

AAA Central Ohio Area Agency on Aging

11/30/2018

ACCESS TO INFORMATION AND ADVOCACY SERVICES

GOAL 1: Older Ohioans, adults with disabilities and their caregivers will be able to make person-centered decisions through seamless access to information and advocacy services.

ACCESS TO INFORMATION

OBJ:1-1 Objective 1: Develop standards and measures for quality and performance regarding operation, information and resources for a consistent front-door experience for consumers.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
1.1.2	Implement standards and measures for quality and performance of ADRN operations for a consistent front-door experience for consumers. (1.1.2)		ODA, AAA, ODM	Completion of dashboard	x	x		
1.1.2.1		Partner with ODA to develop and implement quality and performance measures for the ADRNs and incorporate into a statewide dashboard. (1.1.2.1)	ODA, AAA	Completion of dashboard	x	x		
1.1.6	Increase access to easy-to-understand information about services needed by older adults. (1.1.5)		ODA, AAA, OASC, Senior Centers, Community Partners and businesses	% of completion of plan	x	x	x	x
		Create easy-to-understand information about services needed by older adults and individuals with disabilities; review, revise, and promote existing materials to determine purpose and audience for each; and develop new ones as appropriate	ADRN, community education & outreach	# of new and revised resources; # distributed or downloaded	x	x		
1.1.6.4		Partner with associations, community groups, 211s, and state agencies to support and promote one another's available resources and services. (1.1.5.4)	ODA, AAA, Senior Centers, Community partners	% of completion of communication plan	x	x	x	x
	Collaborate with Franklin County Office on Aging to facilitate onsite delivery of information and referral, Medicare outreach, and caregiver services at senior centers to ensure consistent presence.		FCOA, senior centers	# joint visits	x	x	x	x
		Explore collaboration with county focal point agencies and senior centers to provide onsite delivery of information and referral, Medicare outreach, and caregiver services .	county focal point agencies, senior centers	# onsite visits	x	x	x	x
	Establish internal communications and customer service protocols and standards to ensure consistency and quality service for consumers.		ADRN, client services; COAAA customer svc workgroup	# protocols and standards implemented	x			
	Conduct surveys to measure consumer satisfaction with ADRN services.		ADRN, CQI team	completion of annual survey		x	x	x
	Increase external communications and marketing to increase awareness of ADRN and AAA through agency communications and marketing plan to include TV, radio, social media, website, etc.		COAAA Communications, community education & outreach	survey results, analytics	x	x	x	x
	Expand staff involvement in speakers bureau and display events team to reach more people with AAA information		ADRN, community education & outreach	# of staff, # of events	x	x	x	x

	Increase outreach to nursing home and hospital discharge planners.		ADRN OBLTSS, community education & outreach	% of increase each year	x	x	x	x
OUT:1-1-a	<u>Outcome 1-1-a:</u> Due to the completion of its assessment, analyses and plan, Ohio is well-positioned to implement performance expectations and quality standards for its ADRN.			Completion of assessment, analyses and plan				
OUT:1-1-b	<u>Outcome 1-1-b:</u> AAAs and ADRN members have adopted the standards as evidenced by progress shown by indicators of a quality dashboard.			Indicators on a quality dashboard				
OUTCOME	OUTCOME: Consumers have access to high quality agency and ADRN services.			achievement of strategy measures				

PRIORITY POPULATIONS

OBJ:1-2 **Objective 2: Ohio's Aging Network will be aware and focused on the unique needs of our older adult priority populations to deliver person-centered, culturally sensitive services and supports.**

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
1.2.1	Establish and implement a plan that increases awareness and focus among the aging network about the unique needs of our older adult priority populations (e.g., rural, low-income, low-income minority, limited English proficiency, Holocaust survivors, LGBTQ, disabled). (1.2.1)		ODA, AAA, Community Partners	Plan developed % of plan completed	x	x		
1.2.1.1		Establish and maintain partnerships with organizations that effectively represent Ohio's priority, at-risk populations. (1.2.1.1)	ODA, AAA, Community Partners	# of partnerships created		x	x	
1.2.1.2		Research culturally competent practices for serving priority populations (e.g., trauma informed care, open and affirming practices, additional on-staff signers for hearing impaired, etc.). (1.2.1.2)	ODA, ODMHAS	# of practices identified		x		
	Collaborate with groups and organizations serving key groups (Somali, Bhutanese/Nepali) about services their older adults need or receive.		City of Columbus, Bhutanese Community of Central Ohio, Community Refugee & Immigration Services	identify needs of older adults	x	x		
	Add mental health organizations to ADRN through collaborative agreements.		ADRN	# of orgs added		x		
	Encourage and identify home health providers that have specialized mental health skills or experience and inform case managers of these providers.		ADRN provider relations	# identified	x			
OUT:1-2	<u>Outcome 1.2:</u> Ohio's Aging Network is culturally competent as evidenced by members of Ohio's older adult priority populations who are receiving services in the manner that align with and respect their unique needs.							

ADVOCACY

OBJ:1-3

Objective 3: Heighten awareness of the needs and priorities of Ohio’s older adults and people with disabilities with community, government, non-profit and private sector entities to achieve inclusion in decision-making opportunities that inform policies, infrastructure development processes, and strategic plans.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
1.3.1	Heighten awareness of the needs and priorities of Ohio’s older adults to achieve inclusion in state, regional and community decision-making opportunities. (1.3.1)		ODA, AAA, Advisory Council	# of groups of which AAA is an active member and voice for older adults	x	x	x	x
1.3.1.1		Actively engage in subcommittees, coalitions, and partnerships to ensure inclusion of older adults needs and priorities. (1.3.1.1)	ODA, AAA	# of partnerships formed	x	x	x	x
		Promote staff attendance at state policy conferences to increase their knowledge of issues and better prepare them to be representatives on local coalitions.		50 per year with annual increases	x	x	x	x
	Engage state legislators in policies that impact older adults and people with disabilities.		COAAA director, advisory council	# legislator contacts	x	x	x	x
		Invite legislators to meet with advisory council members at COAAA legislative breakfasts scheduled in biennial budget years (2019, 2021) to educate legislators on older adult priorities adopted by the council.	COAAA director, advisory council	# legislator contacts	x		x	
	Outreach to federal, state, and local (municipality and county) officials to increase knowledge and awareness of issues that affect older adults and individuals with disabilities.		COAAA director, advisory council	# local officials	x	x	x	x
		Meet with eight local officials per year using new materials designed to highlight programs and priorities at COAAA	COAAA director, advisory council	# local officials	x	x	x	x
		Meet with or have as speakers 10 Central Ohio legislators each year to increase awareness of issues of importance to local older adults and understand their priorities.	COAAA director, advisory council	# of legislators	x	x	x	x
OUTCOME	OUTCOME: Legislators understand issues that impact older adults and individuals with disabilities.							

ELDER ABUSE, NEGLECT AND EXPLOITATION

OBJ:1-4

Objective 4: Coordinate with partners in the prevention and response to incidences of elder abuse, neglect and exploitation.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Assure agency representation and participation on all Interdisciplinary teams (I-teams) in the PSA.		COAAA client services	# counties	x	x	x	x
	Continue COAAA participation on State Elder Abuse Commission and related sub-committees.		COAAA director	# meetings	x	x	x	x
	Continue to collaborate with Franklin County Office on Aging, state and local agencies to promote World Elder Abuse Awareness Day and sponsor Franklin County annual WEAAD conference		VGP, FCOA, COAAA community education & outreach	# attendees, evaluation feedback	x	x	x	x
OUTCOME	OUTCOME: Collaboration with partners will result in quality services to individuals at risk or experiencing abuse, neglect, or exploitation.							

LEGAL SERVICES
Objective 9: Collaborate with existing legal services providers and advocacy groups to understand the legal service needs of Ohio's older adults and make necessary adjustments to service specifications to accommodate those needs.
Strategies :
Note: legal service-related strategies are included with their relevant topics throughout the goal section of this State Plan. To assist reviewers of this Plan, all legal services strategies are also repeated below. Sub-strategies are not included in the State Plan but are managed by the department as part of the State Plan goals.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Provide funding and support to Capital University to conduct a survey of legal needs of older adults and potential development of senior legal clinic		Capital University, COAAA director, COAAA administrative team	Survey completed	x	x		
	Explore partnership with Capital Law School to encourage a focus among students towards senior law issues.		Capital University Law School, COAAA administrative team	Partnership established	x	x		

OUTCOME OUTCOME: Older have increased access to legal assistance.

OTHER

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Develop and implement a year-round communications and marketing plan throughout the PSA that includes radio and television coverage to (1)raise awareness of general public about COAAA and what we do; (2) educate current and future consumers and those who support them about COAAA resources, and (3) promote positive aging and educate general public about aging (attitudes and wellness).		COAAA communications, community education and outreach	metrics, analytics from media outlets, social media, website	x	x	x	x

OUTCOME OUTCOME: More central Ohioans will be aware of services and resources to support older adults, caregivers, and individuals with disabilities

POPULATION HEALTH

GOAL 2: Educate and empower older Ohioans, adults with disabilities and their caregivers to live active, healthy lives to maintain independence and continue to contribute to society.

CHRONIC DISEASE MANAGEMENT AND PREVENTION

Objective 1: Take steps to promote and offer interventions that assist older adults in prevention of chronic disease as well as assist older adults who are living with chronic diseases to reduce and control symptoms that would otherwise alter the quality of their lives.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
2.1.1.2		Train care managers/Front Door staff to educate and refer consumers on available health and wellness programs. (2.1.1.2)	ODA, AAAs	% of care manager trainings completed	x	x	x	x

	Increase awareness of and participation in evidence-based education through outreach to physicians' offices, medical networks, hospitals, etc. and other methods.		COAAA community education & outreach	# of orgs reached	x	x	x	x
	Pilot new workplace-based chronic disease self-management programs with staff at AAA and City of Columbus to assess feasibility of offering throughout region.		COAAA community education program manager	# participants	x	x		
	Continue collaboration with community organizations to deliver evidence-based workshops to reach consumers in surrounding counties. Provide funding to at least 3 community organizations per year.		COAAA community education & outreach, COAAA community education program manager	# orgs	x	x	x	x
	Increase Medicare education and outreach in underserved counties.		COAAA Medicare Outreach specialist	# events	x	x	x	x
	Offer long-term care planning, caregiving, chronic disease management, and other topics in conjunction with Medicare For Beginners classes.		COAAA community education & outreach	# sessions	x	x	x	x
	Assess the interventions older adults are willing to participate in to improve or manage their health (i.e., classes, videos, etc.)		COAAA community education & outreach, COAAA community education program manager	Survey completed	x	x		
OUT:2-1-a	Outcome 2-1-a: More older Ohioans have heightened awareness of strategies to prevent and manage chronic diseases as evidenced by the increased number of training sites and the increased number of attendees.			increased # of training sites; increased # of persons trained				

NUTRITION

OBJ:2-4	Objective 4: Maximize use of current nutrition services programs including home-delivered and congregate meals.							
Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
2.4.1.3		Explore and establish the options for innovative congregate and intergenerational meal sites (collegiate dining, senior centers, café style, restaurants). (2.4.1.3)	ODA, AAAs, Senior Centers, Colleges and Universities, Community Partners	# of new sites		x	x	x
	Collaborate with Mid-Ohio Foodbank to distribute Commodity Supplemental Food boxes to clients in need.		COAAA client services	# boxes delivered	x	x	x	x
OUTCOME	OUTCOME: More older adults are receiving nutrition services.			Increase in Title III units; # CSF boxes				

DEMENTIA

OBJ:2-8	Objective 8: Promote the importance of communities' prioritization and response to the changing needs of persons with dementia and their caregivers.							
Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Implement ODA and OSU College of Social Work field placement pilot program for students interested in focusing on dementia and caregiver support.		COAAA community education & outreach, COAAA client services	# students	x	x	x	x
	Implement Dementia Friends project.		COAAA administration	project implemented		x	x	x

OUTCOME	OUTCOME: Individuals are educated as advocates for individuals with dementia.							
OBJ:2-10	FALLS PREVENTION Objective 10: Strengthen existing falls prevention activities, identify opportunities for new initiatives, and continue the educational campaign to reduce the risk of falls for older Ohioans.							
Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Continue to deliver and support partners to deliver falls prevention education throughout the PSA and especially in underserved areas.		COAAA community education & outreach, COAAA community education program manager	# programs; # of attendees	x	x	x	x
OUT:2-10-b	Outcome 2-10-b: Heightened access and choice of fall prevention courses across the state as evidenced by the number of persons served.			# of persons served				

PAIN MANAGEMENT									
OBJ:2-11 Objective 11: Support increased use of alternative interventions that older adults can use to manage their temporary or chronic pain without the use of controlled substances.									
Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity	
	Pilot new workplace-based Chronic Pain Self-Management Program with staff at AAA and City of Columbus and assess feasibility of offering throughout PSA.		COAAA community education & outreach, COAAA community education program manager	# attendees	x	x	x	x	
OUTCOME	OUTCOME: More Ohioans have non-opioid resources and techniques to manage their chronic pain.								

MENTAL HEALTH									
OBJ:2-12 Objective 12: Take steps to increase the awareness of the need for mental health resources and services for older Ohioans.									
Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity	
2.12.4	Partner with state, local and/or community entities to address specific mental health needs of our older adults (e.g., County Behavioral Health Authorities). (2.12.4)		COAAA community education & outreach, COAAA client services	# of new partnerships	x	x	x	x	
		Provide data (including collection of suicide information across agency programs) and support to Franklin County Suicide Prevention Coalition and coalitions in other counties.	FCSPC	data provided	x	x	x	x	
2.12.5	Adopt training curriculum specific to the Aging Network's ability to screen and address unique care delivery of older adults with mental health issues. (2.12.5)		ODA, AAAs	Training curriculum completed	x	x	x		
	Develop internal uniform case transfer protocols for consistent identification of consumers' mental health issues		ADRN, COAAA client services	protocols implemented	x				
OUTCOME	OUTCOME: Older adults will have improved access to the resources and services they need to manage mental health concerns.								
				# of individuals successfully linked to MH resources					

SUBSTANCE ABUSE AND ADDICTION									
OBJ:2-14 Objective 14: Support increased access to the resources and services needed by older adults to better prevent and manage substance abuse and addiction.									
Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity	
2.14.2	Support the campaign to combat the opioid crisis and substance abuse among older Ohioans through education, screenings, referrals and community-based interventions (e.g., drug take-back programs, advocacy for multidisciplinary care teams, etc.) (2.14.2)		ODA, AAA, Community Partner, OMHAS	Interventions implemented and number of adults served	x	x	x	x	
2.14.2.1		Promote drug takeback opportunities to encourage the safe disposal of unused or expired prescription medications. (2.14.2.1)	ODA, AAA, Community Partner	% of increased usage	x	x	x	x	
		Support the disposal of unused or expired medications through distribution of Deterra bags to consumers and caregivers.	COAAA client services	# bags distributed	x				

	Expand partnership with Columbus Division of Fire and Franklin County Office on Aging to address opioid crisis through federal RREACT grant.		COAAA administration, CDF, FCOA	staff placed	x	x		
OUTCOME	OUTCOME: More individuals have access to resources to limit the impact of the opioid crisis on their lives.							

CAREGIVERS

GOAL 3: Ohio's caregivers have access to resources and services to enable them to continue to provide care for their loved ones.

CAREGIVER SUPPORT

OBJ:3-1 **Objective 1: Provide meaningful education and heighten awareness on caregiving issues.**

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Explore integration of video vignettes to educate caregivers via website, Facebook.		COAAA community education & outreach, communications	# of videos created; # of videos posted; # of views		x	x	x
	Deliver lunch & learn or workshops for caregivers through employers and EAPs.		COAAA community education & outreach	# of sessions presented; # of participants	x	x	x	x
	Train friendly-visitor volunteers so they can share information and resources for caregivers.		COAAA community education & outreach	# of volunteers	x	x	x	x
	Implement primary care physician education through AAA staff, direct outreach		COAAA community education & outreach	# of primary care physicians educated	x	x	x	x
	Continue to educate and support caregivers using Caregiver Toolbox, Caregiver Conversation sessions, consultations, etc.; review and revise resources as necessary		COAAA community education & outreach	# of caregivers engaged	x	x	x	x
	Provide annual training to AAA case management staff about National Family Caregiver Support Program services and their role in assessing and addressing caregiver needs.		COAAA community education & outreach	# staff trained	x	x	x	x
OUT:3-1	Outcome 3-1: Caregivers will utilize information, resources and education opportunities about caregiving as evidenced by attendance statistics of caregiver education and by referral numbers.			Increase in # of referrals and # of caregivers receiving training				
OUTCOME	OUTCOME: Caregivers and those who support them will have increased information about resources available.							

Objective: Increase the awareness and use of respite opportunities and other methods to reduce caregiver stress.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Explore adjustments to Caregiver Conversations to increase participation (evenings, calls, etc.)		COAAA community education & outreach, COAAA caregiver advocate	# participants	x	x	x	x

	Explore collaboration to develop technology interventions (i.e., voice-activated technology, video doorbells, etc.) that ease caregiver stress		Fuse, other AAA provider partners	collaboration s established		x			
	Routine assessment of caregiver needs are conducted across AAA programs.		ADRN, COAAA client services	implementati on of CG assessment	x	x	x	x	
	Expand Project Lifesaver to Madison County; inventory and verify operations in other jurisdictions.		COAAA administration	adopted in Madison Cty	x				
OUTCOME	OUTCOME: Caregivers will have the resources they need to access respite care as evidenced by an increase in the number of respite-related services provided to AAA consumers.								

KINSHIP CARE
Objective 4: Support older adults in kinship situations to better care for themselves and their young loved ones.

OBJ:3-4

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
3.4.1	Strengthen kinship caregiver support through advocacy and use of existing or new caregiver programs. (3.4.1)		ODA, AAA	# of contacts made regarding kinship (e.g., # of ADRN contacts, referrals, # of website hits regarding kinship)		x	x	
3.4.1.2		Explore increased use of allowable funds from the National Family Caregiver Support Program (NFCSP) for older relative caregivers. (3.4.1.2)	AAAs	% of utilization of the 10% allowable funds	x			
	Incorporate kinship care services in agreements with NCFSP (Title III-E) partners in each county.	Determine potential barriers to expanding NFCSP for kinship caregivers	COAAA community education & outreach	# agreements completed		x		
	Revise Respite Guide to include kinship resources		COAAA community education & outreach	revisions completed	x			
	Incorporate kinship assistance information in proposed senior legal assistance clinic with Capital University.		COAAA administration	# individuals advised	x	x		
		Educate COAAA staff on kinship resources and referrals.	COAAA community education & outreach	# staff educated	x	x	x	x
OUT:3-4-a	Outcome 3-4-a: Older adults in kinship situations are receiving services which better equip them for care for themselves and their young loved ones.			% of utilization of the 10% allowable Title III-E funds				

CIVIC ENGAGEMENT

GOAL 4: Recognize and value older adults' knowledge, social and economic contributions and establish opportunities for engagement in their communities.

VOLUNTEERISM

OBJ:4-1 **Objective 1: Engage more older adults as well as Ohioans of all ages in volunteer activities that support both older adults and community needs.**

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Engage volunteers through Volunteer Guardian Program as "legal guardian of the person" for individuals whose are unable to care for themselves or make sound personal decisions.		VGP	increase in # of consumers matched with guardians; # of active volunteers	x	x	x	x
	Create a volunteer engagement initiative with a goal of 50 placements per year with annual growth. A coordinator will be hired to develop opportunities to address loneliness, create intergenerational opportunities, provide assistance at COAAA, and assist with client needs.		COAAA administration	# of volunteer placements	x	x	x	x
		Explore engaging volunteers as hospital advocates for consumers.	COAAA administration	# of volunteer placements			x	x
		implement Dementia Friends project.	COAAA administration	# of volunteer placements		x	x	x
	Recruit and train Speakers Bureau volunteers to deliver evidence-based and other content to community and employer groups		COAAA community education & outreach	# of volunteers trained; # of volunteers engaged in service	x	x	x	x
	Engage volunteer groups to enrich consumers' lives through holiday gift drive, emergency fund, etc.		Aging Solutions, Besa, donors	# of consumers served	x	x	x	x
OUTCOME	OUTCOME: More older Ohioans are serving in meaningful volunteer capacities.			# of volunteers engaged				

EMPLOYMENT

OBJ:4-2 **Objective 2: Expand and enhance opportunities for older workers and job seekers to participate in and contribute to Ohio's workforce.**

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Support employment programs that link older workers of all incomes, occupations, and professions with employers through funding or promotion of outreach efforts (i.e., podcasts posted on social media or website).		COAAA administration, Employment for Seniors	# initiatives funded; # promotional activities	x	x	x	x

OUT:4-2	Outcome 4-2: More older Ohioans are active in the workforce as evidenced by an increase in the percentage of older workers that participate in Ohio's workforce.	An increase in the percentage of older workers that participate in Ohio's workforce				
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INTERGENERATIONAL CONNECTIONS
Objective 3: Promote intergenerational opportunities that benefit participants both personally and professionally.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
4.3.3	Make efforts to advocate for and cultivate the development of intergenerational shared site models for programs and projects in the PSA (e.g., nutrition, transportation, housing, etc.) site models. (4.3.3)		AAA, Senior Centers, community partners	# of programs in PSA expanded to become intergenerational			x	x
	Explore, identify, expand, and replicate intergenerational programming (e.g., sensitivity to aging) in Columbus Recreation and Parks' senior and community centers.		CRP	# of programs delivered	x	x	x	x
OUTCOME	OUTCOME: Older adults and individuals with disabilities are engaged in intergenerational environments or programs.							

AGING IN PLACE
GOAL 5: Enable older Ohioans, persons with disabilities and their caregivers to be active and supported in their homes and communities.

CARE MANAGEMENT
Objective 1: Provide comprehensive person-centered assessment and care services and supports that anticipates and addresses current and emerging needs as they arise.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Continue partnership with Columbus Division of Fire and Franklin County Office on Aging for social worker to be embedded with CDF to divert frequent 911 callers to current case manager or referral for services.		CDF, FCOA	# of consumers served; # of individuals referred for LTSS assessment				
	Explore and expand private care transitions or care coordination contracts to serve the long term care needs in the region.		COAAA administration	# of contracts implemented	x	x	x	x
	Increase participation in consumer-directed care using resources developed that simplify and explain programs and services.		COAAA ADNRN, COAAA client services	# of new consumers participating	x	x	x	x
	Conduct surveys to measure consumer satisfaction with case management services.		COAAA client services, CQI team	# of surveys conducted; # of improvements implemented		x	x	x

	Explore integrated case management IT solutions for operation of programs that don't have mandated systems.		COAAA administration, AAA 10B, FCOA	IT system identified					
OUTCOME	OUTCOME: Consumers have access to high quality agency and case management services.								

LIVABLE COMMUNITIES
Objective 4: Take steps to heighten awareness and adoption of livable community models in Ohio communities.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Support existing and future age friendly and aging in place efforts in the region.		Age Friendly Columbus, Age Friendly Delaware	Funding and technical support provided	x	x	x	x
	Provide seed money to establish two new villages a year in collaboration with Age Friendly Columbus and other county or focal point agencies.		COAAA administration	# of new Villages supported	x	x	x	x
OUT:5-4	OUT:5-4: More older Ohioans are living in communities that are conducive to aging in place as evidenced by an increase in the number of communities that have attained an age-friendly or similar status.			increase in the # of communities that have attained an age-friendly or similar status.				

TRANSPORTATION
Objective 5: Participate in alignment efforts that aim to achieve sufficient community transportation options (multi-modal) and a supportive infrastructure available for older adults in Ohio.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
	Explore adaptation for seniors of transportation innovations developed through Smart Cities grant in Franklin County.		Smart Columbus and partner orgs	# adaptations implemented		x	x	x
	Participate on coordinated transportation planning committees in all counties.		# of county committees	# of counties	x	x	x	x
	Identify need and increase stretcher transportation in each county.		county focal point agencies, providers	# of new providers	x	x		
	Recruit new providers to become certified transportation providers.		COAAA ADNR and provider relations staff	# of new providers		x	x	x
	Identify appropriate agencies to initiate mobility management coordination services in counties without current mobility managers.		FCOA	increased coord among providers	x			
	Assess innovative collaborations with transportation providers such as Uber and Lyft to identify alternative transportation resources.		Uber, Lyft	alternatives identified		x		
OUTCOME	Outcome: Older Ohioans and individuals with disabilities in need of transportation are better positioned to receive services.			An increase in annual total units reported				

Objective 6: Increase awareness and availability of information, resources, and tools to improve older road user safety and mobility.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
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5.6.1	Partner with ODOT on the older road users strategic plan. (5.6.1)	ODA, ODOT	Partnership established	x	x	x	x
OUT:5-6-a	Outcome 5-6-a: Fewer older Ohioans are involved in accidents that result in serious injuries or fatalities.		Decrease in the # of accidents that result in serious injuries or fatalities				

HOUSING
OBJ:5-7 Objective 7: Advocate for programs and interventions that support safe and affordable housing enabling older adults and persons with disabilities to age in place.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
5.7.1	Promote, advocate and pilot programs that provide for the safety and well-being of older Ohioans and persons with disabilities and their rights to age-in-place in the places that they call home and to stay in their communities of choice. (5.7.1)		ODA, AAA, Community Partners, Colleges and Universities, State Agency Partners	Research completed, # of pilots, next steps identified		x	x	x
		Explore collaboration to develop technology interventions (i.e., voice-activated technology, video doorbells, etc.) to improve quality and safety of individuals living independently.	Fuse, other AAA provider partners	# of solutions implemented; # of individuals assisted		x		
		Promote home-sharing program with students through coordination with Age Friendly Columbus.	Age Friendly Columbus, COAAA administration	# of home owners matched with students; # of home-sharing agreements implemented	x	x	x	x
	Implement Porch Light Program with City of Columbus for residents in targeted high-crime areas to improve safety and ability to remain in neighborhoods.		City of Columbus Department of Neighborhoods	# of consumers referred in target communities	x	x		
		Participate in pilot housing opportunities created through Direction Home LLC.	Direction Home LLC, o4a	# of pilot projects launched			x	x
		Explore development and funding of temporary emergency housing for older adults and individuals with disabilities in Franklin and other counties.	COAAA administration, FCOA	# of solutions identified; # of solutions implemented	x	x		
5.7.3	Advocate for affordable-housing units and alternative housing options for older adults. (5.7.3)		ODA, OHFA, AAAs, Community Partners, Legal Service Providers, Faith-based Partners, ODM	# of affordable housing units and options added to the PSA since 2018	x	x	x	x

	Collaborate with advocacy and mediation service organizations to address and reduce eviction issues and help keep people in stable housing through person-centered planning.		ADRN, COAAA community education & outreach, COAAA client services	# people assisted or informed	x	x	x	x
OUTCOME	OUTCOME: Safe and affordable housing for older adults are a community priority due to the Aging Network's advocacy.			# of people assisted; # of projects implemented				

HOMELESSNESS
Objective 8: Work toward better understanding older adult homelessness and advocate for interventions.

OBJ:5-8

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
5.8.1.2		Research the emergency housing availability as well as making sure shelters are equipped for older adults' needs. (5.8.1.2)	ODA, AAAs, Community Partners, OHFA, COHHIO	% of research completed				
5.8.1.3		Partner and actively collaborate with other agencies and organizations who focus on homelessness to ensure inclusion of older adults (COHHIO, etc.). (5.8.1.3)	ODA, AAAs, Community Partners, OHFA	# of partners engaged				
OUT:5-8	Outcome 5-8: The Aging Network is more aware and engaged of the homelessness situation among older adults as evidenced by increased number of AAAs, state agencies, and community partners involved addressing the solution.			Increase in the # of AAAs, state agencies, and community partners involved addressing the solution				

EMERGENCY PREPAREDNESS
Objective 9: Strengthen planning efforts and response protocols that address the needs of vulnerable older adults during emergency events.

OBJ:5-9

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
5.9.2	Develop and participate in training and education programs including table top exercises and use of best practices within the Aging Network that support the development of ODA, AAA and providers' emergency preparedness plans. (5.9.2)		ODA, AAAs, SLTCO	Training developed and implemented # of providers trained	x			
		Establish MOUs with Emergency Management Agencies, American Red Cross, Public Health departments, and animal response team.	EMAs, ARC, public health	# MOUs signed	x	x		
		Develop and implement Private Point of Distribution plan and conduct annual readiness exercises.	COAAA administration, Columbus Public Health	plan completed; annual exercises completed	x	x	x	x
		Review and test continuity of operations plan annually including tabletop exercises and modifications made as needed.	COAAA administration	annual review completed	x	x	x	x

5.9.3	Educate older adults through various multi-media outlets about the importance of planning for emergency events. (5.9.3)		ODA, AAAs, EMA, Red Cross	# of outreach and communication plans established % of plans implemented				
		Establish emergency communication protocols with Senior Services Roundtable members.	COAAA administration	protocols established		x	x	x
		Encourage and assist COAAA enrolled consumers in developing emergency preparedness plans and supplies.	COAAA client services	# consumers assisted	x	x	x	x
		Engage volunteers to assemble emergency preparedness supply kits for COAAA consumers.	Besa, COAAA administration	# kits distributed		x	x	x
OUTCOME	Outcome: AAA has plans that are coordinated and responsive to the emergency needs of older Ohioans as evidenced by successfully tested plans.			% of successfully tested emergency response plans				

OBJ:5-10 Objective 10: Re-evaluate and strengthen partnerships by and between first responders and the aging network to heighten the focus on vulnerable older adult needs during emergency events.

Strategy #	Strategy	Sub-Strategy	Partner(s)	Measures	Year 1 activity	Year 2 activity	Year 3 activity	Year 4 activity
5.10.1	Partner with state agencies, community first responders and community partners to develop cross-collaboration emergency management protocols. (5.10.1)		ODA, AAAs, EMA, State Partners	% increase in partnerships.	x	x	x	x
5.10.2	Establish and maintain AAA consumer-focused emergency management plan and protocols. (5.10.2)		ODA, AAAs, OMHAS, EMA, Red Cross	100% of AAAs have emergency preparedness plans.	x	x	x	x
	Market and expand Training for First Responders: Tips and Tools for Working with Older Adults & Families workshop.		COAAA community education & outreach	# of trainings completed; # of participants	x	x	x	x
OUTCOME	Outcome: Community partners and first responders understand the unique needs of older adults.							