OVERVIEW OF THE OLDER AMERICANS ACT
Older Americans Act
Declaration Of Objectives

To assure older Americans:
▪ Adequate **income** in retirement
▪ Best possible physical and mental **health**
▪ Suitable **housing**
▪ Comprehensive **long term care services**
▪ **Employment** opportunities
▪ Retirement in health, **honor, & dignity**
▪ Civic, cultural, educational, and recreational **opportunities**
▪ Continuum of **care for vulnerable** elderly
▪ Benefits from proven **research**
▪ Freedom & independence to manage their own lives
The Older Americans Act

- Older Americans Act was first a law in 1965
- Nutrition Programs were first added in 1971
- Title VI programs followed in 1978
  - The “Act” is divided into separate chapters called “Titles”
  - Titles broken into “Parts”
  - Parts broken into “Sections”
Focus of OAA

The Older Americans Act assures that preference will be given to providing services to older individuals with greatest economic need and greatest social need with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
Older Americans Act: Key Provisions

- Title I — Objectives
- Title II — Administration on Aging
- Title III — Grants for State & Community Programs
  - Part A. Administration
  - Part B. Supportive Services & Senior Centers
  - Part C. Nutrition Services
    - C-1 Congregate Nutrition
    - C-2 Home Delivered Nutrition
  - Part D. Disease Prevention & Health Promotion
  - Part E. National Family Caregiver Support Program
Older Americans Act: Key Provisions

- Title IV – Activities for Health, Independence and Longevity
- Title V - Community Service Senior Opportunities Act
- Title VI - Grants for Native Americans
  Part A. American Indian Alaskan Native Program
  Part B. Native Hawaiian Program
  Part C. Native American Caregiver Support Program
- Title VII – Allotments for Vulnerable Elder Rights Protection
TITLE III/VI COORDINATION
Coordination of Title III and Title VI Services

The Older Americans Act requires States with tribes to:

- Assure that they will coordinate programs under Title III and programs under Title VI; and
- Assure that they will work to increase access by older Native Americans to all aging programs and benefits provided by their agency; and
- Specify the ways in which they will do these things.
Reasons to Coordinate

• Knowledge about the programs available to help your Elders.
• Teach others cultural ways to serve your elders.
• Expand opportunities to your elders which you cannot offer.
• Learn new things. Avoid duplication.
• Share menus, recipes, equipment, office supplies
• Not just about money!
• Others???????
PROGRAMMATIC GRANT REQUIREMENTS
Title VI Rules

• If you read the OAA, you won’t find much under Title VI

• Programs are designed to follow the OAA Title III Programs and tribes will find most of the rules in that section of the OAA

• If you can, ask your local Title III for copies of their standards and policy manuals, the rules are the same for both programs.
  – Good way to get to know them!!

• Look at the manual online at https://olderindians.acl.gov/
Basic Title VI Requirements

• Do a Needs Assessment
• Keep good records and get your reports in on time
• Keep an eye on funds
• Develop policies

• Understand services
  – Medicare/Medicaid
  – ADRC/I&A
• Recognize when an elder is in trouble and help them
• ADVOCATE
Part A/B Grants

Nutrition Services

• If someone else is providing the service, you don’t have to if your elders use it.

• Nutrition Services:
  – Congregate meals are required
  – Home delivered meals are required
  – Nutrition education/counseling to be provided, as appropriate

• Have a system to keep good track of who you serve and the number of meals served
Part A/B Grants - Other Permitted Nutrition/Health-Related Services

• Diet counseling
• Sponsorship of Farmers Market programs
• Distribution centers for comods
• Blood Sugar checks
• Diabetes education
• Foot Care
• Blood Pressure Checks

• Evidence-based health programs
• Falls avoidance education
• Medication management
• Traditional foods activities
• Other traditional activities
• Support groups
• Socialization activities
• Exercise Classes
Part A/B Grants

Required Supportive Services

• Information is a required service
• Giving information to people; can be in a group session or one-on-one
• Keep a list of services available in the service area or ask the local ADRC to use theirs
• Keep track of the information service units by using a checklist at the telephone for everyone who answers it can check
Part A/B Grants

Required Supportive Services

- Assistance is a required service
- Providing help to older Tribal members to access services; may help fill out forms, or make calls for them
- Usually involves sitting down with the older adult/family to discuss options for services
- Assistance clients should have their own file in a locked cabinet
- Must track the number of unduplicated clients who receive this service as well as the number of “helps” you provide
Part A/B Grants
Other Supportive Services

- Transportation
  - One way trip leg is the unit
- Chore service (hour)
- Telephone or other Visit (contact)
- Legal Services (hour)
- Homemaker (hour)

- Case Management (hour)
- Home Health Aide (hour)
- Ombudsman (hour)
- Family Support (hour)
- Health Promotion (session)
Part C Grants
Caregiver Support Services

- Added to Older Americans Act in 2000
- The Person we serve is the CAREGIVER not the ELDER
- Assists families, friends, or neighbors to care for an elder with a chronic illness or disability
- Assists older adults (55+) caring for a disabled adult relative
- Assists older adults (55+) raising children not their own by blood or adoption
  - “Fictive Kin”
“Frail” means that the older individual is functionally impaired because the individual—

• is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or

• due to a mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.
Activities of Daily Living

- Bathing
- Transferring
- Eating
- Toileting
- Walking
- Grooming/Dressing
- Manage Medications
- Use good judgement
Part C Grants

Required Caregiver Support Services

1. Information to caregivers about available services
2. Assistance to caregivers in gaining access to the services
3. Individual counseling, support groups, and caregiver training
4. Respite to give caregivers a break from their work
5. Supplemental services (other stuff)
   • Loan Closet
   • Home Modifications
   • Response units/alarms
   • Supplies (be very careful)
Part C Grants - Caregiver Support Services

• If some other program is providing the service, you do not have to provide it directly but must coordinate with the other program to ensure the caregivers can use the program.

• Program services are for the caregiver; not for the elder who needs care.

• While there may be a need to find a caregiver for a person who lives alone and does not have a family caregiver, a grantee cannot hire a caregiver for them with Title VI Part C funds.
POLICIES AND PROCEDURES
Policy

• A definite course of action to guide and determine present and future decisions.
• Guided by Standards
• Written by Managers
• Used as the basis for program management, development, and staff training
Policy Benefits

• Serve to guide staff in routine performance.
• Provide healthy boundaries that support the programs priorities.
• Provide new staff training and direction.
• Strive to help maintain the standards.
• If followed, less arguing.
• Keep a level playing field for participants, staff, and administration.
Procedure

• How a Policy is Accomplished
• A particular way of accomplishing something
• A series of steps followed in a regular definite order
• Developed by Managers with input from staff who do the job
  – Not a Job Description
  – Not a work schedule
Example

• Policy:
  – We will provide nutritious, tasty meals to all eligible participants.

• Procedure:
  – Menus will be developed with the Elders’ Food Committee.
  – Menus will be approved by the Tribal Clinic RD
  – All Foods will be produced using standard recipes.
Procedure Steps

- Procedure: Menus will be developed with the Elders’ Food Committee.
  - At their monthly meeting on the first Tuesday of the month, the elders will determine entrees for the coming month.
  - The entrees will use a variety of protein sources, including at least one red meat, one fish, one poultry, and one non-meat meal per week.
  - After the entrees are decided, the committee may choose to assign side dishes where preferred.
  - Menus will be completed by staff using the standard menu format and sent to the tribal dietitian for approval.
Start with Important Policies

• For ideas about where to start, look through some state standards and search for the work “Policy.”
• Think about how to organize them
• Go through the basics
  – Think about concerns you know are out there

  1-99 Program Policies
  100-199 Fiscal
  200-299 Congregate Meal
  300-399 Home Delivered Meal
  400-499 Food Service
  500-599 Menu Planning
  600-699 Information and Assist
  700-799 Transportation
  800-899 Caregiver
  1000-1099 Emergency Policies
Sample Basic Program Policies

1. Definitions
2. Who gets to eat?
   - Native American, Alaskan Native
   - Age—60 (or ???)
3. Hours of Operation
4. Days
   - Weather closure
5. Price—Suggested donation
6. Actual cost of the meal for guests
7. Conduct and Behavior of Participants and Guests
8. Mandatory Reporters
9. Release of Information
10. Volunteers
   - Who counts?
   - Background Check
11. Telephone/Computer use
12. Confidentiality
13. ADVISORY COUNCIL
Sample Congregate Policies

1. Daily participant logs
   – Signed
2. Personal Information
3. Turn away policy
4. Staff meals
5. Volunteer meals
6. Guest meals
7. Caregiver meals
8. Special Utensils
9. Left over policy
10. Take home meals
11. Take out meals
12. Homemade foods
13. Garden Donations
14. Buy Local
15. Code of Conduct
Developing your Manual

• Make certain that you have reviewed any tribal policies before you begin.
• Incorporate those that apply into your manual.
• Always date policies and include a signature for the bottom of each policy on each page.
• If you receive Tribal Council approval, show that date and signature as well.
Implementation and Training

• Policies and Procedures are WORTHLESS if no one knows that they are in existence.
• Review them with ALL staff so that when “rumors” start, all staff are able to help speak the truth.
• As policies change, make sure to conduct training session so that all staff have the same information
• Information about minor changes could be provided by memo, posted on bulletin boards, or other informal methods.
Ongoing Process

• Review current policies and procedures annually to determine if changes are required
• Procedures (more often than policies) will require revision
• Review policies and procedures with Elder Advisory Council and the Tribal governing body as you need to do so
  – This can help in the long run to make the policies LAW!
SUMMARY

- Policies and procedures actually make your job easier
  *KEEP THEM CURRENT and FOLLOW THEM*
- Policies and procedures will ensure consistent quality services for your Tribal elders
- Policies and procedures are your day-to-day guide in operating your program
- Policies and procedures will help avoid confusion
- Policies and procedures will help to assure all staff and all clients are treated equally
OPERATING YOUR PROGRAM
KISS… Keep It Simple Shelly

- Needs Assessments
- Provide Services which elders want and use
- Develop Policies
  - Who, What, Where, When, Why
- Quality Review
  - Plate waste, satisfaction surveys, comment cards

Establish Systems for:
- Recordkeeping
  - Who you serve
  - Service Units
- Check-ins/Meetings
  - Finance
  - Elders and families
  - Clinic/housing/police
- Menus, Foodservice, Purchasing
Rule 1

• Never start from scratch—borrow or steal a document and work from that
  – Policies and procedures
  – Menus/Recipes
  – Forms

• Many Title III Program have these and the rules are basically the same
Rule 2

- Other people’s policies and documents rarely fit every program well.
- Prepare to do some work on anything you borrow or steal.
- This work will save you much time and effort in the future.
Rule 3

• Once you have it written down or established…
  FOLLOW IT

• Figure out a way to manage details and deadlines
  – Calendar
  – Log Book
  – Computer system

• Inconsistency will get you in the end!
Rule 4

- Never buy underwear at the Goodwill
- Even if they look brand new, there is something wrong with them or they wouldn’t be there.
BUDGETS AND BOOKKEEPING
BUDGETING

• Budget not required by Title VI but to manage your program you need to understand finances.
• This is NOT someone else’s responsibility
• Program Directors need to know.
Resources (money you can spend!)

- Grant funds Part A
- Grant Funds Part C
- Grant Funds NSIT
- Client Donations
- Fundraising
- State Funds
- Tribal Funds
- Discretionary Grant Funds
### Budget Needs to be Simple

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BUDGETING

1. Keep good records
2. Keep copies of all invoices
3. Coordinate with your finance office
4. If under budget, find out why and adjust the budget
5. Spend resources in a timely manner and avoid the need to carry over funds to the next grant period
Title VI Resources

• Teya Tech is contracted with the Title VI program to provide regular resources that include:
  – Monthly webinars (every 2nd Wednesday of the month)
  – Weekly Newsletters
    ▪ Includes grant opportunities and program updates
  – Your Annual Conference
  – Your website: https://olderindians.acl.gov/
News

New VA Resource Aims to Address Unique Needs of Veterans — July 16, 2018

Funding Opportunity: Department of Justice Grant — July 10, 2018

Hearing Loss in Older Adults — July 9, 2018

Last modified Jul 16, 2018

Find a Title VI Director

Visit the Title VI Director page to connect and share best practices and program management strategies.

Last modified Jul 11, 2018

Upcoming Events
Title VI Manual

- An excellent guide to program policy and procedure and implementation
- Great nutrition information about meeting DRI and DGAs
- Excellent considerations for all aspects of Title VI program implementation
- Referenced by even the most seasoned of Title VI Directors
Title VI Directors

• The Title VI program has been around for 40 years and that is no accident!
• Once of your best resources will be other Title VI directors
• Be sure to meet friends this week!!
• Locate all Title VI director contact information on the Older Indians website.
CMS-LTSS TA Center

- This is an incredibly wealthy website if you, or leadership, express interest in expanding services and using Medicaid as a resource.
- Loads and loads of information and a great monthly webinar series on Long Term Services and Supports topics.
- Archived webinars are also available on the website.
National Resource Center

- [https://www.nrcnaa.org/](https://www.nrcnaa.org/)
- Identifying Our Needs: A Survey of Elders assists tribes, villages, and homesteads in creating a record of the health and social needs of their elders.
- Survey results satisfy the requirement for Title VI nutrition and caregiving grants and document the needs of your elders to help with tribal planning, long-term care discussions, and grant applications.
National Indigenous Elder Justice Initiative

- https://www.nieji.org/
- Most cases of elder abuse are undetected, under reported, and unresolved resulting in injury, financial decimation, and even death.
- The National Indigenous Elder Justice Initiative (NIEJI) was created to address the lack of culturally appropriate information and community education materials on elder abuse, neglect, and exploitation in Indian Country.
- Find Jacque Gray and say hello!