Department and implemented in 2019 the "Center without Walls" concept which was a result of the development phase of the Blueprint during 2016. This concept is a program delivery model maximizing resources and community partnerships while leveraging technology including online communities and social media. The growth of this program had been slowed by the COVID-19 pandemic, which resulted in severe staffing shortages to implement the plan. Currently, it has been newly envisioned with a website which houses events and opportunities for community engagement, social media presence, and a quarterly newsletter for older adults. The project is managed by Senior Services Director that is now housed in a local community center owned by the City of Amarillo. Programming and presence in the community is just beginning at the Charles E. Warford Community Center. The Center boasts a room for gathering, exercise equipment, an indoor pool, and basketball court. This collaboration includes planned offerings in partnership with the AAA, such as contracting for evidenced-based programs and bringing education to participating individuals. The AAA has also partnered with the City of Amarillo to provide Residential Repair for over a decade, which provides individuals the assistance needed to safely remain in their own homes.

The AAA works closely with area senior and community centers throughout the Panhandle, which are exhibited in the Description of Services Section and the Focal Points listed in Table 3. Many of these are contracted with the AAA to provide Nutrition Services, however the AAA also coordinates with these organizations who serve as a local point of contact to provide education on AAA Services, health and wellness information, local and state resources, information on Medicare Improvement for Patients and Providers Act (MIPPA) and Health Information Counseling and Advocacy Program (HICAP), public assistance programs, and evidenced based programming.

The AAA has collaborated with several programs who have been able to grow and expand their services to additional sites within their communities. These include a second site for Wesley Community Center in Southeast Amarillo, Wellington Senior Center, and a second site for Acts Community Center in downtown Amarillo. These programs offer social and recreational opportunities and all offer Congregate Nutrition Programs.

Area Foundations

The AAA maintains strong relationships and collaborates with local philanthropic foundations, including the Bivins Foundation and the Amarillo Area Foundation. Both foundations have been focused on hunger initiatives with the AAA participating in local coalitions with regular meetings. Goals of both initiatives is to reduce hunger and food insecurity in the Texas Panhandle by education and coordination. These local foundations also routinely provide annual grant funds to local non-profit organizations that serve older adults to expand local service efforts.

Planning and Advocacy

The Regional Transportation Advisory Group/Panhandle Regional Organization to Maximize Public Transportation (PROMPT) is a group established to improve the effectiveness and efficiency of transportation through coordination. This group is made up of individuals from across the 26 counties of the Panhandle and with a wide range of occupations. This group looks at transportation needs for all individuals and has developed a Regional Transportation Plan for the Panhandle which is submitted to Texas Department of Transportation for approval. This plan is developed under the leadership of the Panhandle Regional Planning Commission Local Government Program and will be a tool to help bring state and federal dollars to the Panhandle to address service gaps in the area of transportation. The AAA has participated as an advocate on the board of PROMPT for over a decade, to improve and increase accessible transportation services for older adults throughout the Panhandle.

The AAA also works closely with the Texas Association of Regional Councils (TARC), which is a collaboration of the 24 regional councils across Texas who are members, including the PRPC. The organization seeks to build regional partnerships, find local solutions, and enhance collaboration across Texas. T4A, or Texans for Aging within TARC is comprised of the AAAs across Texas, and works on improving the network of aging services, collaborating on emerging issues, and providing vital feedback to partners, such as Texas Health and Human Services, through committees and workgroups.

Volunteers

The Texas Silver-Haired Legislature (TSHL) and the AAA collaborate on emerging issues that relate to older individuals and their caregivers through exchange of information. Area TSHL representatives volunteer their time to serve as ex-officio

advisory council members and participate in sharing of information with the AAA and Texas Legislature to promote the welfare of older individuals and their caregivers and to realize these goals in positive legislative reform.

The Area Agency on Aging continues to work with the local Retired Senior Volunteer Program to encourage volunteerism and are fortunate enough to have several volunteers through this program. As the AAA gains volunteers and they are eligible for RSVP, we encourage them to apply so they have access to the benefits offered from their program. The AAA uses trained volunteers to provide direct services to older individuals, individuals under 60 on Medicare and/or their caregivers needing assistance accessing public services. The AAA seeks to recruit volunteers to be a certified Benefits Counselor of the Health Information Counseling and Advocacy Program (HICAP), as well as the Senior Medicare Patrol.

The Ombudsman program also uses certified volunteers to assist in ensuring residents rights are respected in nursing and assisted living facilities across the Texas Panhandle. The Ombudsman program provides facility staff in-services and training; it also aids in resolving resident complaints and monitors problems/concerns as they arise. Certified volunteers maintain their education, on a bi-annual basis, of new regulations or procedures and refreshed on other topics relevant to the respect of resident's rights. Both programs coordinate with the local RSVP. Annually, the AAA participates in volunteer appreciation of Ombudsman, Senior Medicare Patrol, HICAP, and general volunteers. This allows the AAA recognize and honor the AAA volunteers and improves retention.

Section 6. Preparedness Assessment

Legal Reference: OAA 2020 306(b)

Projected Population Changes

The following data describes the projected population changes over the 10-year period following the fiscal year for which the Area Plan is submitted (2025-2035). All information cited is from the Texas Demographic Center and Office of the State Demographer at the University of Texas at San Antonio with projections based on migration 2010-2015 scenario that was updated in July 2019 (accessed February 1, 2023 by the Texas Health and Human Services Commission Office of Data, Analytics and Performance).

When considering total population changes, only 1/3 of the Panhandle counties in the PSA are expected to experience a population increase greater than 5% among individuals over the age of 60. This suggests a relatively stagnant or slowly growing older population in a significant portion of the region. Additionally, 9 counties are projected to see a population decrease over the same 10-year period.

While the total percent population growth for individuals aged 60 and older from 2025 to 2035 is 25.2% for the State of Texas, it is only 8.7% for the Panhandle PSA with the population growth totaling only 9,009 people.

Despite the overall slower growth or decline in the older population, every county in the Panhandle PSA is projected to have a population increase in individuals over the age of 85. This indicates a notable growth in the oldest segment of the population. The total percent population growth statewide is 68.7% and 38.5% for the Panhandle, meaning a population growth of 3,865 people over the age of 85.

The data highlights that 21 out of the 26 counties in the Panhandle PSA are expected to see an increase greater than 20% in the population of individuals over the age of 85 over the 10-year period. This indicates a substantial growth in the oldest age category, suggesting an increased demand for specialized services and support for this specific group.

	Population Projections					
	Total Population 60+			Total Population 85+		
	2025	2035	% Change	2025	2035	% Change
Panhandle	103,898	112,907	8.67%	10046	13911	38.47%
Armstrong	755	695	-7.95%	93	121	30.11%
Briscoe	577	566	-1.91%	81	109	34.57%
Carson	1,420	1,241	-12.61%	131	152	16.03%
Castro	1,696	1,614	-4.83%	149	151	1.34%
Childress	1,621	1,634	0.80%	202	266	31.68%
Collingsworth	949	976	2.85%	101	147	45.54%
Dallam	1,098	1,192	8.56%	99	133	34.34%
Deaf Smith	3,325	3,207	-3.55%	306	350	14.38%
Donley	1,116	1,012	-9.32%	112	159	41.96%
Gray	5,291	5,494	3.84%	531	611	15.07%
Hall	1,066	1,016	-4.69%	141	185	31.21%
Hansford	1,444	1,623	12.40%	159	228	43.40%
Hartley	1,273	1,419	11.47%	154	239	55.19%
Hemphill	917	1,055	15.05%	124	169	36.29%
Hutchinson	5,072	4,809	-5.19%	459	602	31.15%
Lipscomb	1,099	1,126	2.46%	118	158	33.90%
Moore	3,967	4,303	8.47%	301	372	23.59%
Ochiltree	2,260	2,719	20.31%	199	269	35.18%
Oldham	668	662	-0.90%	83	103	24.10%
Parmer	2,059	2,182	5.97%	238	309	29.83%
Potter	26,629	27,907	4.80%	2,928	3,934	34.36%
Randall	34,572	41,405	19.76%	2,750	4,351	58.22%
Roberts	360	377	4.72%	61	102	67.21%
Sherman	920	1,066	15.87%	109	136	24.77%
Swisher	1,985	1,832	-7.71%	226	257	13.72%
Wheeler	1,759	1,775	0.91%	191	298	56.02%

Source: Texas Demographic Center and Office of the State Demographer at the University of Texas at San Antonio with projections based on migration 2010-2015 scenario that was updated in July 2019 Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. February 1, 2023.

Projected Population Age 60+: 2025								
	Total	Female	Male	White	Black	Hispanic	Asian	Other
Panhandle	103,898	54,870	49,028	73,752	3,580	22,807	1,814	1,945
Armstrong	755	402	353	708	2	27	0	18
Briscoe	577	314	263	445	18	108	0	6
Carson	1,420	710	710	1,205	11	156	6	42
Castro	1,696	885	811	725	52	902	4	13
Childress	1,621	946	675	1,200	82	295	16	28
Collingsworth	949	498	451	673	56	190	1	29
Dallam	1,098	506	592	615	31	413	8	31
Deaf Smith	3,325	1,787	1,538	1,322	66	1866	19	52
Donley	1,116	611	505	983	42	67	2	22
Gray	5,291	2,810	2,481	3,977	271	855	30	158
Hall	1,066	535	531	715	93	242	2	14
Hansford	1,444	793	651	915	9	502	1	17
Hartley	1,273	644	629	1,099	9	149	2	14
Hemphill	917	472	445	720	0	174	7	16
Hutchinson	5,072	2,601	2,471	3,888	193	756	37	198
Lipscomb	1,099	555	544	909	0	170	1	19
Moore	3,967	2,012	1,955	1,952	44	1688	177	106
Ochiltree	2,260	1,179	1,081	1,350	2	855	9	44
Oldham	668	360	308	581	2	69	9	7
Parmer	2,059	1,085	974	931	47	1062	7	12
Potter	26,629	14,107	12,522	17,466	1,642	5974	1,030	517
Randall	34,572	18,555	16,017	27,684	767	5190	425	506
Roberts	360	189	171	331	0	20	1	8
Sherman	920	430	490	661	6	244	0	9
Swisher	1,985	984	1,001	1,233	102	621	3	26
Wheeler	1,759	900	859	1,464	33	212	17	33

Source: Texas Demographic Center and Office of the State Demographer at the University of Texas at San Antonio with projections based on migration 2010-2015 scenario that was updated in July 2019 Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. February 1, 2023.

Projected Population Age 60+: 2035								
	Total	Female	Male	White	Black	Hispanic	Asian	Other
Panhandle	112,907	58,498	54,409	68,331	4,346	35,539	2,534	2,157
Armstrong	695	378	317	628	3	47	0	17
Briscoe	566	298	268	398	20	141	0	7
Carson	1,241	655	586	966	13	204	10	48
Castro	1,614	842	772	573	62	952	8	19
Childress	1,634	945	689	1,101	95	388	19	31
Collingsworth	976	508	468	601	58	282	1	34
Dallam	1,192	548	644	568	37	527	14	46
Deaf Smith	3,207	1,704	1,503	895	79	2,147	23	63
Donley	1,012	564	448	839	55	90	4	24
Gray	5,494	2,698	2,796	3,408	287	1,607	38	154
Hall	1,016	525	491	596	100	308	2	10
Hansford	1,623	886	737	838	10	753	3	19
Hartley	1,419	693	726	1,076	21	300	7	15
Hemphill	1,055	525	530	689	2	340	8	16
Hutchinson	4,809	2,465	2,344	3,259	217	1,077	50	206
Lipscomb	1,126	570	556	836	0	262	3	25
Moore	4,303	2,193	2,110	1,452	77	2,237	405	132
Ochiltree	2,719	1,415	1,304	1,193	5	1,458	11	52
Oldham	662	361	301	554	6	80	12	10
Parmer	2,182	1,159	1,023	713	48	1,391	9	21
Potter	27,907	14,631	13,276	16,397	1,501	8,104	1,331	574
Randall	41,405	21,423	19,982	27,425	1,472	11,408	553	547
Roberts	377	203	174	339	0	31	1	6
Sherman	1,066	519	547	618	8	424	3	13
Swisher	1,832	914	918	1,031	125	637	4	35
Wheeler	1,775	876	899	1,338	45	344	15	33

Source: Texas Demographic Center and Office of the State Demographer at the University of Texas at San Antonio with projections based on migration 2010-2015 scenario that was updated in July 2019 Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. February 1, 2023.

Projected Population Age 85+: 2025								
	Total	Female	Male	White	Black	Hispanic	Asian	Other
Panhandle	10,046	6,123	3,923	7,876	317	1,508	149	196
Armstrong	93	54	39	87	0	4	0	2
Briscoe	81	48	33	59	5	17	0	0
Carson	131	69	62	100	1	22	0	8
Castro	149	92	57	97	6	44	0	2
Childress	202	130	72	134	18	46	1	3
Collingsworth	101	60	41	70	13	16	0	2
Dallam	99	47	52	48	4	44	0	3
Deaf Smith	306	179	127	175	13	110	1	7
Donley	112	68	44	90	9	7	0	6
Gray	531	320	211	411	36	59	5	20
Hall	141	69	72	87	17	33	0	4
Hansford	159	107	52	113	2	42	0	2
Hartley	154	83	71	132	2	20	0	0
Hemphill	124	87	37	109	0	12	0	3
Hutchinson	459	263	196	323	20	79	9	28
Lipscomb	118	68	50	96	0	16	1	5
Moore	301	164	137	185	3	94	11	8
Ochiltree	199	123	76	126	0	69	0	4
Oldham	83	47	36	72	0	10	0	1
Parmer	238	150	88	127	12	97	0	2
Potter	2,928	1,825	1,103	2,375	98	340	67	48
Randall	2,750	1,731	1,019	2,419	34	218	46	33
Roberts	61	37	24	58	0	1	1	1
Sherman	109	58	51	84	1	24	0	0
Swisher	226	137	89	149	16	59	0	2
Wheeler	191	107	84	150	7	25	7	2

Source: Texas Demographic Center and Office of the State Demographer at the University of Texas at San Antonio with projections based on migration 2010-2015 scenario that was updated in July 2019 Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. February 1, 2023.

Projected Population Age 85+: 2035								
	Total	Female	Male	White	Black	Hispanic	Asian	Other
Panhandle	13,911	8,108	5,803	9,816	587	2,875	283	350
Armstrong	121	72	49	102	2	12	0	5
Briscoe	109	64	45	62	10	35	0	2
Carson	152	79	73	102	4	34	3	9
Castro	151	97	54	77	9	60	2	3
Childress	266	167	99	152	25	78	2	9
Collingsworth	147	83	64	82	21	39	0	5
Dallam	133	61	72	54	10	61	1	7
Deaf Smith	350	198	152	159	19	150	5	17
Donley	159	99	60	117	12	22	1	7
Gray	611	374	237	406	65	97	12	31
Hall	185	93	92	87	30	63	2	3
Hansford	228	145	83	122	4	94	0	8
Hartley	239	133	106	190	4	38	0	7
Hemphill	169	113	56	137	0	29	1	2
Hutchinson	602	320	282	338	52	172	13	27
Lipscomb	158	84	74	121	0	33	1	3
Moore	372	185	187	191	11	127	23	20
Ochiltree	269	169	100	135	0	123	1	10
Oldham	103	58	45	78	0	20	2	3
Parmer	309	201	108	118	19	165	2	5
Potter	3,934	2,323	1,611	3,039	157	561	108	69
Randall	4,351	2,588	1,763	3,399	91	699	92	70
Roberts	102	54	48	93	0	6	1	2
Sherman	136	69	67	94	2	38	0	2
Swisher	257	134	123	149	30	64	2	12
Wheeler	298	145	153	212	10	55	9	12

Source: Texas Demographic Center and Office of the State Demographer at the University of Texas at San Antonio with projections based on migration 2010-2015 scenario that was updated in July 2019 Prepared By: Texas Health and Human Services, Office of Data, Analytics and Performance. February 1, 2023.

Analysis of Population Changes

Impact on “Hard-to-Reach” Populations

The population change in the PSA may have a significant impact on individuals with low incomes and those with the greatest economic need. As the older population grows or declines, the AAA recognizes the importance in assessing how these changes may affect access to affordable housing, nutrition assistance, healthcare services, and other essential support systems for economically vulnerable individuals. The AAA will focus on expanding outreach initiatives, strengthening targeting efforts for assistance programs, and collaborating with community organizations to ensure that these individuals receive the necessary support.

The changing population may also have specific implications for minority older individuals. The AAA will consider conducting targeted outreach campaigns to address potential disparities in healthcare access, social services, and long-term care. Collaborating with culturally competent service providers, promoting diversity in the workforce, and tailoring programs to meet the specific needs of minority communities can help ensure equitable access and support for these individuals.

In rural areas, population changes may have distinct challenges due to limited access to services and healthcare facilities. The AAA will work on expanding transportation options, promoting telehealth services, and expanding outreach programs to reach older individuals in remote areas. Additionally, the AAA will strengthen partnerships with local organizations who can help address the unique needs of older adults residing in rural areas of the PSA.

The changing population may include an increase in older individuals with limited English proficiency. The AAA will prioritize language access and cultural competency in service delivery. This includes providing translation services, bilingual staff, multilingual informational materials, and community partnerships to ensure effective communication and support for older individuals with limited English proficiency.

Improving AAA Services

The AAA is continuously seeking to improve the programs, policies, and services provided to meet the evolving needs of the changing population. This includes conducting regular program evaluations to assess the effectiveness of existing programs in meeting the changing needs of older individuals. Gathering feedback

from beneficiaries, analyzing data, and identifying gaps or areas for improvement have proven effective over the last planning period in enhancing service delivery.

Resource allocation is another area of focus in ensuring the levels of funding for each service match the changing demands. The AAA participates in an extensive and ongoing process to set and refine the annual budget with these many considerations front of mind. Additionally, the AAA pursues strategic partnerships to leverage funds and concentrate services based on the areas with the highest need.

Moreover, the planning process allows the AAA to identify emerging needs and gaps in services. This provides the AAA the information and opportunity to respond with the development of new programs or the expansion of existing ones accordingly. This is evident over the last planning cycle in which the AAA focused on new initiatives to spend the American Rescue Plan funds on expanding Nutrition and Transportation services, Income Support, Health Maintenance, and other Caregiver Support in direct response to the needs of older adults across the Panhandle PSA.

Increase Number of Individuals Age 85+

The increase in the number of individuals aged 85 and older in the PSA is likely to have a significant impact on the need for supportive services. The AAA anticipates an increased demand for long-term care, home-based services, assisted living, and other support options tailored to the unique needs of this age group.

The AAA role and response can be one that includes and promotes: long-term care planning education and information; Caregiver Support Services to help family caregivers providing care to older individuals age 85+; promoting health and wellness initiatives; advocating for age-friendly communities which have accessible/affordable housing options, transportation services, and community centers with activities which promote social engagement, independence, and health aging.

The AAA will continue to enhance collaborative partnerships to help leverage resources and coordinate efforts to serve this population of older adults. The AAA will also continue to provide outreach and education on what AAA programs, community resources, and other existing services can help meet the needs of older adults.

Capacity Building

The AAA will continue to seek possibilities to build capacity across the Panhandle to better serve older Texans and family caregivers through strengthening existing partnerships and searching for new opportunities for collaborations with state and local public and private entities. The AAA will prioritize the following groups to form partnerships which build capacity.

Local Governments

The AAA will serve as an advocate for the needs of older individuals and their caregivers to local officials with the emphasis on building programming for both recreation and services to support independent living.

In the Panhandle, very few cities provide any funding toward senior programming; however, many cities comparable to Amarillo do provide both recreational programming and nutrition services in local community or senior centers. The cities of Lubbock, Abilene, San Angelo, and many more, provide funds for these types of programs. The AAA will continue to advocate for services to serve older Texans and caregivers both in the City of Amarillo and across the Panhandle, through recreational and social opportunities, nutrition programming, and transportation. The AAA will share resources and assist with planning and coordination efforts if opportunities arise. For example, the AAA assisted in the drafting of a Request for Proposals for over \$600,000 in American Rescue Plan funds administered by the City and distributed to several non-profit, local community centers for older adult programming.

Universities and Researchers

The AAA will seek to continue partnerships with universities and research institutions, such as West Texas A&M University, Eastern New Mexico State University, the University of North Texas, Amarillo College, Clarendon College, and Frank Phillips College, to engage in projects and program evaluations to strengthen our impact and build capacity. These associations provide opportunities for knowledge exchange, networking, and professional development. Partnering with them can help the AAA stay updated on best practices, industry trends, and policy developments.

Additionally, the AAA has solicited training for cultural diversity, inclusion, and ethics from several university staff to provide continuing education to staff. The

AAA will continue to procure similar education on emerging topics relevant to best practices in providing service in the field of aging.

Philanthropic Organizations

The AAA will collaborate with community foundations and philanthropic organizations, such as the Bivins Foundation, the Amarillo Area Foundation, and the United Way of Amarillo and Canyon, that support aging-related programs and services. These entities can provide funding opportunities, capacity-building grants, and technical assistance to help the AAA expand its services, improve infrastructure, and strengthen its organizational capacity. The AAA will act as a connector for non-profit entities who serve older individuals to local community foundations and philanthropic organizations.

Local Volunteer Networks

The AAA will partner with local volunteer networks and organizations, such as RSVP (Retired Senior Volunteer Program) and AmeriCorps VISTA, to recruit and engage volunteers who can contribute their time and skills to support the AAA's programs and initiatives. These partnerships can help build a strong volunteer base, increase the agency's capacity to deliver services, and foster community engagement. The AAA seeks to build a stronger volunteer base with the Ombudsman program, Health Insurance Counseling and Advocacy Program (HICAP), Medicare Improvements for Patients and Providers Act (MIPPA), and Senior Medicare Patrol (SMP).

SWOT Analysis

The SWOT analysis consists of identifying Strengths, Weaknesses, Opportunities, and Threats. In Table 4, list the ways the AAA will address population changes in the PSA (during the 10-year period of 2025 – 2035), including: exploring new solutions to problems, identifying barriers that will limit the ability to achieve goals and/or objectives, deciding on the direction that will be most effective, revealing possibilities and limitations to change, and revising plans to best navigate systems, communities, and organizations.

Table 4. Strengths, Weaknesses, Opportunities, Threats (SWOT) Analysis

Strengths	Weaknesses	Opportunities	Threats
<p><i>Expertise and Knowledge:</i> The AAA possesses expertise in aging services and has a deep understanding of the needs and challenges faced by older adults.</p>	<p><i>Resource Constraints:</i> Limited funding and resources can pose challenges in meeting the growing needs and demands of the older adult population.</p>	<p><i>Innovative Solutions:</i> The rapid advancement of technology offers opportunities for the AAA to explore innovative solutions for service delivery, outreach, and program efficiency.</p>	<p><i>Policy Changes:</i> Shifts in federal, state, or local policies and regulations can impact the AAA's ability to deliver services, comply with requirements, and adapt to new guidelines.</p>
<p><i>Established Network:</i> The AAA has established relationships and collaborations with various stakeholders, including government agencies, service providers, and community organizations.</p>	<p><i>Capacity Limitations:</i> The AAA faces limitations in staffing, service capacity (including the capacity of contracted service providers) and administration services, which affects its ability to reach all older adults in need and effectively provide AAA services.</p>	<p><i>Collaborative Partnerships:</i> Collaborating with new partners can enhance the AAA's service delivery and expand its reach.</p>	<p><i>Public Perception and Awareness:</i> Limited awareness among older adults and the general public about the AAA's services and benefits may result in underutilization of available resources. This includes older adults limited access to technology and engaging with the AAA virtually.</p>

Strengths	Weaknesses	Opportunities	Threats
<p><i>Funding Support:</i> The AAA receives funding from the Older Americans Act (OAA) and other sources, providing financial support for delivering services and programs.</p>	<p><i>Access Barriers:</i> Being the largest PSA in terms of land area, the rural geography and travel time make it difficult to outreach and bring services to rural and underserved areas, this includes limited partners and service providers in rural towns.</p>	<p><i>HHS Support:</i> Recent restructuring and focus on increasing support from HHS can create opportunities for the AAA to enhance its programs and services with adequate guidance, direction, and training.</p>	<p><i>Funding Uncertainty:</i> Fluctuations in funding levels and changes in funding priorities can pose a threat to the sustainability of AAA services and programs.</p>
<p><i>Holistic Approach:</i> The AAA takes a comprehensive and holistic approach to addressing the diverse needs of older adults, offering a wide range of services and support.</p>	<p><i>Language and Cultural Barriers:</i> Tied to capacity, the AAA has a limited number of staff and faces challenges in providing culturally and linguistically appropriate services to diverse populations, including those with limited English proficiency.</p>	<p><i>Community Engagement:</i> Engaging community members, volunteers, and older adults themselves in shaping and improving AAA services can generate valuable input and strengthen community support.</p>	<p><i>Competing Local Priorities:</i> Older adult services compete for limited resources and funding on the local level with other social service agencies, city government programs, and grant opportunities posing challenges for resource allocation, partnerships, and program expansion.</p>
<p><i>Advocacy Role:</i> The AAA serves as an advocate for older adults, raising awareness, promoting their rights, and addressing issues affecting their wellbeing.</p>	<p><i>Regulatory Compliance:</i> Adhering to complex regulations and reporting requirements can be time-consuming and resource-intensive for the AAA.</p>	<p><i>Staff Training:</i> The AAA has prioritized bringing training to staff on cultural diversity, ethics, and other topics relevant to the delivery of services to older adults. There is an opportunity to expand these opportunities and bolster efforts to further enhance the quality of</p>	<p><i>Lagging Technological Advancements:</i> The AAA must be able to adapt to rapidly changing technology in terms of adequate software systems and staff technology literacy.</p>

Strengths	Weaknesses	Opportunities	Threats
		service delivery.	
<p><i>Coordination and Collaboration:</i> The AAA excels in coordinating efforts and collaborating with partners to enhance service delivery and resource allocation.</p>	<p><i>Administrative Burden:</i> The burden on AAA Administration to execute all extensive and complex requirements on a limited admin budget hinders the AAA's ability to generate any new or innovative initiatives.</p>		

Stakeholder and Public Input (Statewide)

In 2021, as part of the [Aging Texas Well Initiative](#), HHSC conducted a statewide survey to identify the current and future needs and priorities of older adults, informal caregivers of older adults, and social service providers supporting older adults. Data analysis identified the following top priorities for each group:

- Older Adults
 - ▶ Physical health
 - ▶ Access to services and support in the community
 - ▶ Access to social engagement opportunities
- Informal Caregivers of Older Adults
 - ▶ Mental health
 - ▶ Physical health
 - ▶ Work strains and issues
- Service Providers Supporting Older Adults
 - ▶ Collaboration and coordination
 - ▶ Funding
 - ▶ Staffing
 - ▶ Addressing social isolation
 - ▶ Addressing food insecurity
 - ▶ Supporting informal caregivers

Addressing Needs and Priorities within the PSA

Refer to the list above (in Stakeholder and Public Input subheading) and briefly describe how the identified statewide needs and priorities are potentially impacting the local AAA's planning and service area (PSA). Include information on how the AAA plans to address the identified needs and priorities of the PSA's older individuals, caregivers, and aging services providers over the next 10 years.

Older Adults – Physical Health

The Aging Texas Well Strategic Plan (2022 – 2023) identifies Physical Health as the top priority for older adults in Texas. The Plan cites statistics from the U.S.

Department of Health and Human Services that only 23.6 percent of Texans aged 65 and older met the federal guidelines for regular physical activity. What may impact their ability to be physically active are chronic conditions such as arthritis, heart disease, and chronic pain. The ATW Plan cites America's Health Rankings Texas Annual Report that 43.2 percent of Texas Medicare beneficiaries ages 65 and older have four or more chronic conditions.

What this means for older adults in the Panhandle PSA is the necessity to engage in activities that promote good physical health. The AAA can assist in that endeavor by providing opportunities to engage in Evidence-Based Intervention programs that improve health outcomes, providing MIPPA Outreach on Medicare beneficiaries access to Medicare preventive services, and access to Congregate and Home Delivered meal programs to improve overall nutrition which not only supports overall physical health but also the management of chronic diseases.

Older Adults – Access to Services and Supports in the Community

The ATW Plan addresses access to services and supports in the community as another priority for Texans and notes that the Older Americans Act helped to create an understanding of what is needed to age independently, including a comprehensive infrastructure of services and programs to support aging in place.

The AAA provides a whole host of services to support aging in the community including Congregate and Home Delivered meals, Residential Repairs, transportation services, in-home care such as Personal Assistance and Homemaker services, and Caregiver Support Services. The need for these services and supports is increasing with the rise of older adults in the Panhandle region. The AAA will remain an advocate among the many stakeholders for increasing funding, resources, and the infrastructure to support aging in the community.

Older Adults – Access to Social Engagement Opportunities

The ATW Plan describes how the COVID-19 pandemic created a global awareness of the value of social connection for everyone, especially older adults. The risks of social isolation and loneliness are great with numerous studies linking isolation to serious health conditions including anxiety and depression.

The AAA acts as the focal point and connector for aging services including social engagement opportunities for older adults across the Texas Panhandle. The AAA supports senior centers and other community organizations who provide activities for older adults in several ways. The AAA financially supports Congregate meal

programs at centers which provide a way to gather, socialize, and build connections among participants. The AAA provides educational programming which offers an opportunity for older adults to engage with each other in a setting that promotes learning and conversation among peers. Additionally, the AAA provides information on and referrals to these centers that offer numerous opportunities for connection. Transportation is another key piece to stay connected and the AAA provides transportation for older adults to stay involved and engaged in their community.

Caregivers – Mental Health, Physical Health, Work Strains and Issues

The ATW Plan addresses how many informal caregivers struggle with mental health. Caregivers also struggle with maintaining their physical health while putting the needs of their loved one before their own. The combination of these issues and providing a variety of care tasks ultimately leads to strains with their employment.

HHS and other state agencies have identified preliminary strategies to address these priorities including promoting awareness of informal Caregiver Support Services, education focused on specific conditions, such as Alzheimer's, and efforts to expand informal Caregiver Support. The Panhandle AAA excels at providing information to caregivers through a variety of mediums including a monthly newsletter, information on social media, educational group meetings and programs, and the annual caregiver conference. Callers and clients are able to get information, assistance and referrals over the phone and via email from a qualified Caregiver Support specialist who works to connect caregivers to local resources, community organizations, and other service providers in taking a holistic approach to addressing all of the caregivers needs. One of the most critical supports the AAA provides is caregiver Respite which has been shown to alleviate caregiver stress improving outcomes for caregivers mental and physical health.

Service Providers – Collaboration and Coordination

The ATW Plan recognizes the need for collaboration with community and state partners which can help increase awareness of services, eliminate duplication and fragmentation, improve referrals and provide consumers with more choices.

HHS plans to address this priority by promoting education, training, and opportunities for collaboration. The AAA details their efforts on collaboration and coordination in Section 5. Agency Description and PSA Profile under Role in Interagency Collaborative Efforts.

Service Providers - Funding

The ATW Plan describes how funding is critical to maintain the quality and availability of social services for older Texans and their informal caregivers.

HHS plans to address this priority by making an effort to increase awareness of funding sources. The AAA plans to continue to pursue local grant opportunities that expand OAA services and to increase awareness of funding sources for other service providers. Additionally, successful collaboration efforts help to stretch limited funding dollars.

Service Providers - Staffing

The ATW Plan notes that a sustainable workforce of trained, reliable staff is also needed to ensure quality care without disruption of services. HHS's response to this priority is that the staffing issues of aging service providers largely fall outside of their scope and there are no internal strategies offered to assist aging service providers with this need. However, HHS provides an array of free trainings and technical support for professionals and service providers.

The AAA follows the best practices listed in the Plan to attract and retain quality staff at the AAA including: ensuring job descriptions are descriptive and frequently updated to attract good candidates; offering competitive wages and benefits, including health plans and retirement savings plans, to recognize the value of workers; supporting staff with ongoing training, robust, and fair evaluations, and opportunities for career advancement; and utilizing policies and time-saving technologies to ensure balanced and effective workload. The AAA will continue to follow these best practices and support other aging service providers in creating similar work environments.

Service Providers – Addressing Social Isolation

See section on Older Adults – Access to Social Engagement Opportunities above.

Service Providers – Addressing Food Insecurity

The ATW Plan describes how many older adults in Texas struggle with obtaining healthy food and are considered food insecure.

The AAA financially supports Congregate and Home Delivered meal programs specifically to address food insecurity and targets communities and individuals with a high rate of food insecurity. Additionally, the AAA partners with the High Plains

Food Bank which offers a Senior Food Program as well as SNAP application assistance. As part of a Special Initiative, the AAA has launched an educational unit on "The ABC's of SNAP" informing older adults of the benefit, how to apply, and what other food resources are available in their community.

Service Providers – Supporting Informal Caregivers

See section on Caregivers – Mental Health, Physical Health, Work Strains and Issues above.

Section 7. Outreach

Legal References: OAA 2020 306(a)(4) and 306(a)(5)

Strategy Effectiveness and Best Practices

During the previous Area Plan period (FFY 2021 – FFY 2023), the AAA implemented a range of strategies to reach different population groups. These strategies included targeted outreach efforts, partnerships with community organizations, culturally and linguistically appropriate services, and collaborations with local agencies.

Strategies

The AAA provided HICAP Outreach, MIPPA Outreach, Senior Medicare Patrol outreach, Legal Awareness, and Public Information Services at senior centers, faith-based organizations, church groups, clubs for older adults, and affordable senior housing complexes. This targeted approach helped the AAA to reach a wide variety of older adults. The AAA also prioritized outreach to eligible older individuals and their caregivers at rural health fairs and clinics.

An example that highlights and exemplifies the AAA's strategy and effectiveness in reaching a variety of older adults is in providing educational materials in English and Spanish at food pantries, rural health clinics, public housing authorities, and other food distribution sites. This ensured the AAA was reaching older individuals with the greatest economic need, with the greatest social need, with a risk for institutional placement, with a low-income and belonging to a minority group, with limited English proficiency, and those residing in rural areas.

Successes

The effectiveness of these strategies is evident through the increased calls and client appointments generated from the outreach efforts. The AAA's outreach initiatives have successfully improved access to services for the hard-to-reach populations, addressing the unique needs of older individuals in these groups.

Feedback from individuals served has been positive, indicating that the AAA's strategies have effectively met the needs of older individuals within the identified

target populations. This feedback serves as evidence of the AAA's commitment to enhancing access to services and improving the well-being of older adults in the Panhandle region.

Obstacles

Despite these successes, the AAA has identified three main obstacles that need to be addressed to further enhance outreach efforts. The first obstacle is limited staff capacity, which poses challenges in dedicating sufficient time and resources to provide comprehensive outreach. The vast geographic area of the Panhandle PSA compounds this issue, as it requires considerable time and resources to reach every rural community within the region.

However, the AAA has made significant efforts to overcome these challenges by establishing connections with local leaders and community organizations. These partnerships have facilitated outreach to underserved communities, expanding the reach of the AAA's services. Moreover, the AAA has adopted a multifaceted approach to outreach, utilizing various mediums such as print, social media, television, radio, and more. This ensures that older adults in the Panhandle region are informed about available resources and support.

The final obstacle identified is the lack of participation from older adults in targeted groups. Although the AAA actively engages in in-person presentations and interactions, it acknowledges that there are still older adults who may not be reached through these methods. To address this, the AAA prioritizes building contacts at numerous community organizations and utilizes diverse outreach channels to maximize awareness and participation.

By recognizing and actively working to overcome these obstacles, the AAA is continuously improving its outreach efforts and expanding its reach to underserved populations in the Panhandle region. These efforts reflect the AAA's commitment to ensuring that older adults, regardless of their economic status, social needs, language proficiency, or geographic location, have equitable access to the services and support they require for enhanced wellbeing and quality of life.

Best Practices

Lastly, the AAA has identified the following methods as best practices in providing outreach in the Panhandle PSA. This includes a targeted approach. The AAA seeks out community groups and organizations where older adults gather as well as where they receive services. Not only does this allow the AAA to identify individuals

eligible for AAA services, but to come with an understanding of their demographic characteristics, cultural backgrounds, preferred communication channels, and unique needs and interests. In that way, it is also a best practice to establish collaborative partnerships with local community organizations, healthcare providers, senior centers, faith-based institutions, and other stakeholders. Collaborating with trusted entities helps build credibility, reach underserved populations, and leverage existing networks for outreach.

Over the previous plan year, the AAA has recognized the importance of ensuring that outreach materials, messaging, and presentations are culturally and linguistically appropriate. There is a large portion of the Panhandle PSA with Hispanic cultural backgrounds and the Spanish language spoken at home. By having bilingual staff, providing translated materials, utilizing Language-Line interpreters as needed, the AAA is exercising a cultural competency in meeting the diverse needs of older adults in the region.

Additionally, the AAA collaborates with local media outlets, such as to raise awareness about AAA services and events. News Channel 10, KAMR, and High Plains Public Radio regularly offer interview spots and air public service announcements all free of charge which are incredibly effective in reaching a broader audience and generating interest in available resources such as the Annual Caregiver Conference, Destination Medicare events, and the Older Americans Month Celebration.

COVID-19 Pandemic Pivot

During the COVID-19 pandemic, the AAA had to make adjustments to its outreach strategies to ensure the safety and well-being of older adults while continuing to provide essential services. These changes were primarily driven by the need to adhere to social distancing measures and mitigate the spread of the virus. The AAA continued to provide outreach in innovative ways.

While the AAA was not able to provide in-person educational presentations, the strategy pivoted to prioritize informational materials. One example was instead of providing MIPPA presentations to an in-person audience at a Congregate meal site, cards with MIPPA information were provided in food distribution boxes. This is a practice the AAA continues today.

Overall, the AAA's pivot to provide outreach during the COVID-19 pandemic demonstrated its commitment to adapting to challenging circumstances and

ensuring that older adults in the Panhandle region continued to receive necessary support and information.

Targeted Outreach Plan

During the area plan period (FFY 2024 - FFY 2026), the AAA proposes a comprehensive outreach strategy to identify individuals eligible for assistance under the Older Americans Act (OAA) with special emphasis on specific population groups. Below is an overview of the proposed outreach efforts with a focus on the identified populations within the Panhandle PSA.

Older Individuals Residing in Rural Areas

The AAA recognizes the unique challenges faced by older adults in rural areas. To reach this population, the AAA plans to implement targeted outreach initiatives that include collaboration with local community organizations, senior centers, and faith-based institutions located in rural communities. Additionally, the AAA will utilize various communication channels, such as print media, community newsletters, and local radio stations, to raise awareness about available services and resources in these areas.

Older Individuals with Greatest Economic Need

The AAA will prioritize outreach efforts to identify and assist older individuals with the greatest economic need, paying particular attention to low-income minority individuals and those residing in rural areas. The AAA will collaborate with community organizations that serve low-income populations, such as the High Plains Food Bank distribution sites and food pantries, public housing authorities and affordable senior housing complexes, and community health clinics. This will ensure that eligible older adults receive information about available assistance programs and are connected to appropriate resources to address their economic challenges.

Older Individuals with Greatest Social Need

The AAA aims to identify and support older individuals with the greatest social need, focusing on low-income minority individuals and those residing in rural areas. The AAA will partner with local social service agencies, community centers, and organizations serving minority populations to ensure that older adults with social challenges receive necessary support. Outreach efforts will include community events, culturally sensitive materials, and collaborations with ethnic and cultural organizations to better reach and engage these populations.

Older Individuals with Severe Disabilities

The AAA recognizes the unique needs of older individuals with severe disabilities. To effectively reach and assist this population, the AAA will collaborate with disability advocacy organizations such as the Panhandle Independent Living Center (PILC) and other healthcare providers. Targeted outreach efforts will involve disseminating information about available support services, adaptive equipment, and home modifications. Additionally, the AAA will engage in partnerships with local disability organizations to provide specialized assistance to older adults with severe disabilities including Texas Panhandle Centers.

Older Individuals with Limited English Proficiency

The AAA will address the needs of older individuals with limited English proficiency by implementing language-accessible outreach initiatives. This will involve translating outreach materials into relevant languages, utilizing bilingual staff or Language-Line interpreters, and collaborating with cultural organizations and ethnic community centers. By establishing these partnerships and providing language-appropriate resources, the AAA aims to ensure that older adults with limited English proficiency have equitable access to information and services.

Older Individuals with Alzheimer's Disease and Related Disorders

The AAA recognizes the specific needs of older individuals with Alzheimer's disease and related disorders, as well as their caregivers. To reach this population, the AAA will collaborate with healthcare providers, memory care facilities, and support groups specializing in Alzheimer's and dementia care including the West Texas Chapter of the Alzheimer's Association and the Southwest Parkinson Society. The AAA will provide educational materials, support services, and Respite care options to caregivers, and disseminate information about available resources for individuals with Alzheimer's disease and related disorders.

Older Individuals at Risk for Institutional Placement, Including Holocaust Survivors

The AAA acknowledges the vulnerability of older adults at risk of institutional placement and is committed to their support (including Holocaust survivors). AAA services enable individuals to access the necessary long-term services and supports to avoid institutional placement and age-in-place. This includes collaborating with Texas Health and Human Services Medicaid-administered programs including Community Attendant Services (CAS).

Older Individuals Who Are Native Americans

The AAA recognizes the importance of culturally competent outreach efforts for Native American older individuals. There are no recognized tribal organizations, Native American community centers, or tribal health services to engage. However, the AAA does seek to identify and assist older adults within Native American communities. This involves providing culturally appropriate information, resources, and services tailored to the needs of Native American older individuals.

Caregivers of the Identified Older Individuals

The AAA acknowledges the critical role of caregivers in supporting older individuals. The outreach efforts will include specific initiatives targeting caregivers, such as a monthly caregiver newsletter, monthly educational programs, and Respite care options. The AAA will collaborate with caregiver organizations, healthcare providers, and community centers to provide information and support to caregivers across the Panhandle PSA.

Conclusion

To effectively reach these special emphasis populations, the AAA will utilize a combination of targeted community partnerships, culturally sensitive materials, specialized events, and collaborations with organizations serving these populations. The specific locations and concentrations of these populations within the Panhandle PSA will be identified through demographic analysis, community assessments, and input from local stakeholders. This information will guide the AAA in strategically focusing its outreach efforts to ensure the identified populations receive the support and services they need.

Targeting Report

The purpose of the targeting report is to show how effective the AAA’s targeting efforts were in serving specific population groups within the planning and service area (PSA).

Table 5: PSA Targeting Report

Characteristic	Population Age 60 and Over in PSA	Percent Population Age 60 and Over in PSA	Number of Registered Service Recipients in PSA	Percent Number of Registered Service Recipients in PSA	Targeting Goals for FFY 2024
Total 60 and over	90,492	20.85%	2,035	2.25%	2,600
Poverty Level (at or below 100% FPL)	8,415	9.30%	1,034	12.29%	1,200
Minority	21,785	24.07%	625	2.87%	700
Rural Areas	no matching ACS data	no matching ACS data	697	Unable to calculate	850
Household Status (lives alone)	21,150	25.5%	1,066	5.04%	1,300

Data for the columns, “Population Age 60 and Over in PSA” and “Percent Population Age 60 and Over in PSA” are derived from the U.S. Census Bureau Special Analysis 2015-2019 American Community Survey (ACS) Data Analysis for Population Age 60 and Over, with data located on U.S. Administration for Community Living’s [AGID \(Aging, Independence, and Disability Program\) Data Portal/Website](#). Data for the column, “Number of Registered Service Recipients in PSA” is from data pulled from the NAPIS (National Aging Program Information Services) report, where registered services include personal assistance, homemaker, chore, home delivered meals, day activity and health services, case management, assisted transportation, congregate meals, and nutrition counseling.

Section 8. Goals, Objectives, Strategies

Legal References: OAA 2020 306(a) and 307(a)

This area plan details the interrelated activities which support a responsive, consumer-directed long-term services system that supports older people for each of the Administration for Community Living (ACL) state plan key topic areas. The following Key Topic Areas, State Goals, State Objectives and Outcomes were derived from the ACL approved [2023-2025 Texas State Plan on Aging](#).

Each of the five State Goals is comprised of multiple State Objectives and Outcomes. For each objective and outcome, please provide the corresponding AAA Strategies. Strategies can be thought of as action steps that detail how the needs within the planning and service area (PSA) will be addressed. Identifying the AAA strategies can provide insight to HHSC on how the State Objectives and/or Outcomes are achieved at the local level. ***If there are no AAA strategies associated with a specific objective and/or outcome, please explain (in the AAA Strategies answer) the reason for why it is not applicable within the PSA.***

Key Topic Area 1: OAA Core Programs

OAA core programs are found in Titles III (Supportive Services, Nutrition, Disease Prevention/Health Promotion and Caregiver Programs), VI (Native American Programs), and VII (Elder Rights Programs) and serve as the foundation of the national aging services network.

State Goal 1

Promote excellence and innovation in the delivery of core Older Americans Act Programs to meet the unique and diverse needs of Older Texans and family caregivers.

State Objective 1.1

Provide administration and oversight of programs funded through the HHSC Office of Area Agencies on Aging, state general revenue funds, and other federal and/or state funds to ensure a consistent, coordinated, and accountable service delivery model.

Outcome 1.1

OAA funds are appropriately used to ensure older individuals and their caregivers have access to services that meet their needs and interests.

AAA Strategies 1.1

The AAA will administer and provide an efficient system of access and assistance services to meet the needs of older Texans and family caregivers with demonstrated consistency, coordination, accountability and in accordance with federal and state guidelines as well as contractual compliance.

The AAA will serve as a focal point for services to older Texans and family caregivers by continuing to collaborate with private and public partners and the AAA Advisory Council on planning and implementation of aging network services across the PSA.

The AAA will provide ongoing technical assistance to Nutrition and Transportation providers. The AAA will complete monthly reviews of documentation to determine eligibility and accuracy. The AAA will complete annual onsite visits to Nutrition

providers and provide a report to review compliance with guidelines, including the HHS Area Agency Aging Policy and Procedure Manual.

State Objective 1.2

Ensure collaboration between Title III (Supportive Services, Nutrition, Disease Prevention and Health Promotion and Caregivers Programs) and Title VI (Native American Programs).

Outcome 1.2

Increase awareness of federally recognized tribes within the state to increase collaboration and appropriate referrals and ensure all eligible older individuals have access to OAAA services provided by Title III or Title VI grantees.

AAA Strategies 1.2

There is no organized presence of federally recognized tribes within the planning service area.

State Objective 1.3

Raise awareness and understanding of the impacts of malnutrition through comprehensive policy review, tool development, and marketing campaigns.

Outcome 1.3

Increase awareness of the signs and symptoms of malnutrition and how to mitigate malnutrition in older individuals.

AAA Strategies 1.3

The AAA will ensure each Congregate and Home Delivered meal participant completes the DETERMINE Your Nutritional Health checklist upon entry into the program and at least annually thereafter. The AAA will all ensure that Nutrition Education is provided according to the risks identified in the assessment.

The AAA will provide educational information to older Texans and family caregivers on nutrition and programs through a variety of ways including social media and distribution of printed materials. This educational information will be designed to reduce food insecurity and hunger, and including area food resources, AAA Nutrition Programs, Senior Nutrition Assistance Program, and healthy nutrition through dietary habits.

Individuals who receive AAA services through Care Coordination or Caregiver Support Coordination will be screened for eligibility of SNAP and will receive education on the program. They will also be assessed for supports needed with their activities of daily living, which includes preparing meals and feeding themselves.

The AAA will continue to bring awareness to the campaign of addressing hunger, food insecurity, and malnutrition by collaborating on local initiatives aimed to reduce these problems and by publicly speaking to local groups to increase awareness.

State Objective 1.4

Protect older Texans from abuse, neglect and exploitation through services designed to detect, assess, intervene, and investigate elder abuse, neglect and financial exploitation.

Outcome 1.4

Increase awareness of the risk for abuse, neglect, and exploitation of older individuals.

AAA Strategies 1.4

The AAA will provide education to promote awareness of the risk of abuse, neglect, and exploitation through social media, act in collaborating with other agencies, and participating in public campaigns such as Elder Abuse Awareness Month each June. These resources will include sharing of education from Adult Protective Services, local law enforcement, Senior Medicare Patrol, and groups who promote individual rights, to increase awareness and reduce the likelihood of exploitation.

The AAA Ombudsman program will visit residents of nursing facilities and assisted living facilities in the Panhandle to act as an advocate for residents' rights. The AAA Ombudsman program will act in compliance with the Long-Term Care Ombudsman Policies and Procedures Manual.

The AAA will closely monitor those who receive Care Coordination or Caregiver Support Coordination for signs of abuse, neglect and exploitation and will provide education, referral and assistance which includes appropriate referral and reporting to protective authorities if abuse, neglect or exploitation is suspected.

State Objective 1.5

Enhance cross agency responses to elder abuse by the HHSC Office of the Ombudsman, legal assistance programs, law enforcement, health care professionals, financial institutions, and other essential partners across the state.

Outcome 1.5

Increase awareness of programs and services available for older individuals experiencing abuse, neglect or exploitation.

AAA Strategies 1.5

The AAA will provide educational resources to older Texans, family caregivers, and the public on the programs and services available for individuals experiencing abuse, neglect or exploitation, which include appropriate referrals or reports to protective authorities.

The Ombudsman will work to resolve complaints, protect residents' safety and welfare and will comply with the Long-Term Care Ombudsman Policies and Procedures Manual. The Ombudsman will recognize and promote Residents Rights Month each October.

State Objective 1.6

Strengthen efforts related to dementia and Alzheimer's Disease.

Outcome 1.6

Increase awareness of dementia and Alzheimer's disease.

AAA Strategies 1.6

The AAA will staff and volunteers will complete training on understanding Alzheimer's and dementia, the warning signs of Alzheimer's, and effective communication strategies to strengthen awareness and improve service delivery.

The AAA Ombudsman certified staff and volunteers will receive training during the certification process to improve understanding and awareness of Alzheimer's and dementia. AAA Ombudsman staff and volunteers will participate in annual continuing education.

State Objective 1.7

Increase awareness of risks for fall related traumatic brain injuries for older individuals.

Outcome 1.7

AAAs, ADRCs, and providers are aware of risks for older individuals associated to falls and how to prevent them.

AAA Strategies 1.7

The AAA will offer a Matter of Balance Evidenced Intervention Services to learn strategies to prevent falls and increase awareness of risks associated with falls.

State Objective 1.8

Strengthen Title III and Title VII services.

Outcome 1.8

Increase in public awareness of aging services across the state.

AAA Strategies 1.8

The AAA will continue to promote Title III and Title VII services throughout the Panhandle to increase awareness of programs through a variety of ways, such as:

- Participating in community outreach events such as health fairs
- Social media
- The AAA website
- Public speaking events
- Printed materials such as flyers or brochures
- Conversations with older Texans, family caregivers and the public through providing information, referral and assistance, Care Coordination, or Caregiver Support Coordination.

State Objective 1.9

Integrate discretionary grant activities with OAA core programs and services.

Outcome 1.9

Increase knowledge and awareness of SHIP, MIPPA and SMP programs and services.

AAA Strategies 1.9

The AAA will continue to promote knowledge of SHIP, MIPPA, and SMP programs and services throughout the Panhandle to increase awareness of programs by participating in the following:

- Community outreach events such as health fairs
- Social media
- The AAA website
- Interviews with local news media
- Public speaking events
- Targeted mailings
- Printed materials such as flyers or brochures
- Conversations with older Texans, family caregivers and the public through providing information, referral and assistance, Care Coordination, or Caregiver Support Coordination.

The AAA will provide Destination Medicare, an educational seminar targeted towards individuals who are new to Medicare. Destination Medicare participants will have an improved understanding of Medicare choices and will foster independence.

The AAA will promote MIPPA materials to target who are difficult to reach, including those who are rurally isolated, low-income, minority, and/or non-English speaking.

Key Topic Area 2: COVID-19

COVID-19 highlighted the overall importance of the services that make it possible for older individuals to live independently, created a national awareness of the impact of social isolation on older individuals and caregivers, and increased awareness of the need to plan for future disasters. It also transformed the aging network by driving rapid innovation to create new approaches that will endure beyond recover. Finally, Congress approved the release of supplemental funding, some of which remains available until expended, for services to support evolving needs related to the pandemic nationwide.

State Goal 2

Prepare for and increase community engagement during emergencies and disasters that improve resiliency and reduce the impacts of social isolation and loneliness on the health and well-being of older Texans, people with disabilities and their caregivers.

State Objective 2.1

Support older individuals' behavioral health through awareness of the impacts of social isolation and loneliness and establishing resources and tools to encourage engagement.

Outcome 2.1

Increase awareness of the risks and impacts of social isolation for older individuals.

AAA Strategies 2.1

The AAA will promote opportunities for social engagement for older Texans, such as through engagement with community groups, educational or recreational opportunities, or Congregate programs.

The AAA will promote resources to find opportunities for engagement such as through volunteerism, and local community offerings.

The AAA will increase awareness of risks and the impacts of social isolation for older individuals through sharing of campaigns such as the Age Well Live Well and the resources to stay connected.

State Objective 2.2

Enhance awareness of the available assistive technology supports and strengthen HHSC partnership with the state assistive entity.

Outcome 2.2

Increase awareness of the state assistive technology entity and the need for assistive technology devices for older individuals.

AAA Strategies 2.2

The AAA will provide coordination and referral to partner organizations who provide assistive devices, such as STAR+PLUS Waiver programs, Panhandle Independent Living Center, the Veteran's Administration, Texas Workforce Commission, Family Care Foundation and the Sister Bear Foundation.

The AAA will provide assistive technology or devices that promote independence on a limited basis as funds allow, for those who cannot receive services through any other organization.

State Objective 2.3

Increase the aging services network's use of trauma-informed care practices for serving older individuals and their caregivers.

Outcome 2.3

Increase awareness of trauma-informed care and best practices.

AAA Strategies 2.3

The AAA seek to provide trauma-informed care and best practices focused on these 5 principles:

- Making individuals feel safe
- Promoting trustworthiness and transparency through clear language and follow-through
- Providing choice
- Collaboration through providing explanations
- Empowerment to promote hope and resilience

State Objective 2.4

Increase the aging services network's knowledge of suicide risks, prevention and resources.

Outcome 2.4

Increase awareness on how to assess a person's mental and behavioral health status.

AAA Strategies 2.4

AAA staff will be trained and educated on how to assess a person's mental and behavioral health status. This includes appropriately responding with resources for local support including utilization of the Panhandle Mental Health Guide and other resources for suicide prevention and counseling, such as the National Suicide Prevention Lifeline, which can be reached by dialing 9-8-8.

State Objective 2.5

Support the aging services network's preventative health efforts through the provision of resources and tools that highlight the importance of regular screenings and immunizations.

Outcome 2.5

Increase awareness of available resources and best practices related to preventative health measures.

AAA Strategies 2.5

The AAA will promote Medicare preventive services which includes health screenings, vaccines, and an annual wellness visit with a primary care physician. The AAA will promote these MIPPA activities through the following ways:

- Community outreach events such as health fairs
- Social media
- The AAA website
- Interviews with local news media
- Public speaking events
- Targeted mailings

- Printed materials such as flyers or brochures
- Conversations with older Texans, family caregivers and the public through providing information, referral and assistance, Care Coordination, or Caregiver Support Coordination.

State Objective 2.6

Strengthen the aging services network's connections to public health and emergency response networks.

Outcome 2.6

Awareness of the availability of telecommunications and virtual sessions.

AAA Strategies 2.6

The AAA is equipped to provide services through virtual platforms, telephone calls, email and through the mail to meet the needs of older Texans and their family caregivers.

State Objective 2.7

Increase access to services for older individuals with mobility and transportation issues.

Outcome 2.7

Increase awareness of existing public transportation services, the availability of volunteer and private transportation programs, and knowledge of accessible and assisted transportation services for older individuals.

AAA Strategies 2.7

The AAA will promote and provide transportation options to older Texans, family caregivers and the public.

The AAA will serve as a member of The Regional Transportation Advisory Group/Panhandle Regional Organization to Maximize Public Transportation (PROMPT), which is a group established to improve the effectiveness and efficiency of transportation through coordination, and to make transportation services accessible.

Key Topic Area 3: Equity

Serving people with the greatest economic and social need means ensuring equity in all aspects of plan administration.

State Goal 3

Promote activities that ensure equity and access to services for those with the greatest economic and social need.

State Objective 3.1

Ensure meals can be adjusted for cultural considerations and preferences.

Outcome 3.1

Increase awareness for AAAs and service providers of nutritional needs based on cultural and ethnic preferences.

AAA Strategies 3.1

The AAA will encourage Nutrition providers to have meals that are adjusted to cultural considerations and preferences that are developed by licensed dietitians. The AAA will review the monthly menus submitted by all AAA Nutrition providers.

The AAA will survey Congregate and Home Delivered Meal clients annually to ensure satisfaction.

State Objective 3.2

Prepare, publish, and disseminate educational materials dealing with the health and economic welfare of older individuals.

Outcome 3.2

Ageing network staff are aware of trends impacting the health and economic welfare of older Texans.

AAA Strategies 3.2

The AAA will prepare, publish and disseminate educational materials on the economic welfare of older individuals as needed, and will use social media to promote information.

The AAA will be educated on economic trends and conditions that effect older Texans and family caregivers.

State Objective 3.3

Increase awareness of available resources and services for older individuals living with Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS).

Outcome 3.3

HHSC OAAA, AAA, and ADRC staff are aware of information and data sources available for older individuals living with HIV/AIDS.

AAA Strategies 3.3

The AAA will be educated on resources and able to provide both resources and referrals for older individuals living with HIV/AIDS.

State Objective 3.4

Support participant-directed and person-centered planning for older individuals and their caregivers across the spectrum of LTSS, including home, community, and institutional settings.

Outcome 3.4

Increase awareness of participant-directed and person-centered planning for older individuals and their caregivers.

AAA Strategies 3.4

The AAA will promote person-centered planning for older individuals by developing plans with individuals and will assist participants with participant-directed services where available.

State Objective 3.5

Ensure access to services for all older individuals with greatest social need, including populations that experience cultural, social or geographic isolation due to minority religious affiliation, sexual orientation or gender identity.

Outcome 3.5

Increase in outreach efforts to underserved populations to ensure all older Texans have access to OAA services.

AAA Strategies 3.5

The AAA will increase outreach to target and encourage underserved populations access to OAA services. The AAA will outreach to rural focal points including churches, healthcare providers, social service providers, and community groups.

The AAA will have a presence at community events where underserved Texans might be, such as the Panhandle Pride Festival. The AAA will continue to search for new outreach to older Texans who may be culturally, socially or geographically isolated due to minority religious affiliation, sexual orientation or gender identity.

Key Topic Area 4: Expanding Access to Home and Community Based Services

Home and Community Based Services are fundamental to making it possible for older individuals to age in place.

State Goal 4

Provide a coordinated system of in-home and community-based long-term care services that enables older Texans and people with disabilities to be active, engaged and supported in their homes and communities.

State Objective 4.1

Develop a comprehensive, coordinated system of long-term care that enables older individuals to receive long-term care in settings of their choice and in a manner responsive to the needs and preferences.

Outcome 4.1

Increase awareness of long-term care services and supports that enable older individuals to receive long-term care in settings of their choice.

AAA Strategies 4.1

The AAA will provide information on long-term care services and supports that support individuals in the setting of their choice. The AAA will provide information to support those in all settings, such as in their own homes, renting in independent and semi-independent housing, cohabitating with family or in supportive environments such as in long-term care.

Information will be provided on a variety of support options that include but are not limited to the following:

- Food resources both prepared meals and groceries
- Affordable housing
- In-home services such as Homemaker, Personal Assistance or home health.
- Transportation

- Long-term care nursing facilities, assisted living facilities, and those that accept Medicaid
- Semi-independent and supported independent living
- Adult daycare or the Program for All-inclusive Care for the Elderly (PACE)
- Respite options

State Objective 4.2

Ensure care transitions for older individuals at risk of institutionalization.

Outcome 4.2

Coordinate information sharing across the aging services network to increase awareness of transition assistance services and facilitate connections with long term services and supports agencies and community programs at the local level.

AAA Strategies 4.2

The AAA will share and coordinate information with the aging network service providers to support assistance with transitions, and facilitate connections where support is utilized at the local level.

The AAA will share information through participation in local coalitions and initiatives, such as, the Senior Ambassador Coalition, Amarillo Resource Network, and other organized efforts.

State Objective 4.3

Enhance integration of health care and social services systems.

Outcome 4.3

Increase knowledge and awareness of all health care and social services available for older individuals.

AAA Strategies 4.3

The AAA will provide information on health and social service systems available. The AAA will enhance integration of such systems through providing information to older Texans, family caregivers, the public and healthcare and social service providers. Information is provided by the AAA through a variety of ways, such as:

- Information, Referral, and Assistance services through individual consultation where education is provided on available resources.
- Care Coordination and Caregiver Support Coordination to identify health and social service needs and to arrange appropriate assistance or referral.
- Public Information Services by providing dissemination of educational information through participation at community health fairs and events, printed materials such as flyers or social media content.

Key Topic Area 5: Caregiving

Enhance services and supports for caregivers.

State Goal 5

Promote and enhance activities that provide a coordinated system of services and supports for caregivers.

State Objective 5.1

Enhance awareness of caregiving services and supports.

Outcome 5.1

Increase awareness of caregiving services and supports.

AAA Strategies 5.1

The AAA will raise awareness and promote caregiving services through a monthly mailing of a Caregiver Newsletter, monthly educational group meetings, and through social media and local news media.

The AAA will sponsor an annual caregiver conference where caregivers are provided with resources, support and education, that is designed to promote healthy caregiving, and reduce caregiver stress.

The AAA will maintain regional caregiver libraries where caregivers can find educational materials on resources and caregiving topics.

State Objective 5.2

Coordinate Title III caregiving efforts with the Lifespan Respite Care program.

Outcome 5.2

Increase awareness of caregiving resources within the state to ensure appropriate referrals and assistance is provided by the Lifespan Respite Care program.

AAA Strategies 5.2

The AAA will share resources on all available Respite Services for caregivers including grandparents caring for grandchildren, and the assistance provided by the Lifespan Respite Care program.

State Objective 5.3

Coordinate with the National Technical Assistance Center on Grandfamilies and Kinship families.

Outcome 5.3

Increase coordination with AAAs, ADRCs, and providers with the National Technical Assistance Center on Grandfamilies and Kindship families.

AAA Strategies 5.3

The AAA will coordinate with the ADRC and other providers to increase coordination and improve awareness of Caregiver Respite resources, including the National Technical Assistance Center on Grandfamilies and Kinship families.

State Objective 5.4

Monitor and implement recommendations from the Recognize, Assist, Include, Support, & Engage (RAISE) Family Caregiving Advisory Council and Advisory Council to Support Grandparents Raising Grandchildren.

Outcome 5.4

Increase coordination with AAAs, ADRCs, and providers with the National Technical Assistance Center on Grandfamilies and Kinship families.

AAA Strategies 5.4

The AAA will share resources on all available Respite services for caregivers including grandparents caring for grandchildren, and the National Technical Assistance Center on Grandfamilies and Kindship families.

Section 9. Performance Measures

Complete Table 6. Performance Measures using *State Fiscal Year* (SFY) numbers.

Table 6. Performance Measures

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Number of unduplicated active certified Ombudsman	7	7	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5
Number of unduplicated persons receiving care coordination	305	400	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5
Number of unduplicated persons receiving legal assistance (age 60 and over)	66	5	1.1, 1.4, 1.5, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5
Total care coordination expenditures	\$86,413.00	\$90,734.00	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5
Average cost per care coordination client	\$283.32	\$226.84	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Total legal assistance (age 60 and over) expenditures	\$6,007.00	\$1,056.00	1.1, 1.4, 1.5, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5
Average cost per person receiving legal assistance	\$91.02	\$211.00	1.1, 1.4, 1.5, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5
Cumulative number of visits to assisted living facilities by a certified Ombudsman	264	133	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 2.4
Total expenditures Ombudsman program (federal, state, other federal, program income, and local cash)	\$202,367.00	\$176,164.00	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Unduplicated number of assisted living facilities visited by an active certified Ombudsman	30	30	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Percentage of complaints resolved and partially resolved in nursing homes and assisted living facilities	77%	77%	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Number of unduplicated persons receiving congregate meals	472	776	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of congregate meals served	33,897	91,527	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of unduplicated persons receiving home-delivered meals	922	550	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of home-delivered meals served	115,606	63,776	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of unduplicated persons receiving home-delivered meals	922	550	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of home-delivered meals served	115,606	63,776	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Number of unduplicated persons receiving homemaker services	63	50	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of unduplicated persons receiving personal assistance	31	40	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of homes repaired/modified (residential repair service)	25	30	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Number of one-way trips (demand response transportation service)	4,711	16,244	1.1, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Total congregate meal expenditures	\$218,911.00	\$691,946.00	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Average cost per congregate meal	\$6.46	\$7.56	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Total home delivered meal expenditures	\$701,954.00	\$468,117.00	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Average cost per home-delivered meal	\$6.07	\$7.34	1.1, 1.3, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Total homemaker services expenditures	\$31,222.00	\$45,000.00	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Average cost per person receiving homemaker services	\$496.59	\$1,125.00	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Total personal assistance services expenditures	\$21,206.00	\$35,010.00	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3
Average cost per person receiving personal assistance services	\$684.06	\$875.25	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Average cost per modified home (residential repair service)	\$2,758.64	\$3,166.00	1.1, 1.3, 1.4, 1.6, 1.8, 1.9, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3

Section 10. Summary of Services

Legal References: 2020 OAA 306(a)(1), 306(a)(2), 306(a)(7); 26 TAC 213(C)(3)

Provided Services

Please refer to the [HHSC Services Definitions for Area Agencies on Aging Federal Fiscal Year 2023](#).

Table 7. Services To Be Provided During This Area Plan (FFY 2024 – FFY 2026)

Service Name (As of FFY 2023)	Provided During this Area Plan? Yes or No	Direct Service of AAA? Yes or No
Area Agency Administration	Yes	Yes
Assisted Transportation	No	No
Care Coordination (Case Management)	Yes	Yes
Caregiver Counseling	No	No
Caregiver Information Services	Yes	Yes
Caregiver Support Coordination (caregiver Case Management)	Yes	Yes
Caregiver Support Groups	No	No
Caregiver Training	No	No
Chore Maintenance	No	No
Congregate Meals	Yes	No
Data Management	Yes	Yes
Day Activity and Health Services	No	No

Service Name (As of FFY 2023)	Provided During this Area Plan? Yes or No	Direct Service of AAA? Yes or No
Emergency Response	Yes	No
Evidence-Based Intervention (Health Promotion)	Yes	Yes
Health Screening and Monitoring (Health Promotion)	No	No
HICAP Assistance	Yes	Yes
Home Delivered Meals	Yes	No
Homemaker	Yes	No
Homemaker - Voucher	No	No
Income Support	Yes	No
Information, Referral and Assistance	Yes	Yes
Instruction and Training	Yes	Yes
Legal Assistance – 60 years and older	Yes	Yes
Legal Awareness (Legal Outreach)	Yes	Yes
Mental Health Services (Health Promotion)	No	No
MIPPA Outreach and Assistance	Yes	Yes
Nutrition Consultation	No	No
Nutrition Counseling	No	No
Nutrition Education	Yes	No
Ombudsman	Yes	Yes
Outreach	No	No
Participant Assessment – Access and Assistance	No	No
Participant Assessment – Nutrition Services	No	No
Personal Assistance	Yes	No

Service Name (As of FFY 2023)	Provided During this Area Plan? Yes or No	Direct Service of AAA? Yes or No
Physical Fitness (Health Promotion)	No	No
Public Information Services	Yes	Yes
Recreation (Health Promotion)	No	No
Residential Repair	Yes	No
Respite In Home	Yes	No
Respite Out of Home	No	No
Respite Out of Home, Overnight	No	No
Respite - Voucher	Yes	No
Senior Center Operations	No	No
Social Reassurance	No	No
Special Initiative	Yes	Yes
Transportation	Yes	No
Transportation - Voucher	Yes	No
Visiting	No	No

Service Delivery Narratives

In this section, provide narrative descriptions for **all** services that are anticipated to be provided during this area plan period (FFY 2024 through FFY 2026). Please refer to Table 7 and include all services that were indicated as **Yes** in the column for: *Provided During this Area Plan?*

Describe each service using the “5 Ws and H” approach:

- What service is being provided in the PSA?
- Who is the targeted audience of the service within the PSA?
- Where will the service be provided in the PSA? (for example, the specific geographical area, facility or physical building, provided in-person and/or virtual, etc.).
- When will the service be provided in the PSA? Describe duration and frequency of the service.
- Why is it important to provide the service in the PSA? Describe unmet needs and barriers older individuals experience.
- How is the service being provided in the PSA? Include whether the service is contract, sub-recipient agreement or provided as a direct service. Identify service providers in the PSA and the counties served by each provider.

This section includes sub-headings to categorize similar services together. Although a service may fit into multiple categories, it is only required to provide a single narrative for that particular service. The sub-headings/categories begin on the next page and are as follows: AAA Administrative Functions; Case Management Services; Information and Assistance Services; Transportation Services; Nutrition Services; Legal Services; Caregiver Services; In-Home Services; Health Services (physical, mental and behavioral); Evidenced-Based Interventions (EBIs); and All Other Services To Assist Independence.

AAA Administrative Functions

Service Provided

Area Agency Administration

The AAA performs a variety of activities as administrative functions to ensure the development and implementation of a comprehensive and coordinated system to serve older adults and family caregivers within the AAA's planning and service area.

Responsibilities include being the focal point for aging services; providing advocacy for older people in their service area; evaluating regional strengths and local resources; identifying service gaps, including people with the greatest economic and social need; developing and implementing an area plan based on the OAA; procuring services funded with federal and state funds; negotiating and managing contracts; reporting; reimbursement; accounting; auditing; monitoring; and quality assurance. (AAAPM v Section B-1010 and Section C-1010)

Data Management

Activities directly related to data entry and reporting for services not directly provided by the AAA. Includes activities directly related to the direct purchase of service, service authorization and document verification to support the provision, tracking and reporting of Congregate Meals, Home Delivered meals and transportation services. Also includes the validation of complete and accurate data in the HHS statewide system and report preparation by AAA staff in support of the annual SPR and the QPR.

Instruction and Training

Services that provide experience or knowledge to people or professionals working with older people to acquire skills in formal or informal individual or group settings.

Targeted Audience

Panhandle PSA

All audiences benefit from Area Agency Administration and Data Management.

Service Location

Panhandle PSA

Duration and Frequency of Service

Ongoing

Importance of the Service

Area Agency Administration and Data Management are essential for effective service delivery. They enable efficient resource allocation, coordination of programs, and the effective management of staff and volunteers. Administration and Data Management facilitate accountability and compliance with funding requirements, regulations, and reporting obligations.

Administration enables the AAA to make deliberate and thoughtful improvements to the services offered throughout the Panhandle PSA and to innovate in response to emerging trends and the changing needs of the population. Through effective administration and Data Management, the AAA is able to adapt its programs by continuously evaluating the services offered, monitoring data, refining policies and procedures, and gathering critical input from AAA clients, the public, and community partners to better meet the needs of older individuals, caregivers, and their families.

Instruction and Training is a unique service that allows the AAA to provide knowledge and education to individuals. Training sessions are valuable in acquiring the necessary skills and expertise in working with older adults.

Method of Service Provision

Directly by the AAA

Case Management Services

Service Provided

Care Coordination

The AAA provides Care Coordination as a service to assess the needs of an older person and to effectively plan, arrange, coordinate and follow up on services which most appropriately meet the identified needs as mutually defined by the older person, the access and assistance staff, and where appropriate, a family member(s) or other caregiver(s).

Care Coordinators may authorize eligible individuals for appropriate support services including Homemaker and Personal Assistance (as detailed under the sub-heading for In-Home Services) as well as Income Support and Health Maintenance (as described under the sub-heading for All Other Services To Assist Independence).

Targeted Audience

Panhandle PSA

The AAA targets older adults for Case Management Services throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Duration and Frequency of Service

Temporary

The duration and frequency of service varies by client and is dependent on their needs as assessed by the Care Coordinator, though services are designed to be temporary.

Importance of the Service

Care Coordination as a service is essential for assessing the needs of older individuals and coordinating services. Care Coordination allows for a comprehensive assessment of an older person's needs. It involves gathering information about their physical health, mental wellbeing, functional abilities, social support systems, and environmental factors. This holistic assessment and person-centered approach help to identify the older person's specific needs and unique situation forming the basis for the Care Coordinator to respond with the most appropriate services, resources, and information.

Care Coordination ensures that services are effectively planned, arranged, and coordinated. It helps streamline the process of connecting the older person to appropriate services and resources that address their identified needs. By serving as a central point of contact, care coordinators can facilitate communication and collaboration among different service providers, minimizing gaps, duplications, and fragmentation in care.

Method of Service Provision

Directly by the AAA

Information and Assistance Services

Service Provided

Information, Referral, and Assistance

A service that includes: assessing a person's needs and appropriate response modes; evaluating appropriate resources; identifying organizations capable of meeting those needs; providing enough information about each organization to help inquirers make an informed choice; locating alternative resources when services are unavailable; and when necessary, participating in linking the person to needed services and following up on referrals to ensure the service was provided.

Public Information Services

A service that provides information to groups of current and potential participants on the resources and services available for older adults in their communities. Activities include providing information at senior fairs, handing out publications and answering questions, and initiating targeted mass media campaigns, including targeted internet websites. Unlike Information and Assistance, this service is not tailored to the specific needs of the person.

Targeted Audience

Panhandle PSA

The AAA targets older adults for Information and Assistance Services throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve older individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Duration and Frequency of Service

Ongoing

Importance of the Service

Information and Assistance services ensure that older individuals have access to the resources and services they need. By providing accurate and up-to-date information about available programs, benefits, and community resources, this service helps older individuals make informed decisions and connect with appropriate services across the Panhandle PSA. This ultimately promotes their overall wellbeing, independence, and quality of life.

The AAA assists individuals in navigating complex systems when healthcare and social service systems can often be complex and overwhelming, especially for older individuals and their caregivers. Information, Referral, and Assistance services act as a guiding mechanism, helping older individuals navigate these systems effectively. The AAA provides guidance, explanations, and assistance in accessing and understanding available services, eligibility criteria, and application processes.

Moreover, IR&A takes a person-centered approach by tailoring information and resources to the specific needs and preferences of older individuals. By understanding their unique circumstances, goals, and challenges, the AAA provides personalized recommendations and referrals that align with the older person's preferences and priorities. This promotes a sense of empowerment and ensures that services are responsive to their individual needs.

Public Information Services allows the AAA to raise awareness about available services, programs, and resources for older individuals. By promoting community engagement and disseminating information through various channels, such as presentations, publications, and online platforms, Public Information Services helps the AAA to reach a wide and diverse audience ensuring that older individuals, their families, and caregivers are informed about the many supports available to them.

By facilitating access to information and resources, these services enable older individuals to advocate for their needs, make choices that align with their values, and actively participate in their own care and support planning.

Method of Service Provision

Directly by the AAA

Transportation Services

Service Provided

Transportation

Services that provide or arrange for taking an older person from one location to another including Demand or Response Transportation which is transportation designed to carry an older person from a specific origin to a specific destination upon request. An older person requests the transportation service in advance of their need.

Targeted Audience

City of Amarillo

The AAA targets older adults for Transportation Services throughout the City of Amarillo consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA and contracted providers make a concerted effort to serve individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

City of Amarillo

Duration and Frequency of Service

On Demand

The duration and frequency of service varies by client and is dependent on their needs.

Importance of the Service

Transportation services enable older individuals to access essential services, such as medical appointments, grocery stores, pharmacies, and social activities. Many older individuals may no longer drive or have limited mobility, making it challenging for them to travel independently. Transportation services bridge this gap and ensure that older individuals can access the resources and services they need to maintain their health, wellbeing, and social connections.

Transportation services promote independence and mobility for older individuals. By providing reliable and accessible transportation options, older individuals can maintain their autonomy and continue to engage in community activities. This helps combat social isolation, which is a significant concern among older adults. Access to transportation empowers older individuals to remain active participants in their communities and maintain a high quality of life.

Method of Service Provision

By a contractor of the AAA

The AAA contracts with the City of Amarillo Public Transportation Department and the Amarillo Wesley Community Center to provide Transportation Services in the City of Amarillo.

Nutrition Services

Service Provided

Congregate Meals

A hot or other appropriate meal served to an older person who is eligible in a congregate setting.

Home Delivered Meals

Hot, cold, frozen, dried, canned, fresh or supplemental food (with a satisfactory storage life) delivered to a person who is eligible in their place of residence.

Nutrition Education

The provision of information to an older person to promote nutritional well-being and to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

Targeted Audience

Cities: Amarillo, Borger, Clarendon, Dumas, Fritch, Hedley, Hereford, Memphis, Quitaque, Shamrock, Tulia, Turkey, Wellington

Counties: Briscoe, Collingsworth, Deaf Smith, Donley, Hall, Hutchinson, Moore, Potter, Randall, Swisher, Wheeler

The AAA targets older adults for Nutrition Services throughout the cities and counties listed above consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA and the contracted providers make a concerted effort to serve individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

See list of current Nutrition Providers under Method of Service Provision for information on the Nutrition Services locations.

Duration and Frequency of Service

On Demand

The duration and frequency of service varies by client and is dependent on their needs.

Importance of the Service

Proper nutrition is essential for maintaining the health and wellbeing of older adults. As individuals age, their nutritional needs may change, and they may face challenges in obtaining and preparing nutritious meals. Older adults who are homebound, have limited mobility, or experience chronic illnesses are particularly vulnerable to malnutrition. Congregate and Home Delivered meal programs provide essential nutritional support to these individuals. Nutrition services ensure that older adults have access to balanced and healthy meals that meet their dietary requirements. Adequate nutrition supports overall physical health, cognitive function, and immune system function, reducing the risk of chronic diseases and promoting overall wellbeing.

Congregate meal programs, where older adults gather to share meals in a communal setting, offer an opportunity for socialization and community engagement. These programs create a supportive and social environment where older adults can interact with peers, combat social isolation, and develop meaningful relationships. Socialization has a positive impact on mental and emotional wellbeing, enhancing overall quality of life for older adults.

Method of Service Provision

By a contractor of the AAA

The AAA contracts with the following to provide Congregate Meals and Nutrition Education:

- Acts Community Center
 - ▶ 816 S Van Buren Amarillo, TX 79101
- Amarillo Wesley Community Center
 - ▶ 1615 S Roberts St.
 - ▶ 4801 S Austin St.

- ◇ The Amarillo Wesley Community Center observes more than 10 holidays per year. AWCC notifies all clients prior to any holiday closures. The center identifies all clients with a high nutritional risk (score of 6 or higher on their Nutritional Risk Assessment) and others who have an interest or need and provides a shelf-stable meal for each day the center plans to be closed. The meals are recorded and reimbursed as a Home Delivered meal.
- Collingsworth County Home Delivered Meals
 - ▶ 1001 Amarillo St. Wellington, TX 79095
- Donley County Senior Citizens
 - ▶ 115 E 4th St. Clarendon, TX 79226
- Hedley Senior Citizens Center
 - ▶ 214 Main St. Hedley, TX 79237
- Hereford Senior Citizens Center
 - ▶ 426 Ranger St. Hereford, TX 79045
- Moore County Senior Citizens Center
 - ▶ 701 E 16th St. Dumas, TX 79029
- Opportunities, Inc.
 - ▶ 930 Illinois St. Borger, TX 79007
- Swisher County Senior Citizens
 - ▶ 619 SE 2nd St. Tulia, TX 79088
- Transformation Park
 - ▶ 500 SW 8th Ave. Amarillo, TX 79101
 - ◇ Transformation Park provides meals for the FoodNET program which includes four sites in the City of Amarillo. Three sites are senior living apartment complexes: Bivins Village, Independence Village, and Northwest Village. One site is a senior center: Hilltop Senior Citizens Association Due to issues with funding and capacity, Transformation park will serve congregate meals four days a week, Monday through Thursday.

The AAA contracts with the following to provide Home Delivered Meals and Nutrition Education:

- Collingsworth County Home Delivered Meals
 - ▶ 1001 Amarillo St. Wellington, TX 79095
- Donley County Senior Citizens
 - ▶ 115 E 4th St. Clarendon, TX 79226
- Hall County Home Delivery Meals
 - ▶ 202 S 8th St. Memphis, TX 79245
 - ◇ Common Provider
- Hedley Senior Citizens Center
 - ▶ 214 Main St. Hedley, TX 79237
- Hereford Senior Citizens Center
 - ▶ 426 Ranger St. Hereford, TX 79045
- Opportunities, Inc.
 - ▶ 930 Illinois St. Borger, TX 79007
- Shamrock County Senior Citizens
 - ▶ 205 E 2nd St. Shamrock, TX 79079
 - ◇ Common Provider
- Swisher County Senior Citizens
 - ▶ 619 SE 2nd St. Tulia, TX 79088
 - ◇ Common Provider
- Transformation Park
 - ▶ 500 SW 8th Ave. Amarillo, TX 79101
 - ◇ Transformation Park provides meals for the FoodNET program which includes four sites in the City of Amarillo. Three sites are senior living apartment complexes: Bivins Village, Independence Village, and Northwest Village. One site is a senior center: Hilltop Senior Citizens Association. Due to issues with funding and capacity, Transformation Park will serve home-delivered meals four days a week, Monday through Thursday.

- Tri-County Meals
 - ▶ 117 W Main St. Quitaque, TX 79255
 - ◇ Rural provider serving Home Delivered meals three days a week, every Monday, Wednesday, and Friday.

Legal Services

Service Provided

HICAP Assistance

Counseling or representation services provided by a non-lawyer such as a certified benefits counselor, where permitted by law, to Medicare beneficiaries, family members, caregivers or others working on behalf of an eligible person. Assistance includes all contacts for the purpose of relaying Medicare and SHIP related information between a counselor and an eligible person. SHIP Assistance activities include the following:

- **Advice or Counseling:** A recommendation involving Medicare benefits and related topics made to an eligible person regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis. May be given by phone or in person.
- **Document Preparation:** One-on-one assistance given to an eligible person which helps in the preparation of documents related to Medicare and SHIP-related public entitlements, or health and long-term care insurance.
- **Representation:** Advocacy on behalf of an eligible person in protesting or complaining about a procedure or seeking special considerations by appealing an administrative decision related to Medicare benefits.

HICAP Outreach

A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to Medicare beneficiaries and other target audiences about Medicare, public entitlements when related to low- income assistance for healthcare affordability, health and long-term care insurance, individual beneficiary rights, and health insurance planning and protection options. Education and outreach initiatives that include the dissemination of information through mass media may be budgeted.

A group outreach activity includes: an interactive presentation to the public either in-person or via electronic means, such as video conference, webinar, or teleconference; a booth or exhibit at a conference, or other public event, such as a health fair, senior fair, or community event; or an enrollment event. A media outreach activity is one where general program or Medicare information is shared

through a type of media which may include: billboard; mass email; social media; website; magazine, newspaper, newsletter, radio, television; or printed information distributed through direct mail or by placement in local offices, libraries, or partner locations.

Legal Assistance – 60 years and older

Advice or representation by an attorney, including assistance by a paralegal or law student under the supervision of an attorney, or assistance provided by a certified benefits counselor to an older person, or their caregiver with economic and social needs. Legal Assistance activities include document preparation in the form of personal assistance given to an older person which helps with the preparation of necessary documents relating to public entitlements, health care, long-term care, individual rights, planning and protection options, and housing and consumer needs.

Legal Awareness (Legal Outreach)

A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to an older person about public entitlements, health and long-term care services, individual rights, planning and protection options, and housing and consumer needs.

MIPPA Outreach and Assistance

A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to current or prospective Medicare beneficiaries and their caregivers specifically regarding Medicare Savings Programs (MSP), Low-Income Subsidy (LIS) and Medicare Preventive Benefits.

Targeted Audience

Panhandle PSA

The AAA targets older adults for Legal Services throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve older individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Client appointments for HICAP Assistance, Legal Assistance, and MIPPA Assistance may be conducted in-person at the AAA, virtually, via the mail, over the phone, or in any combination of those methods of contact.

HICAP Outreach, Legal Awareness, and MIPPA Outreach may include initiatives that reach the entire Panhandle PSA.

Duration and Frequency of Service

On Demand

The duration and frequency of service varies by client and is dependent on their needs.

Ongoing

Education and outreach are provided on an ongoing basis.

Importance of the Service

HICAP Assistance, which involves counseling by a certified benefits counselor regarding Medicare, ensures that older adults have access to vital healthcare benefits. Medicare can be complex and confusing, and older adults may struggle to understand their options, coverage, and rights. HICAP Assistance provides expert guidance and support to navigate the Medicare system, helping older adults make informed decisions about their healthcare and maximize the benefits they are entitled to receive. HICAP Outreach is vital in educating Medicare beneficiaries and raising awareness of the program.

Legal services that assist with document preparation of advance directives play a critical role in empowering older adults to make decisions about their healthcare preferences in advance. Advance directives, such as a medical power of attorney and directive to physicians, allow individuals to express their wishes regarding medical treatment, end-of-life care, and appointing someone to make healthcare decisions on their behalf. Legal Assistance in preparing these documents ensures that older adults' wishes are documented and legally recognized, promoting autonomy and ensuring that their healthcare choices are respected.

Legal Awareness aims to help protect the rights and interests of older adults. Presentations on legal topics relevant to older adults inform them about their legal rights and legal matters that directly impact their lives. This knowledge empowers older adults to identify and address legal issues they may encounter, promoting their overall wellbeing and knowledge.

MIPPA Outreach and Assistance, which focuses on education and application assistance for Medicare Savings Programs (MSP), Extra Help and Medicare Preventive Benefits, help older adults access financial assistance for healthcare expenses. Many older adults may qualify for these programs but are unaware of their eligibility or how to apply. MIPPA Outreach and Assistance services ensure that older adults receive the information and support they need to access financial assistance programs, reducing the financial burden associated with Medicare costs.

Method of Service Provision

Directly by the AAA

Caregiver Services

Service Provided

Caregiver Information Services

A service that provides for the dissemination of accurate, timely and relevant caregiver related information through public group activities such as handing out publications, conducting group presentations, seminars, health fairs and mass media.

Developing a resource library and other informational resources for use in the dissemination of caregiver information is a component of this service.

Caregiver Support Coordination (Caregiver Case Management)

An ongoing service provided to a caregiver to assess the needs of a caregiver to effectively plan, arrange, coordinate and follow up on services which most appropriately meet the identified needs of the caregiver, as mutually defined by the caregiver, the care recipient, and the access and assistance staff.

Respite In-Home

Temporary services for an eligible dependent care recipient for the relief of a caregiver provided in the eligible caregiver's home or the home of the care recipient on a short term, temporary basis while the primary caregiver is unavailable or needs relief. In addition to supervision, services may include meal preparation, housekeeping, assistance with personal care, and social and recreational activities.

Respite - Voucher

A service provided through the consumer directed service option which allows the caregiver to choose an individual provider for the following types of Respite care: Respite In Home; Respite Out of Home – Overnight; and Respite Out of Home.

Services are provided on an intermittent or temporary basis while the primary caregiver is unavailable or needs temporary relief.

Targeted Audience

Panhandle PSA

The AAA targets caregivers for Caregiver Services throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve older individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Duration and Frequency of Service

On Demand

The duration and frequency of service varies by client and is dependent on their needs.

Ongoing

Caregiver Information Services and other education and outreach are provided on an ongoing basis.

Importance of the Service

Providing Caregiver Services is a priority for the AAA. Information services, such as disseminating caregiver-related information through various channels, including publications, group presentations, seminars, health fairs, and mass media, help caregivers stay informed about available resources, support networks, healthcare options, and strategies for managing caregiving responsibilities. Access to information enhances caregivers' knowledge, skills, and confidence in providing care, leading to better outcomes for both the caregiver and care recipient.

Caregiver Support Coordination, or caregiver case management, plays a vital role in supporting caregivers in their caregiving journey. Caregivers often face multiple responsibilities, emotional challenges, and logistical complexities in providing care. Support coordination services provide personalized assistance, guidance, and advocacy to help caregivers navigate through the various systems and services available to them. By coordinating and connecting caregivers with appropriate resources, support coordination helps alleviate caregiver stress, enhance coping mechanisms, and ensure that caregivers receive the support they need to sustain

their caregiving role. This may also include authorizing Income Support or Health Maintenance as appropriate as well as Respite care.

Caregiving is physically and emotionally demanding, and caregivers often neglect their own wellbeing while caring for others. Respite care offers temporary relief to caregivers by providing them with a break from their caregiving responsibilities. Respite services can be provided in the home, allowing caregivers to take time for themselves while a trained professional with one of the contracted home care agencies provides care for their loved ones. Respite care promotes caregiver self-care, reduces burnout, and enhances overall caregiver wellbeing, which ultimately translates to better care for the care recipient.

Vouchers for Respite services provide caregivers with flexibility in accessing Respite care. These vouchers can be used to obtain Respite services from qualified providers or agencies or from another trusted individual, giving caregivers the freedom to choose the Respite care option that best suits their needs and preferences. Vouchers for Respite services alleviate the financial burden associated with Respite care, making it more accessible and affordable for caregivers.

Method of Service Provision

Directly by the AAA, or by a contractor of the AAA (as authorized by a care coordinator)- Applicable to Caregiver Information Services.

Directly by the AAA -Applicable to Caregiver Support Coordination.

Only authorized by a care coordinator - Applicable to Respite In-Home and Respite-Voucher.

The AAA contracts with the following entities to provide Respite In-Home: Caprock Home Health, Goodcare, Heroes Home Care, High Plains Senior Care, Nurses Unlimited, Outreach Health Services and Visiting Angels.

In-Home Services

Service Provided

Homemaker

Services provided by trained and supervised homemakers involving the performance of light housekeeping tasks and home management.

Activities may include the performance of light housekeeping, home management, meal preparation, escort tasks, and shopping assistance. The objective is to help the older person sustain independent living in a safe and healthful home environment.

Personal Assistance

Services to assist an older person who has difficulty performing a minimum of two activities of daily living as identified in the assessment process, with tasks a person would typically perform if they were able. This includes assistance in all activities of daily living and health-related tasks.

Targeted Audience

Panhandle PSA

The AAA targets older adults for In-Home Services throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve older individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Duration and Frequency of Service

On Demand

The duration and frequency of service varies by client and is dependent on their needs.

Importance of the Service

Homemaker services and Personal Assistance services enable older individuals to maintain their independence and continue living in their own homes. These services help older adults with tasks that may become challenging due to age-related limitations or health conditions. By assisting with light housekeeping, home management, meal preparation, escort tasks, shopping assistance, and activities of daily living, older individuals can maintain a safe and healthful home environment and avoid or delay the need for institutional care.

Homemaker services and Personal Assistance services contribute to the overall quality of life for older individuals. These in-home services ensure that essential daily tasks are taken care of, relieving older adults from the physical and cognitive burdens associated with them. By receiving support in maintaining their home, preparing meals, and receiving Personal Assistance, older individuals can focus on engaging in activities they enjoy, pursuing their interests, and maintaining social connections. This enhances their overall wellbeing and promotes a sense of fulfillment and independence.

Personal Assistance services play a vital role in ensuring the health and safety of older individuals. Assistance with activities of daily living, such as bathing, dressing, grooming, and mobility, helps older adults maintain their personal hygiene, prevent falls and accidents, and manage their health conditions effectively. By having trained professionals or caregivers available to provide support, older individuals can receive timely and appropriate assistance, reducing the risk of injuries, health complications, or neglect.

In-Home Services provide not only practical support but also social interaction for older individuals. Caregivers or service providers who visit regularly can offer companionship, engage in conversation, and provide emotional support. This human connection helps combat social isolation, a common issue among older adults, and contributes to their mental and emotional wellbeing.

Method of Service Provision

Only authorized by a care coordinator

The AAA contracts with the following entities to provide In-Home Services: Caprock Home Health, Goodcare, Heroes Home Care, High Plains Senior Care, Nurses Unlimited, Outreach Health Services and Visiting Angels.

Health Services (physical, mental, and behavioral)

The AAA does not currently offer any services categorized as Health Services.

Evidence-Based Interventions (EBIs)

Service Provided

Evidence-Based Intervention

Activities related to the prevention and mitigation of the effects of chronic disease (including osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease), infectious disease, vaccine-preventable disease, prevention of sexually transmitted diseases, as well as alcohol and substance abuse reduction, chronic pain management, smoking cessation, weight loss and control, stress management, falls prevention, physical activity and improved nutrition.

Activities must meet the Administration for Community Living (ACL)'s definition for an evidence-based program.

Provides for the implementation of evidence-based programs to improve health and wellbeing and reduce disease and injury.

Targeted Audience

Panhandle PSA

The AAA targets older adults for Evidence-Based Interventions (EBIs) throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve older individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Duration and Frequency of Service

Ongoing

The AAA provides EBI programs on an ongoing basis. The duration and frequency depend on the requirements specific to each of the approved programs.

Importance of the Service

Evidence-Based Intervention programs are developed based on rigorous research and evaluation, ensuring that they have been proven effective in addressing specific needs and challenges faced by older adults.

Method of Service Provision

Directly by the AAA - The AAA has a Direct-Service Waiver to provide EBIs.

By a contractor of the AAA (as authorized by a Care Coordinator)

All Other Services to Assist Independence

Service Provided

Emergency Response

Services for an older person who is homebound or frail to establish an automatic monitoring system which links to emergency medical services when the person's life or safety is in jeopardy. Emergency Response System (ERS) services include the installation of the individual monitoring unit, key lockbox, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls, response to an emergency call by a medical professional, para-professional or volunteer, and follow up with the older person.

Health Maintenance

Services that include one or more of the following activities: Medical treatment by a health professional; Health education and counseling services for persons or groups about lifestyles and daily activities; home health services include, but are not limited to, nursing, physical therapy, speech or occupational therapy; provision of medications, nutritional supplements, glasses, dentures, hearing aids or other devices necessary to promote or maintain the health or safety of the older person.

Income Support

Assistance in the form of a payment to a third-party provider for services or goods that support the basic needs of the person, on behalf of an older person or their caregiver.

Ombudsman

Services to protect the health, safety, welfare, and rights of residents of nursing facilities and assisted living facilities, including identifying, investigating, and resolving complaints that are made by, or on behalf of, residents.

Residential Repair

Services consisting of repairs or modifications of a dwelling occupied by an older person that are essential for the health and safety of the older person.

Special Initiative

As approved by HHSC, special activities or services, which do not fall under any other approved service definition, provided by the AAA to meet the needs of eligible people.

Targeted Audience

Panhandle PSA

The AAA targets older adults for All Other Services to Assist Independence throughout the Panhandle PSA consistent with Section C-1020 Targeting of the Area Agency on Aging Policies and Procedures Manual. The AAA makes a concerted effort to serve older individuals demonstrating the greatest economic and social needs, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency.

Service Location

Panhandle PSA

Duration and Frequency of Service

On Demand

The duration and frequency of service varies by client and is dependent on their needs.

Importance of the Service

Emergency Response services play a crucial role in ensuring the safety and wellbeing of older adults who are homebound or frail. These services provide a lifeline for individuals facing potential emergencies by establishing an automatic monitoring system that swiftly connects them to emergency medical services when their life or safety is at risk. In times of crisis, the swift response of medical professionals, para-professionals, or volunteers can make all the difference in saving lives and preventing further harm. Moreover, the follow-up provided to older adults after emergency calls ensures that their needs are met comprehensively, promoting their overall safety and independence while aging in place.

Access to Health Maintenance services and supplies directly contributes to an improved quality of life for older adults and their caregivers. Health Maintenance services aim to enhance older adults' independence and promote optimal health.

The provision of Health Maintenance also serves to alleviate the financial burden on older adults and caregivers.

Income Support can be vital for older adults and their caregivers in meeting their basic needs, preventing financial hardship, promoting health and wellbeing, enhancing independence, supporting caregivers, preventing homelessness, and fostering social and economic equity. These programs provide critical support and resources to ensure that older adults can live with dignity and security in their communities.

The Long-Term Care Ombudsman Program works to protect and uphold the rights of older adults living in long-term care facilities. This includes rights such as dignity, privacy, autonomy, and freedom from abuse and neglect. Ombudsmen act as advocates, ensuring that residents' rights are respected and addressing any violations or concerns that may arise. Ombudsmen conduct regular visits to facilities, engage with residents and staff, and investigate complaints or issues raised by residents or their families. By advocating for improved care practices, addressing concerns, and collaborating with facility staff, the program helps to maintain and enhance the quality of care provided to older adults. The program empowers residents by promoting self-advocacy and providing information about their rights and options. Ombudsmen educate residents about their rights, help them understand their care plans, and support their participation in decision-making processes. By empowering residents to voice their concerns and make informed choices, the program promotes autonomy and enhances the overall wellbeing of older adults in long-term care settings.

Residential Repair services ensure that the living environment of older adults is safe, secure, and conducive to their wellbeing. Creating a safe living space promotes independence, reduces the risk of falls or accidents, and enhances the overall health and safety of older adults. By addressing essential repairs and modifications, these services support aging in place, promote independence, prevent homelessness, improve quality of life, preserve social connections, and contribute to the development of aging-friendly communities.

Method of Service Provision

Authorized by a care coordinator for purchase through a contractor and/or authorized by a care coordinator through a delegated purchase - Applicable to Health Maintenance and Income Support.

*Directly by a Certified Ombudsman of a Local Ombudsman Entity within the AAA -
Applicable to Ombudsman.*

*Authorized by a care coordinator for purchase through a contractor - Applicable to
Emergency Response and Residential Repair.*

Only as approved by HHSC - Applicable to Special Initiative.

Section 11. Direct Service Waiver

Legal References: OAA 2020 307(a)(8); 26 TAC 213.155

To ensure compliance with the OAA direct service provision requirements and the state's approved state plan on aging, AAAs must request HHSC approval to provide Title III services directly. Please refer to the Method of Service Provision column in the [HHSC Services Definitions for Area Agencies on Aging Federal Fiscal Year 2023](#).

As per AAA Bulletin 22-02 AAAs Providing Services Directly (from November 04, 2022), the following services **do not** require HHSC approval:

- Case Management (Care Coordination and Caregiver Support Coordination)
- Information and Assistance (Information, Referral and Assistance and Caregiver Information Services)
- Services directly related to the AAA's administrative functions (Area Agency Administration, Data Management, and Instruction and Training)
- Outreach (Legal Awareness, Outreach and Public Information Services)
- Legal Assistance services which are provided directly by a certified benefits counselor; and
- Ombudsman Services which are provided directly by a Certified Ombudsman.

Indicate (**yes** or **no**) whether the AAA will provide any direct service that requires HHSC approval during the effective period of this area plan (FFY 2024 through FFY2026). If **yes**, also indicate the direct service(s).

Yes, Evidence-Based Intervention.

Direct Service Waiver Form 1

All area agencies on aging (AAAs) must complete a Direct Service Waiver form to request approval to provide supportive, in-home, or nutrition service as a direct service. A direct service is defined as a service activity provided to an eligible person performed directly by a AAA employee or volunteer.

Table 8. Direct Service Waiver Form 1

Topic	Response
Name of AAA.	Area Agency on Aging of the Panhandle
Identify the direct service being requested.	Evidence-Based Intervention including A Matter of Balance
Identify the time period for which the AAA will provide the direct service, not to extend past the effective period of this area plan.	October 1, 2024 – September 30, 2026
Condition A: Provision of the direct service by the AAA is necessary to assure an adequate supply of such service.	Yes – There is no provider available to serve a county or all counties.
Condition B: The service is directly related to the AAA’s administrative functions.	No.
Condition C: The service can be provided more economically, and with comparable quality, by the AAA.	No.
Specify the area(s) within the PSA for which the AAA will provide the direct service.	Any county within the Panhandle PSA

Section 12. Data Use Agreement

To ensure the protection of confidential information the AAA is required to follow the HHSC Data Use Agreement as part of the base contract. Additionally, all AAA contractors are required to submit as part of their contractor application the DUA agreement that states that they understand and will follow the requirements as laid out in the agreement to ensure confidential information is protected.

Below is the COG policy to ensure access to confidential information is secured

Computer Data Back-up, Security Policy and Process, and Limited Access to Data

The PRPC/Area Agency on Aging of the Panhandle's (AAA) written procedures adequately assure electronic back-up systems, backup schedules, backup procedures and continually updated security, virus protection and malware protection to prevent the loss, corruption of any and all client, program and financial data and to provide limited and secure access to that data.

General Procedures/Activities:

- Backup systems consist of:
 - ▶ Two NetGear ReadyNas Network Applied Storage Servers
 - ▶ Three VM Host Servers with on-site replication in the event of a physical server failure.
 - ▶ VRanger Backup and Replication Software
 - ◇ Virus protection consists of: Subscription of real-time updates and software installation on all AAA computers of Malwarebytes for detection and removal of virus' and malware.
 - ◇ Microsoft Security Essentials real-time updates and software installation on all AAA computers and servers for the detection and removal of virus' and malware.
 - ◇ Cisco Firewall appliance restricting offsite infiltration into the AAA local network.

- ◇ Windows Fore-Front Security subscription for incoming e-mails to restrict the potential delivery of virus' or malware attacks via an email or email attachment.
- Backup Schedules
 - ▶ Two redundant servers storing data with recover time of approximately 5 minutes.
 - ▶ Full-backup of all servers affecting the AAA will be done weekly and stored to onsite ReadyNas backup appliance.
 - ▶ Full-backup of all servers will be stored to removable storage and stored offsite and locked up within fireproof container weekly. This will be performed by authorized staff only.
 - ▶ Incremental backups/replicas will be made to alternate server twice each day.

The replica will be able to be turned on within a few minutes. This feature allows potential downtime to be limited to the few minutes to bring online the backup or replica server. Additionally, this replica will be reimaged twice each day. This will limit the amount of potential data loss to approximately 4 hours.

- Backup Procedures:
 - ▶ The PRPC IT Department will be responsible for assuring the backups are performed on schedule.
 - ▶ Backups, both full and replicas, will be created and scheduled within the VRanger software. Full Backups will be stored locally to the ReadyNas Servers. Additionally, the VRanger software will be configured to create replicas twice each day.
 - ▶ Any problems with this process from the VRanger software are e-mailed to the IT department immediately.
- Restricted and Limited Access
 - ▶ All access to the onsite and offsite data is guaranteed through the Active Directory Permissions. These permissions allow specific data for specific personnel only.
 - ▶ Remote access to confidential information will be available only with prior approval of IT manager. A valid reason for such access will have to be presented to IT manager before approval.

- ▶ Terminated employees' permissions will be removed on last day of work or earlier if necessary.
- Encrypted E-Mail Policy- All confidential information will be sent via an encrypted e-mail only.
 - ▶ Currently (AAA) staff will be utilizing e-mail encryption via Microsoft's Fore Front Services. This allows for integration within each users existing Microsoft Outlook application as an option.
 - ▶ These e-mails will be sent and received either from clients only or to third parties who have been approved within the department.
- Changes to Policy and Procedure
 - ▶ Security and Privacy policies and procedures will be updated/changed within 60 days of a need for update.

Section 13. Disaster Plan

Legal References: OAA 2020 306(a)(17) and 307(a)(17); 26 TAC 213.11 and 213.151

Aging Services Disaster Plan

The AAA maintains a disaster plan that is specific to and focuses on addressing aging services and ensuring the wellbeing of older individuals in the planning for, during, and after natural, civil defense, and/or man-made disasters. The AAA Emergency Preparedness Plan outlines the actions and strategies that the AAA and service providers will undertake to meet the unique needs of older adults in emergency situations.

The AAA collaborates with various stakeholders, including local and state governments, emergency response agencies, relief organizations, and other institutions involved in disaster relief service delivery. The coordination efforts aim to ensure that aging services are integrated into disaster plans and that the unique needs of older adults are adequately addressed.

To adequately address these needs, the AAA communicates with the Panhandle Regional Planning Commission's Homeland Security and Emergency Communications programs to stay informed and aware of emergency situations. The AAA attends scheduled meetings to provide information and assistance when it comes to preparing for disasters and considering impacts on older adults in the region.

The main hazards associated with the Panhandle region include tornados, snow/ice storms, heat waves, fires and flooding. Other less likely hazards include: plant explosions (there are several oil refineries and one nuclear facility located in the Texas Panhandle), earthquakes, utility outages, weapons of mass destruction or terrorist attacks.

Additionally, the AAA collaborates with local emergency management officials as needed to ensure effective coordination and response to emergencies that impact AAA service delivery or clients. Any significant disruptions to AAA services, such as congregate meal site closures, are reported to the Texas Health and Human

Services Commission (HHS) and those service providers will activate their individual emergency preparedness plans.

The AAA coordinates with the Panhandle Regional Planning Commission's Homeland Security and Emergency Communications programs to stay informed and aware of emergency situations. The AAA attends their scheduled meetings to provide information and assistance when it comes to preparing for disasters and considering impacts on older adults in the region.

To further enhance preparedness and coordination efforts, the AAA also collaborates with the City of Amarillo's Department of Emergency Management. This partnership involves active participation in committees to identify the specific needs and vulnerabilities of older adults during emergencies. The AAA works alongside various organizations on these committees, including local hospital districts, emergency medical services, fire departments, the Red Cross, and local government services responsible for handling emergency situations. This collaboration ensures that the unique needs of older adults are considered and addressed in emergency planning and response efforts.

As part of its outreach efforts, the AAA participates in the annual Emergency Preparedness Symposium hosted by PRPC. This symposium serves as an opportunity to educate first responders about AAA services and promote the "Vials of Life" program in communities. By attending this symposium, which draws individuals from across the Tri-State area, the AAA raises awareness about its services and distributes "Vials of Life" to help ensure the safety and wellbeing of older adults during emergencies. The program's success is evident as the AAA and SAC have distributed over 50,000 vials since its inception.

In summary, the AAA demonstrates a strong commitment to disaster preparedness and coordination efforts by maintaining a specific disaster plan for aging services, collaborating with various stakeholders, staying informed about emergency situations through PRPC's Homeland Security and Emergency Communications programs, participating in relevant committees, and engaging in outreach activities to raise awareness and provide valuable resources to first responders and the community. These proactive measures ensure that older individuals in the Panhandle region receive the necessary support and assistance during and after disasters.