



Aging and Economic Development

October 23, 2024





Samantha Wullenwaber, Deputy Executive Director,
Mid-Carolina Regional Council

**NEW ORLEANS,
LOUISIANA**

Enhancing Lives Through Compassionate Care: The Impact of Chore/Enhanced Chore Services Through American Rescue Plan Act

Presented by: Samantha Wullenwaber

October 23, 2024



**MID-CAROLINA
REGIONAL COUNCIL**

Creative Regional Solutions

Program History

- Supplemental funding from the American Rescue Plan Act (ARPA) of 2021 provided to Area Agencies on Aging (AAA) allowed use of Older Americans Act (OAA) ARPA funding to be used for new services, effective outreach to underserved target populations, and expanded programs to connect seniors and their families with needed help.



Program History

➤ April 2023

- ✓ Hired part-time ARPA Chore Coordinator
- ✓ Policy and procedures developed
- ✓ Development of program outreach materials
- ✓ Outreach to regional DSS, Focal Points on Aging, and other community agencies

➤ May 2023

- ✓ Developed and posted RFP for cleaning and landscaping services
- ✓ Drafted Chore services contracts
- ✓ Continued outreach to community

➤ June 2023

- ✓ Aging team reviewed RFPs and selected contractors
- ✓ Continued outreach to community
- ✓ Began screening potential clients and created waiting list for services

➤ July 2023

- ✓ Assigned clients from waiting list to appropriate contractors
- ✓ Contractors began providing and billing for services



Scope of Service



- Chore Services and Enhanced-Chore Services are intended to support individuals with maintaining independence and improving quality of life.
- Services assist individuals with minor and/or major household tasks that either must be completed seasonally or in response to a need to assure continued community living.
- They are aimed at providing clean, safe living conditions so individuals can remain in their homes as long as possible.
- It is the intent of the Chore Services Program to assist, but not replace, family members in carrying out their responsibilities for those individuals needing care or support.

Eligibility for Services

- Must be 60 years of age or older.
- Live at home
- Have the need for chore/chore-enhanced services.
- Screening confirms the need for chore service to remain safely in the home.



Allowable Chore Services

- Light housekeeping such as the tasks provided under IHA Level I home management
- Decluttering
- Taking trash to the landfill
- Basic yardwork, e.g., easy mowing, raking leaves, and light yard chores
- Sidewalk maintenance (e.g., sweeping dirt, rocks, and leaves)
- Scrubbing floors
- Washing walls
- Washing interior windows

Allowable Enhanced-Chore Services

- Washing exterior of windows
- Household maintenance that requires thorough cleaning, including appliances
- Carpet cleaning
- Moving furniture when related to carrying out another chore service
- Heavy yardwork, e.g., extensive mowing, limited pruning, small debris removal
- Simple repairs for a safe environment, such as attaching a grab bar, towel bar, toilet paper holder. That does NOT require a permit or specialist (e.g., electrician, plumber, carpenter, etc.).



Program Budget

➤ Chore Services	\$100,000
➤ Enhanced Chore Services	<u>\$ 71,360</u>
➤ Total Budget	\$171,360

Clients Served

➤ Chore Services	61
➤ Enhanced Chore Services	<u>40</u>
➤ Total Clients Served	101



BEFORE



AFTER



Testimonials

- “Our contractors who provide yard services truly go above and beyond for the seniors in our community who are no longer able to manage these tasks themselves. Thanks to the Chore and Enhanced Chore Programs, their contributions have become a cornerstone of support for our senior residents, creating a significant and positive impact. With the dedicated efforts of our team, seniors are now able to enjoy beautifully maintained indoor and outdoor spaces that not only enhance their home's curb appeal but also significantly contribute to their overall well-being. The transformation of these spaces has brought a renewed sense of pride and joy to many, as they can now take pleasure in their surroundings without the stress and physical strain of maintenance.”

Mellissa Simmons, ARPA Aging Program Assistant

- “Thank you for the services provided for my yard. I want to contribute for the provided services.” Client S.P.
- “Thank you for the great services provided! Provided a donation back to program. “ Client L.H.
- “I’m grateful and pleased for the services thus far and the workers are excellent, kind and respectful.” Client D.L.

BEFORE



AFTER





Chore/Enhanced Chore Services

BENEFITS INCLUDE

- Allows older adults to age in place
- Gives needed break to family caregivers
- Promotes safety and security
- Provides a sense of independence
- Allows flexibility in the Home and Community Care Block Grant funding to use other resources than Home Care Agencies.
- Encourages economic development by procuring community contractors.





MID-CAROLINA REGIONAL COUNCIL

Creative Regional Solutions

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Emily Jordan, Gateway Area Development District

**NEW ORLEANS,
LOUISIANA**



**LAKE CUMBERLAND AREA
DEVELOPMENT DISTRICT, INC.**

OLDER ADULTS HOME MODIFICATION PROGRAM

USING COST-EFFECTIVE STRATEGIES TO PRODUCE
HIGH-IMPACT SOLUTIONS ALLOWING SENIORS TO
SAFELY, COMFORTABLY, AND CONFIDENTLY AGE-IN-PLACE

PRESENTED BY

PAIGE COE, OAHMP ADMINISTRATIVE ASSISTANT



LAKE CUMBERLAND OAHMP PROGRAM OVERVIEW



The Lake Cumberland Area Development District (LCADD) is our region's **Area Agency on Aging and Independent Living** which provides services to seniors under the provisions of the Older Americans Act of 1965.

One such service is the **Lake Cumberland Older Adults Home Modification Program (OAHMP)**, which provides minor **home maintenance and modification** services to homeowners age 62 and older with household incomes not exceeding 80% of Area Median Income (AMI).

Our goal is to help give senior homeowners the resources they need to **safely, comfortably, and confidently age-in-place.**

The OAHMP's services are provided at **NO COST** to clients!

IDENTIFYING REGIONAL NEEDS



SENIOR POPULATION TRENDS ¹

Our region has an **above average percentage of seniors** age 65 and older.

19.4%	16.8%	16.6%
LCADD	KY	USA

Our region has a **significantly higher percentage of seniors 65+ in poverty.**

8.6%	6.5%	5.6%
LCADD	KY	USA

We also have a **significantly higher percentage of seniors 65+ in poverty** who are also **disabled.**

6.9%	5.6%	4.7%
LCADD	KY	USA

CARE FACILITY CAPACITY ²

Staffing is a major concern due to the likelihood of high growth for **demand outpacing the supply** of skilled workers.

Oldest of the **Baby Boomers will turn 80 in 2025**, increasing pressure on LTC facilities.

The number of **people receiving LTC is expected to double by 2050** according to estimates from the US Centers for Medicare & Medicaid Services.

LCADD region is forecasted to experience an **occupational gap in healthcare support roles** over the next 10 years.

AGING HOUSING STOCK ^{1,3}

Almost **75% of owner-occupied homes** in our region are **more than 25** years old.

1939 or Earlier	5.6%
1940 to 1959	8.5%
1960 to 1979	26.7%
1980 to 1999	32.6%
2000 to 2019	25.9%

Most **older homes lack necessary modifications and repairs for seniors** to safely age-in-place.

According to AARP, as much as **77%** of people age 50+ would like to remain in their own homes.

However, only **49%** of those individuals believe that they will actually be able to do so due to the complications and costs of aging in place.

SOURCES:

(1) 2022 American Community Survey 5-year Estimates

(2) <https://www.cnbc.com/2021/11/08/aging-baby-boomers-raise-the-risk-of-a-long-term-care-crisis-in-the-us.html>

(3) <https://www.marketwatch.com/story/the-ideal-home-for-aging-in-place-might-not-even-exist-56aeac7b>

LAKE CUMBERLAND OAHMP TEAM STRUCTURE

PROGRAM DIRECTOR

TONYA BLOYD

The Program Director oversees the administration of the OAHMP, as well as client intake process through the Aging and Disability Resource Center (ADRC).

ADMINISTRATIVE ASST

PAIGE COE

The Administrative Assistant handles day-to-day program operations such as providing customer service to clients, reports and drawdowns, data entry, and marketing/outreach.

PROGRAM MANAGER

ALYSSA BURAS, OT

The Program Manager is a licensed Occupational Therapist contracted with LCADD to evaluate clients and their homes. They also manage and oversee the Contractors.

CLIENT INTAKE

ADRC

LCADD's Aging & Disability Resource Center (ADRC) conducts the initial screenings of interested clients. While clients are screening for OAHMP services, they are also able to be simultaneously screened for other services that LCADD offers, such as home delivered meals, attendant care, etc.

HOME MODIFIERS

CONTRACTORS

LCADD currently retains the services of three contractor companies to perform the home modifications and repairs in the PM/OT's work order.

OAHMP CLIENTS OVERVIEW BY THE NUMBERS

OUR CLIENTS

- Average client age is **75** years old.
- Over **20%** of clients are **over 80** years old.
- Appx. **66%** of clients **live alone** in their homes.
- Appx. **63%** of clients reported **mobility-related difficulties**.
- Nearly all clients report having **at least one health condition** which negatively impacts their quality of life, safety, and/or independence, such as **heart disease, COPD, arthritis, dementia, cancer**, etc.

CLIENT INCOME

- Average household income is **\$17,962**.
- Appx. **39%** of clients' incomes are **less than 30% AMI**.
- Appx. **53%** of clients' incomes are **between 30-50% AMI**.
- Appx. **8%** of clients' incomes are **between 50-80% AMI**.

HOME AGE

- Appx. **63%** of clients' homes are **over 45 years old**.
- Appx. **29%** of clients' homes are **between 25-45 years old**.
- Only appx. **8%** of clients' homes are **less than 25 years old**.



SERVICES OUR PROGRAM PROVIDES

The Lake Cumberland OAHMP performs services which are classed as **Maintenance** activities by HUD. Maintenance **does not materially add to a home's value** and **does not adapt it to new uses**.

Therefore, the OAHMP focuses on performing **minor repairs and modifications** meant to maintain a home's safety & functionality for the homeowner's needs.

EXAMPLES OF OAHMP SERVICES

Fall Risk Reduction - Grab bar installation, replacing uneven vinyl flooring, power-washing slippery exterior surfaces, non-skid strips, tub cuts, comfort height toilets and toilet safety rails, etc.

Improved Functionality - Wheelchair ramps, voice controlled devices, home-wide doorbell chimes, replacing knobs with lever-style handles, pull-chain extensions on light fixtures/fans, etc.

Minor Repairs - Patching drywall, repairing broken light fixtures, caulking around drafty windows, replacing or repairing broken deck boards or railings, minor mold or pest removal, etc.

General Safety - Smoke and CO detectors, fire extinguishers, GFCI outlets, visible home numbers on exteriors for first responders, adding peepholes in doors, repairing door locks, etc.

WHY WE CHOSE THE MAINTENANCE SERVICE MODEL

QUICKER SERVICE

Generally, **Maintenance activities are quicker** to complete. Work on clients' homes is **often completed within days** of all materials arriving, unless more complicated/extensive work is needed.

Not only does it typically take longer to complete, but **Rehabilitation work also requires Environmental Review**. This further slows down the speed of service delivery, especially for small teams like ours.

COST EFFECTIVENESS

Maintenance is also typically less expensive. Therefore, we are able to stretch each grant dollar further to provide a more comprehensive range of impacts in these homes.

Our maximum **per-home cost is \$5,000** which includes Contractors' travel time. We *all* know how fast that amount can go when you're working on a home, *especially* when you have big ticket needs like structural repairs, electrical and plumbing work, HVAC service, etc.

CONTRACTOR AVAILABILITY

Lastly, it is usually easier to find and **retain Contractors to do general handywork**, especially in rural areas or regions with limited availability of skilled tradespersons.

Often, Rehabilitation work requires **specific skillsets and certifications** which can be difficult to find and retain when you have a wide variety of client needs and service locations to consider.

CHALLENGES AND CONSIDERATIONS



CHALLENGE

Contractor Attraction & Retention

The biggest challenge is building and retaining skilled and reliable Contractors for service delivery.

- Shortage of skilled workers/tradespersons.
- Insurance or licensing requirements.
- Must be patient & compassionate with clients.
- Prioritization of private work over program work.

Another consideration is the areas to which Contractors are willing to travel. It is critical to not only have an appropriate quantity of team members, but that the entire service area can be served.

LCADD has overcome this obstacle by employing **diverse types of advertising** of Contractor positions, seeking **personal recommendations** from board members and local officials, and **hiring Contractors from different areas** to broaden our geographical footprint, and **quarterly team meetings**.

CHALLENGE

Rising Costs of Goods & Services

Unsurprisingly, one of the biggest challenges for any program is rising costs of goods and services.

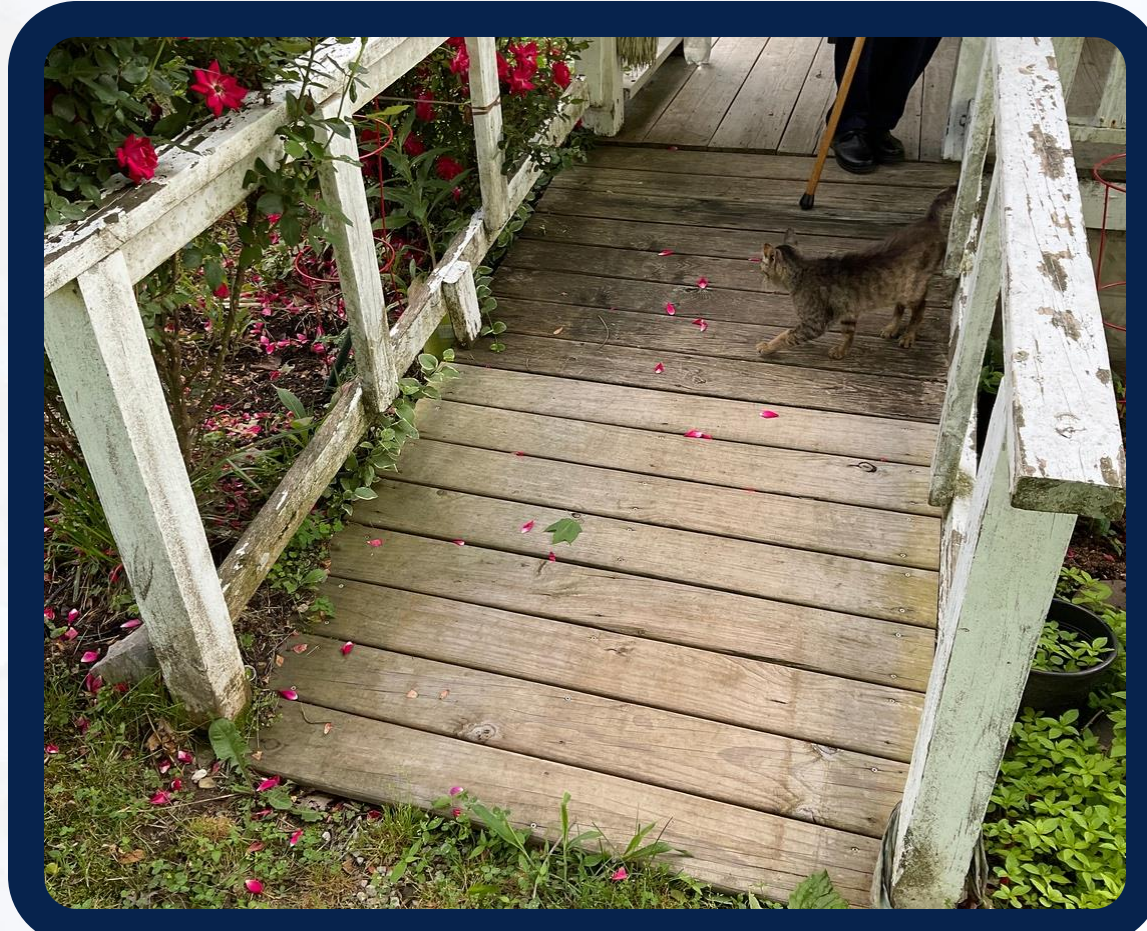
When our program began in FY21 Q1, the **average annual cost of home care** was \$4,615. That has **more than doubled** to a whopping \$10,433 in FY24 Q3. ¹

LCADD has faced these challenges with a combination of **creative problem solving** and the **sharing of information** on different products, techniques, and sales/deals between team members.

SOURCES:

(1) Thumbtack Home Care Price Index, <https://blog.thumbtack.com/as-inflation-continues-to-impact-home-services-this-is-how-much-you-should-budget-for-home-care-43f158731f71>

PHOTOS OF OUR WORK IN ACTION



FOR MORE INFORMATION



SCAN MY BUSINESS CARD

Reach out to me by email for more information on the Lake Cumberland OAHMP!



IMPACT AWARDS RECEPTION

LCADD will be at the Impact Awards Reception tonight. Stop by our table and say hello!



Paige Coe, Lake Cumberland Area Development District

**NEW ORLEANS,
LOUISIANA**

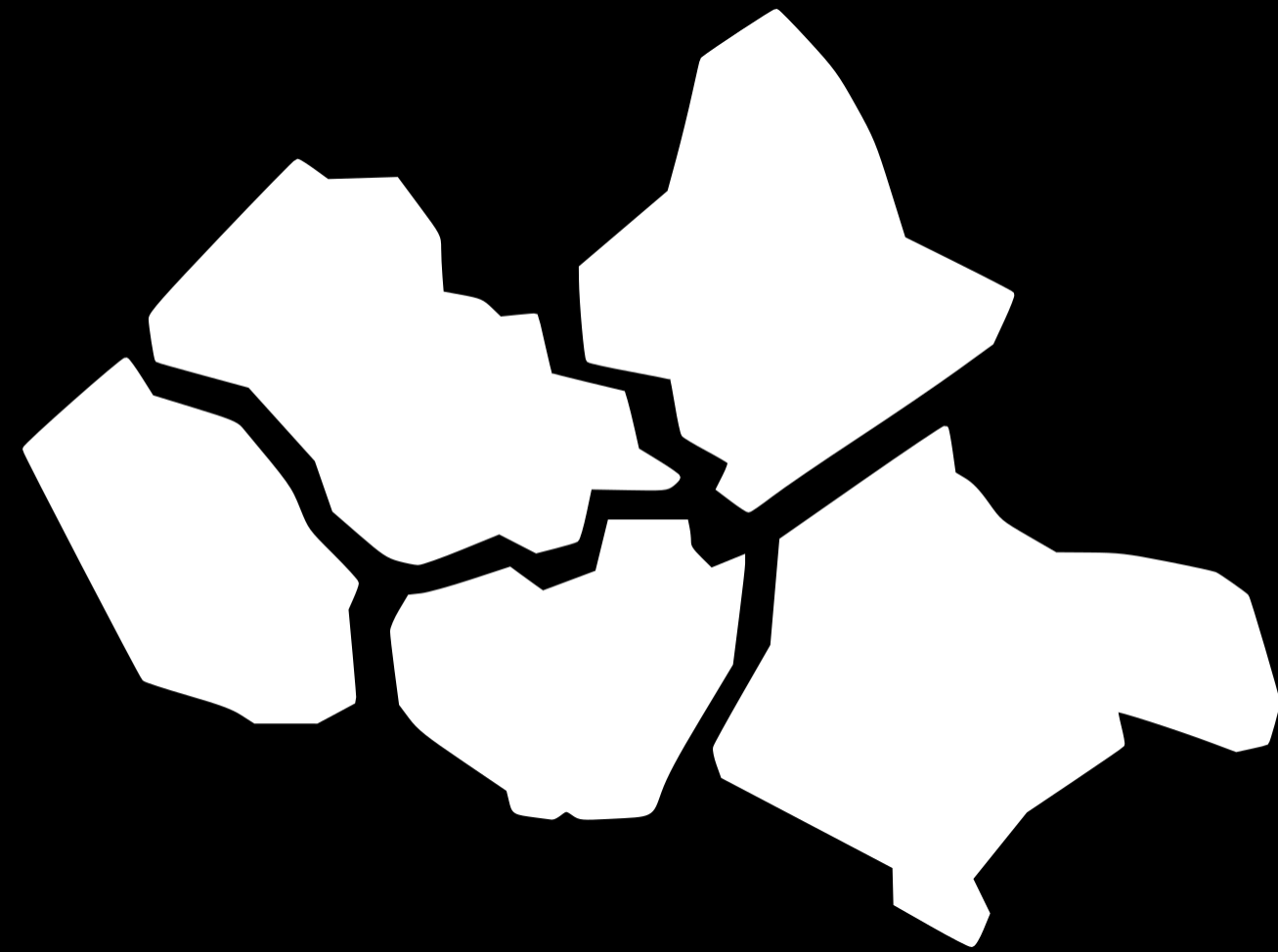
Expansion of Senior Center Services

GADD

Gateway Area Development District

855.882.5307

ABOUT US



*Serving Bath, Meniffee, Montgomery,
Morgan, & Rowan Counties since 1969.*

6 SITES

Bath County Senior Center
Meniffee County Senior Center
Montgomery County Senior Center
Morgan County Senior Center
Rowan County Senior Center
Jeffersonville Nutrition Site



1 REGIONAL KITCHEN

Located in Frenchburg
10,000+ meals prepared/distributed monthly.

3 SERVICES

Title III-B Supportive Services
Title III-C Nutrition Services
Title III-D Evidence-Based Exercise Program Services

CALENDAR YEAR

2019 DATA

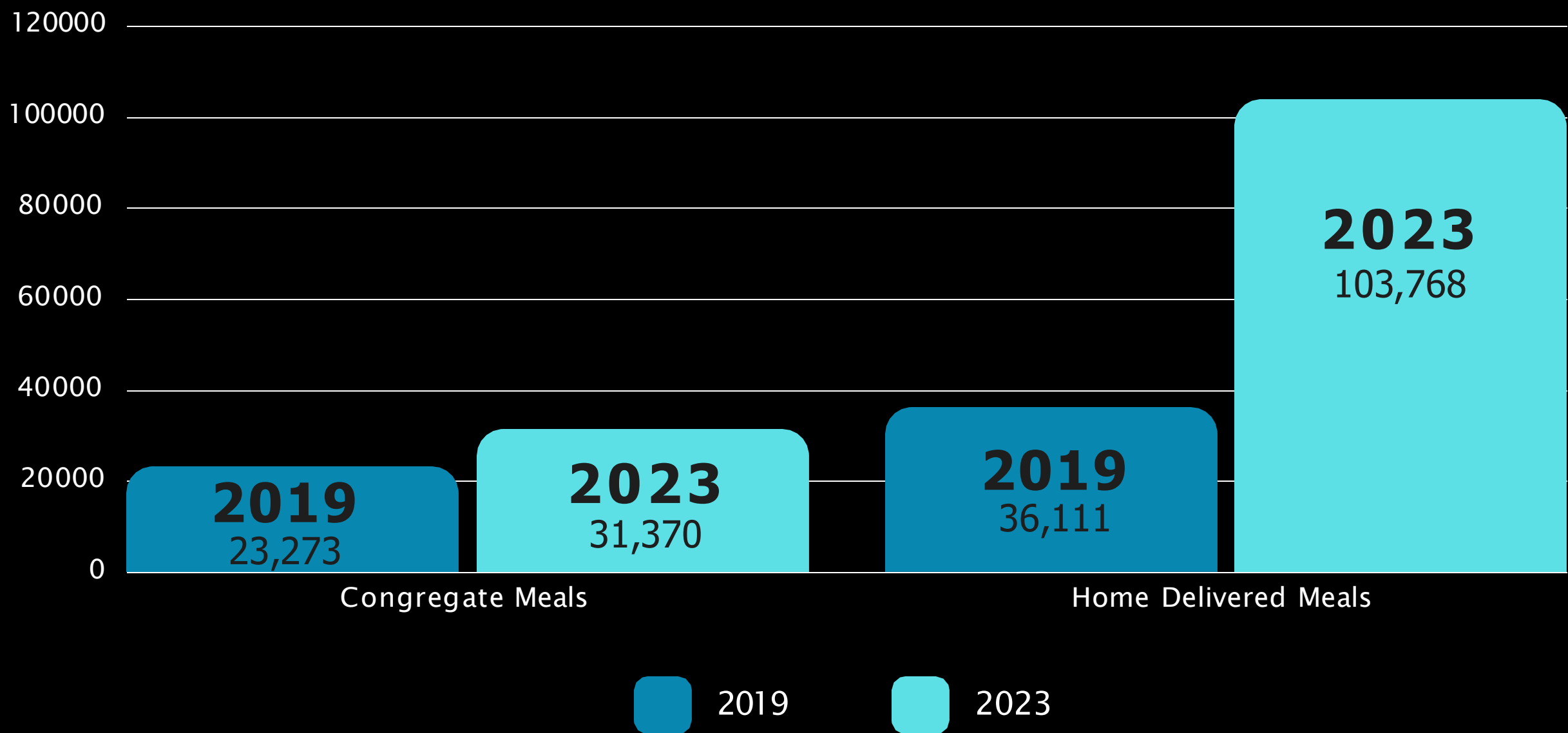
Number of Meals Served

Congregate Meals | 23,273

Home Delivered Meals | 36,111

Number of Seniors Served

All Senior Center Programs | 663



CALENDAR YEAR

2023 DATA

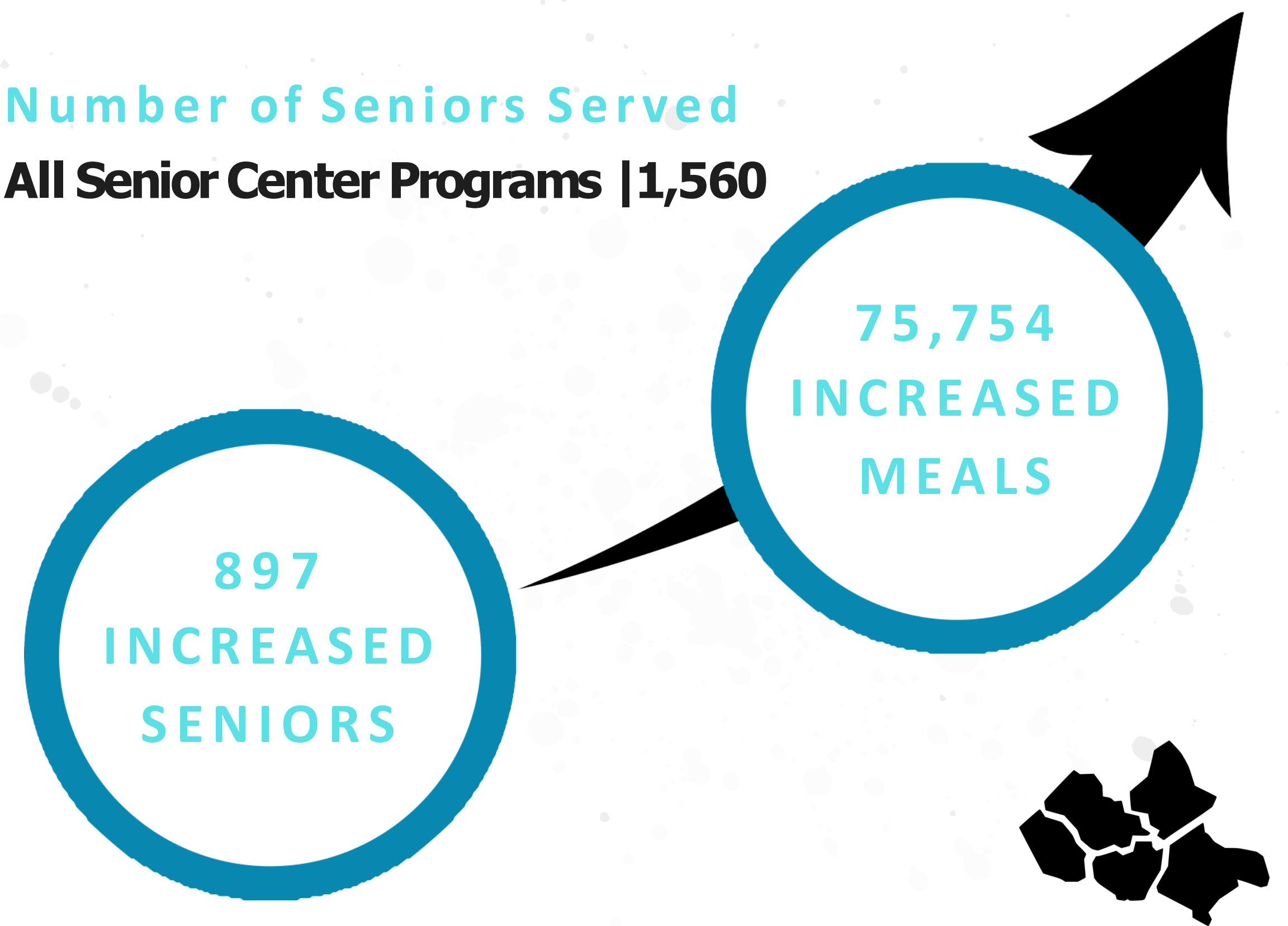
Number of Meals Served

Congregate Meals | 31,370

Home Delivered Meals | 103,768

Number of Seniors Served

All Senior Center Programs | 1,560



How?

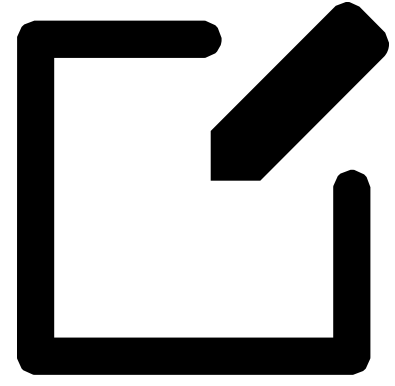
- **Extended days/hours of operation**
- **Increased staffing levels**
- **Expanded Regional Kitchen**
- **Purchased additional equipment**
- **Developed new programs**
- **Branded & marketed services**

REGIONAL KITCHEN EXPANSION

NEW

NEW

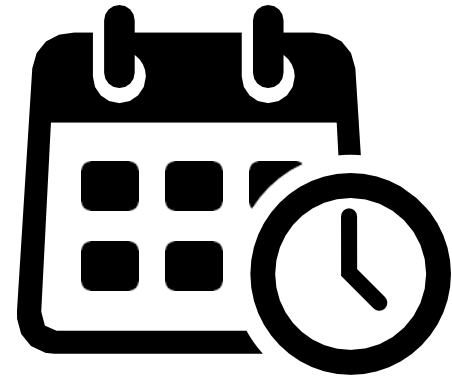
Menifee County Senior Center & Regional Kitchen



Grant Applicant:
Menifee County



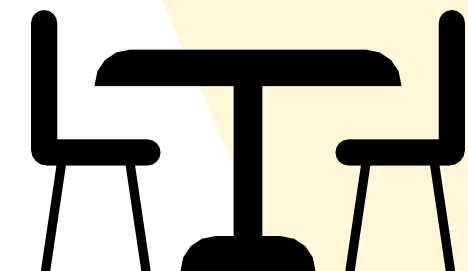
Grant Funding Awarded:
\$946,000



Timeline:
January 2023 - June 2023



Kitchen Expansion:
1,200 sq. ft.



Center Expansion:
600 sq. ft.



INNOVATIVE PROGRAMS



Microwave Program

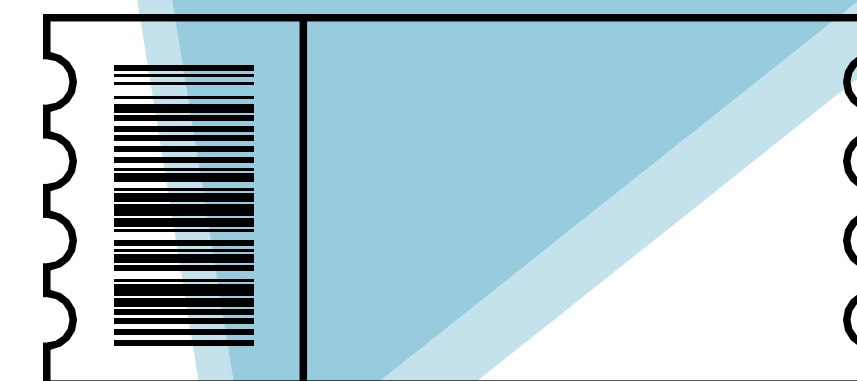
- Serves HDM participants.
- Eligible participants can receive a new microwave at no cost to heat HDMs provided by GADD.



Microwave Program

Meal Voucher Program

- Serves congregate participants.
- Meals are nutritionally-qualified and approved by DAAIL.
- Eligible participants can receive 10 free meal vouchers to be used at any participating location on an approved menu items.



Meal Voucher Program

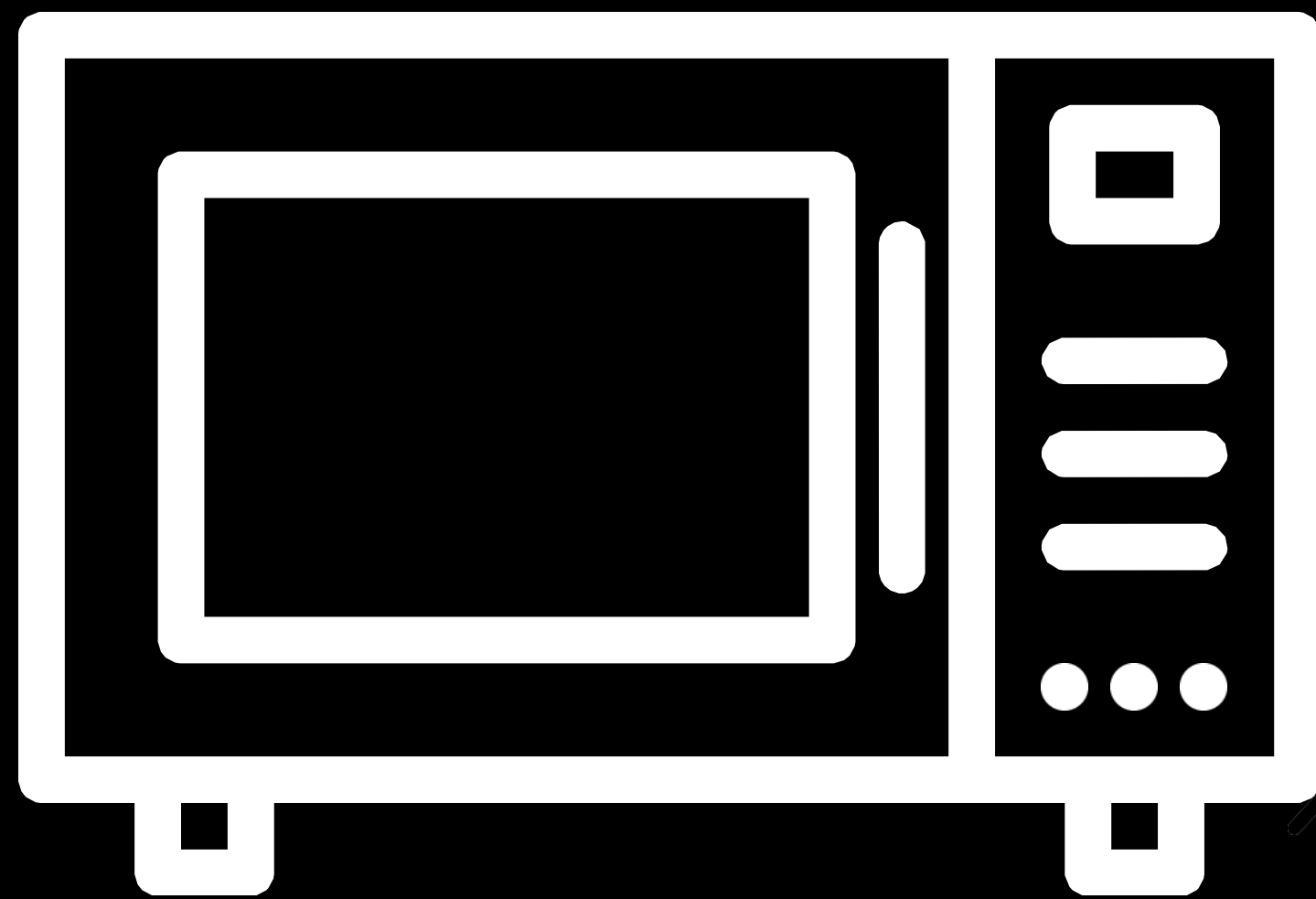
MotorMeals Program

- Mobile food distribution site that travels to non-county-seat cities, populated communities, city neighborhoods, and housing authorities.
- Serves all senior center program-eligible individuals.



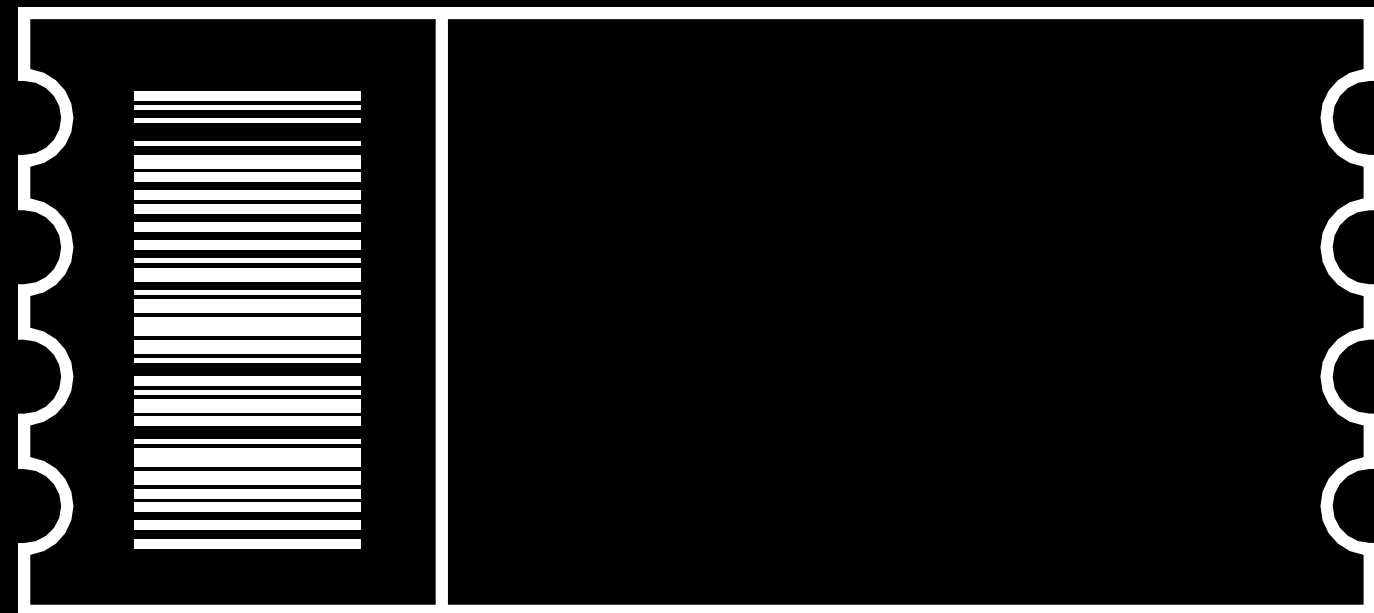
MotorMeals Program

MICROWAVE PROGRAM



- **Developed program guidelines & application for HDM participants**
- **Program kicked off in December 2022**
- **Microwaves purchased via online vendors**
- **42 microwaves purchased in CY 2023**
- **\$3,577.84 in savings to participants**

MEAL VOUCHER PROGRAM



- **Developed program guidelines & application for congregate participants**
- **Program kicked off in January 2023**
- **5 participating locations**
- **Meal options are nutritionally-qualified**
- **Purpose is to supplement meals on evenings, weekends, holidays, & inclement weather days**
- **\$21,490 in local economic impact**

MOTORMEALS PROGRAM



- Program kicked off in January 2023
- Over 40 participating locations
- Meals are prepared daily at the Regional Kitchen
- Most meals distributed at one site - 99
- Wonderful way to market Aging services
- Over 1,000 seniors served in CY 2023
- 6,053 meals served in CY 2023



MotorMeals
SENIOR MOBILE MEAL FOOD TRUCK
855.882.5307
GATEWAY AREA DEVELOPMENT DISTRICT





MotorMeals

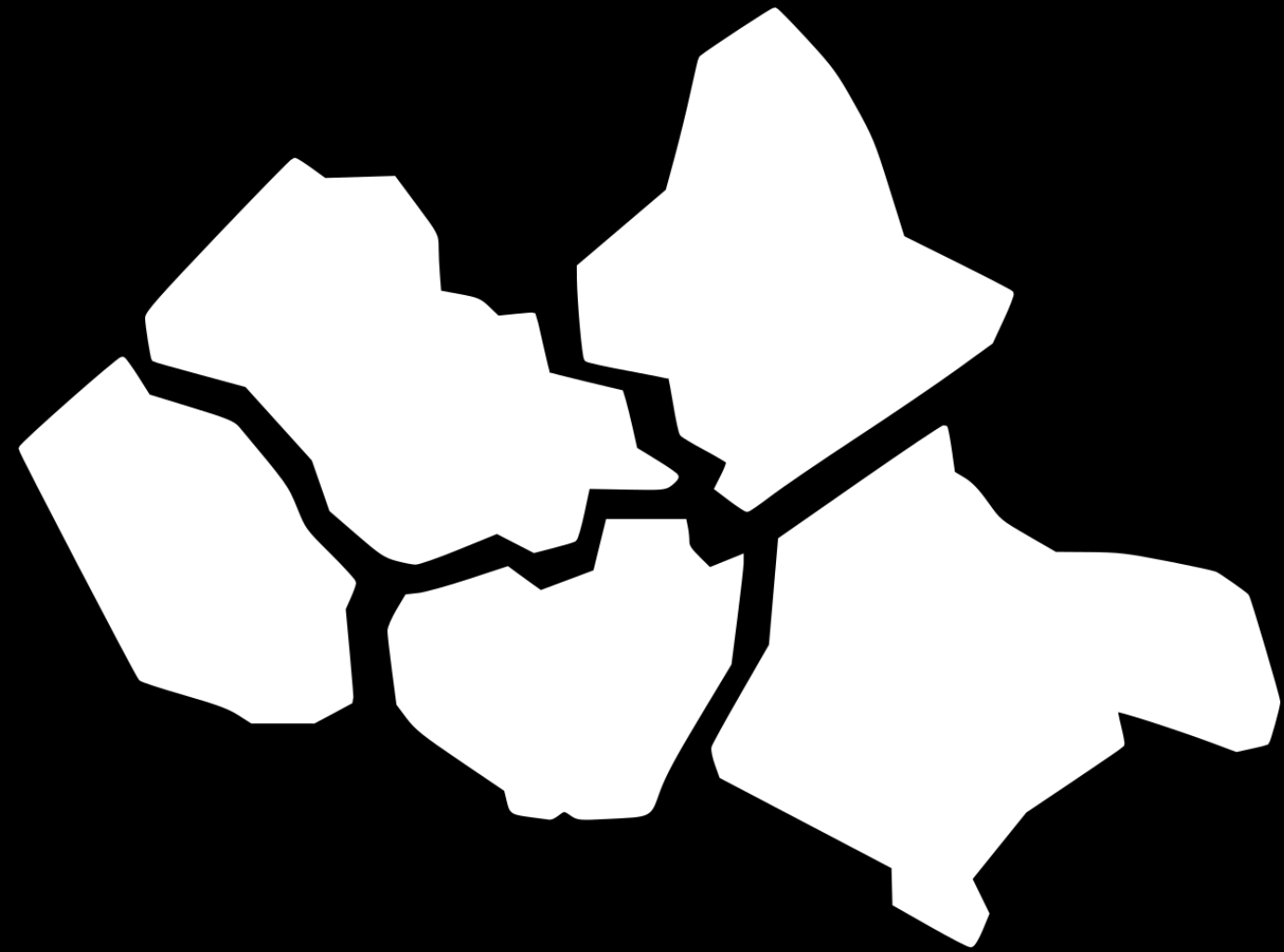
SENIOR MOBILE MEAL FOOD TRUCK

855.882.5307

GATEWAY AREA DEVELOPMENT DISTRICT



KEY TAKEAWAYS



- **Market, market, market**
- **Create or revitalize branding**
- **Get out of your comfort zone & make changes**
- **Stay involved in the process**
- **Don't be afraid to take chances**
- **Get feedback**
- **Enjoy the journey**



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