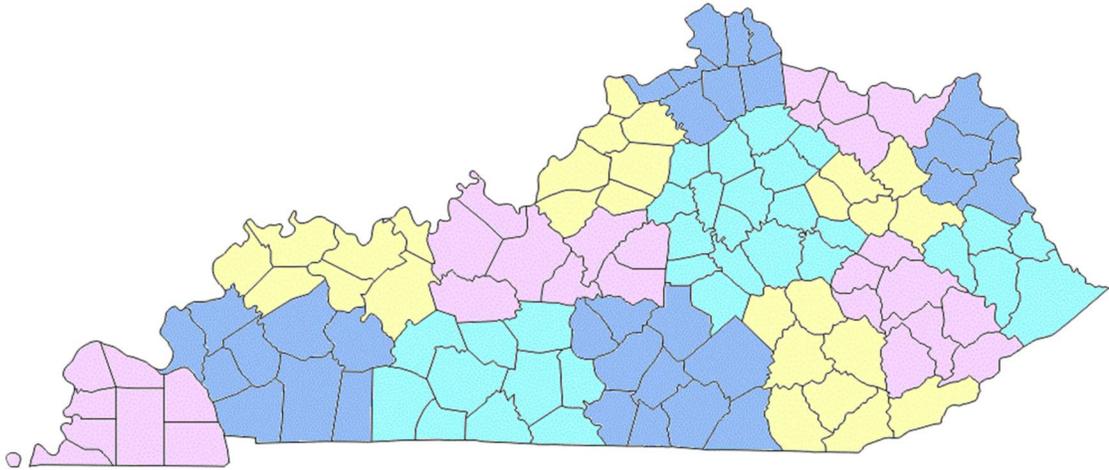# TEAM KENTUCKY®

CABINET FOR HEALTH AND FAMILY SERVICES
Department for Aging and Independent Living

Regional Plans on Aging State Fiscal Years 2027-2029

Purchase Area Development District

Area Agency on Aging and Independent Living

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I. Overview

The Area Plan is a public document that shall use clear and concise language to organize the information logically and should be easily understood by the public and aging network partners. The document shall be written to ensure accessibility by keeping the tone informative and providing visual aids such as defined charts, graphs, and diagram legends. The Area Plan shall be reflective of services provided in the planning and service area, the operations of the Area Agency on Aging, and of the goals of the aging network in the region.

In accordance with the Older Americans Act of 1965, as amended, Section 307(1)(A) require each area agency on aging designated under section 305(a)(2)(A) to develop and submit to the State agency for approval, in accordance with a uniform format developed by the State agency, an area plan meeting the requirements of section 306 of the Act. This format is to be used by area agencies on aging and independent living in developing an area plan for the administration and provision of specified adult and aging services in each planning area. The Area Plan required for State Fiscal Year 2027-2029 will be a three-year plan cycle.

Area plans are prepared and developed by the Area Agencies on Aging and Independent Living. Each agency is responsible for the plan for the multi-county planning and service area in which the agency is located. The area plan should reflect the efforts of the AAAIL:

Purpose
This Area Plan serves multiple purposes including, but not limited to:
   a. Provide tangible outcomes through planning and report achievement(s) based on long term efforts as set by the AAAIL.
   b. Provide data and outcomes of activities into proven best practices which may be used to ensure additional funding.
   c. Provide a clear framework regarding coordination and advocacy activities to meet the needs of the population served that have the greatest social and economic need.
   d. Provide goals and objectives that shall be implemented within the service plan timeframe.

The disaster plan and Senior Community Service Employment Program (SCSEP) are separate plans and not included in this plan. Separate instructions will be sent for those plans by the program coordinator.

II.   Glossary of Acronyms

AAAIL   Area Agency on Aging and Independent Living

ADD   Area Development District

ADL   Activity of Daily Living

DAIL   Department for Aging and Independent Living

FY   Fiscal Year

IADL   Instrumental Activity of Daily Living

K4A   Kentucky Association of Area Agencies on Aging

OAA   Older Americans Act

PSA   Planning Service Area

SCSEP   Senior Community Service Employment Program

SHIP   State Health Insurance Assistance Program

Title III B   Grants to states for Supportive Services and Senior Centers

Title III C   Grants to states for Nutrition Services

Title III D   Grants to states for Preventative Health Services

Title III E   Grants to states for Family Caregiver Support Program

Title V   Grants to states for SCSEP

Title VII   Grants for Ombudsman Services, Elder Rights and Abuse

VA   Veterans Administration

Additional acronyms may be added as needed.

III.   Executive Summary

Description of Federal, State, and Local Aging Network Funding: Explain the aging network(s) funding received from the Administration for Community Living-Administration on Aging, Department for Aging and Independent Living, Area Agency on Aging, any local provider network.

Funding Source

Source	Percentage
ACL (federal)	44%
DAIL (state)	45%
ADD (regional)	2%
Local	6%
Other	3%
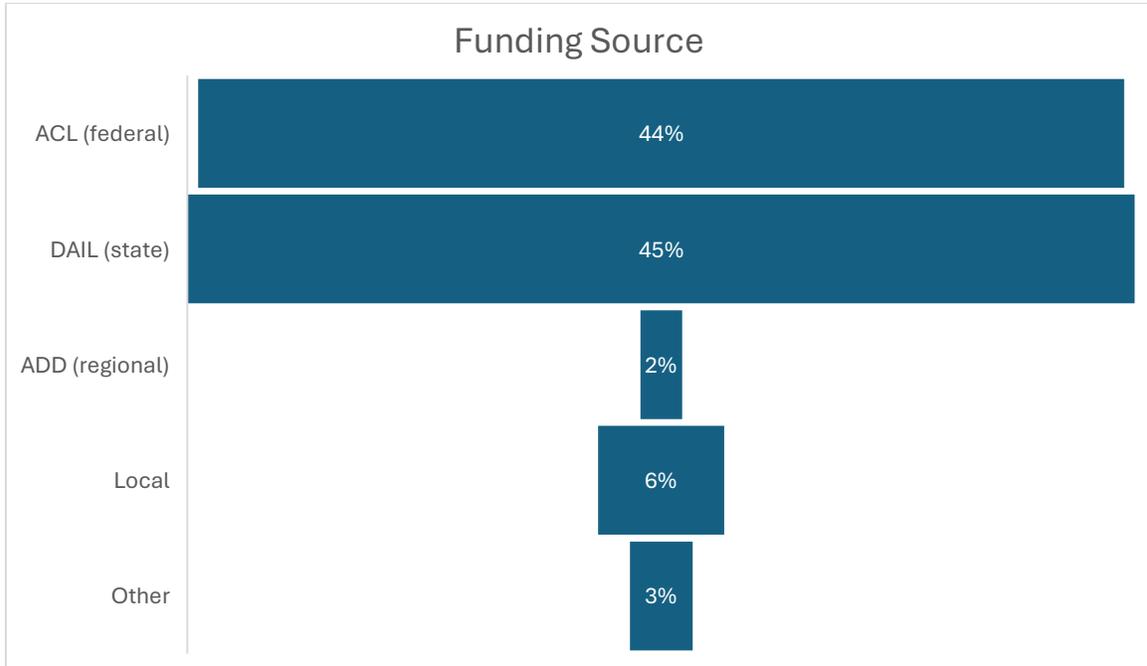
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The category of Other includes foundation grants/contracts, corporate grants/contracts, direct mail fundraising, fundraising events, fees for services, etc.

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Overview: Please provide a short narrative or introduction which includes basic information about the agency and the area it serves.

The Purchase Area Development District (PADD) Area Agency on Aging and Independent Living is a regional partnership organization that supports city and county governments and related programs across an eight-county area in far western Kentucky. Its services focus on assisting older adults, individuals with disabilities, and caregivers. PADD serves as a vital link among local, state, and federal entities by providing opportunities for community leaders to convene, address shared concerns, and develop innovative solutions to local and regional challenges. The organization has been in operation since 1969.

PADD delivers a diverse array of services that address many aspects of community life within the region. These include human services, community support, information resources, and special projects. Together, these integrated services create a comprehensive approach to meeting both the current and future needs of the district and its residents.

Governance of PADD reflects the communities it serves. The Board of Directors is composed of county judge/executives, mayors, and citizen representatives from throughout the Purchase region. Additionally, more than 250 community members actively participate on committees and task forces, offering guidance and input across program areas. Program funding is supported through a combination of federal, state, and local resources.

PADD serves the counties of Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, and McCracken, all located in the westernmost region of Kentucky. The area is predominantly rural.

PADD is the designated Area Agency on Aging and Independent Living and serves as the Aging and Disability Resource Center for the region.

Also include:

1. The relationship between the AAAIL and external contracts and the service enhancement provided.

The Purchase AAAIL maintains several contracts to ensure that services are provided throughout the eight-county Purchase Area. We hold external contracts for the following Title III B Senior Center Services: education, health promotion, and recreation. Other Title III B Senior Center Services contracted services include escort, telephone reassurance, and transportation.

Title III B legal services are provided throughout the Purchase Area by Kentucky Legal Aid.

Title III C congregate and home-delivered meals are contracted with the seven senior centers in our area. Marshall County does not currently have a senior center located in the county, so the AAAIL contracts with Mom's meals to provide home-delivered meals in Marshall County.

Title VII Senior Community Service Employment Program (SCSEP) services are provided through a contract with West Kentucky Allied Services, the Community Action Partnership (CAP) agency in our area.

2. The working relationship(s) between other agencies and organizations to better the lives of those served.

The Purchase Area Agency on Aging (AAA) has established strong working relationships with senior centers across all eight counties in the Purchase District. In several counties, local fiscal courts employ senior center staff, further strengthening collaboration and fostering a close partnership with the Purchase Area Development District (PADD).

The AAA also partners with the regional community action agency, West Kentucky Allied Services, to administer the Senior Community Service Employment Program (SCSEP). This partnership enhances service coordination, as West Kentucky Allied Services serves as a valuable referral source for clients whose needs extend beyond available AAA funding. Likewise, individuals in need of aging services are referred to the AAA for assistance.

Additionally, the AAA collaborates with the Purchase Area Mental Health and Aging Coalition, which provides supplemental funding for the annual aging conference and supports elder abuse prevention initiatives and quarterly senior engagement activities

3. Other activities provided by the AAAIL outside of DAIL funding.

The AAAIL partners with local community agencies, banks, local news stations, churches, and local citizens to administer the Silver Bells program. This program is designed to provide Christmas gifts to individuals in nursing facilities and personal care homes throughout the Purchase Area.

Mission: A mission defines the organization, its objectives, and how it will reach these objectives.

The mission (purpose) of the Purchase Area Development District Area Agency on Aging and Independent Living is to provide leadership in the planning and coordination of a comprehensive system of programs and services for the elderly, disabled, and caregivers and to advocate for and ensure that clients, who qualify for services administered by the AAAIL, are provided an opportunity to receive services which will enhance their ability to maintain or improve their quality of life.

Vision: A vision details where the organization aspires to go.

A community where older adults, individuals with disabilities, and caregivers have access to person-centered, community-based services that support independence, dignity, and quality of life.

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IV.   Service Area

Define the geographic boundaries of the service region, ensuring to include the counties you serve and a map of the service region.

Description:

> The Purchase Area Development District encompasses the counties of Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, and McCracken. The district is bordered by the Ohio, Tennessee, and Mississippi Rivers. States adjacent to the Purchase Area, including those across these rivers, are Illinois, Tennessee, and Missouri.

Map (insert picture here):

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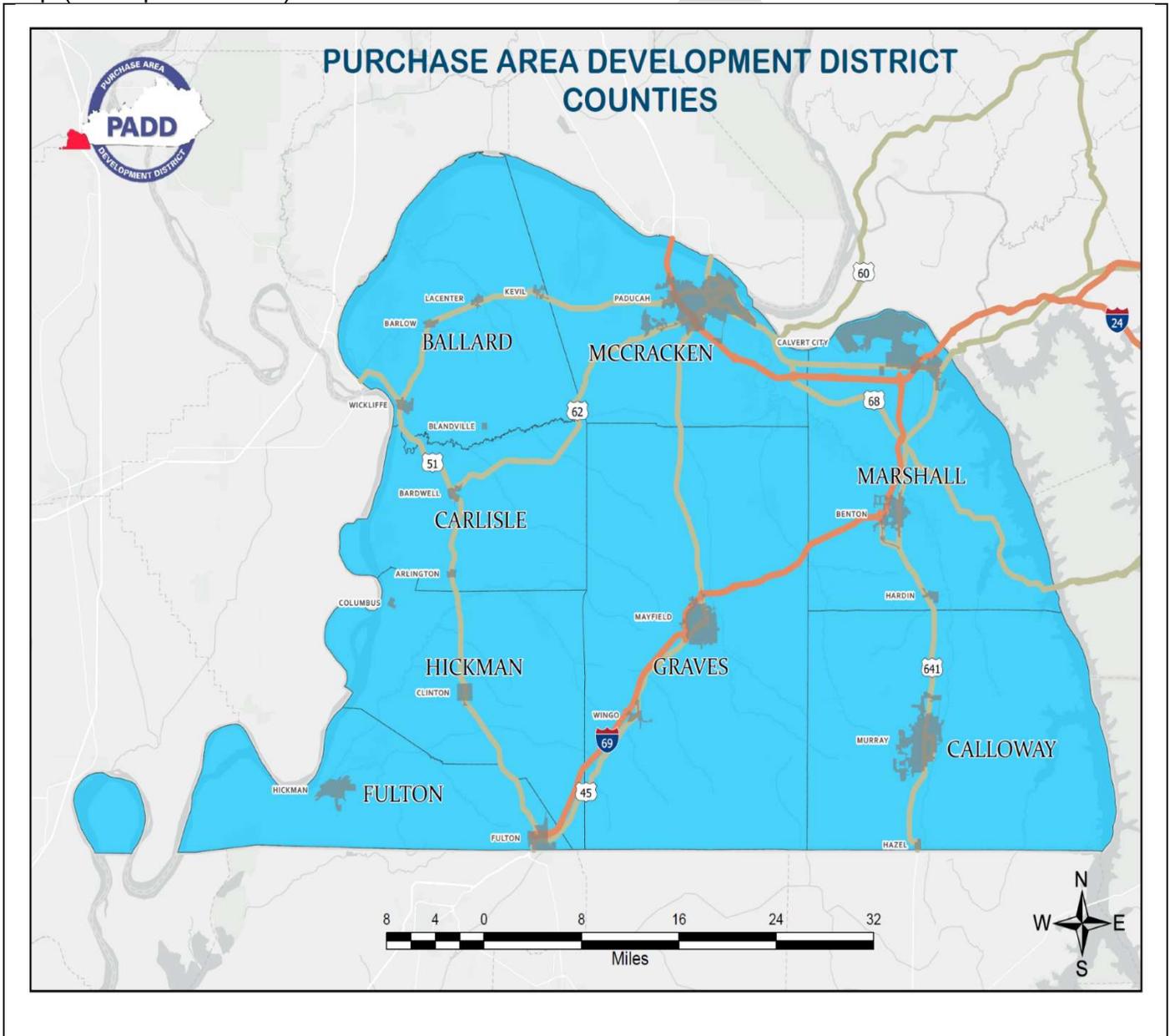
Staff Positions and Responsibilities: Include only management staff and include a separate organizational chart.

Position Title	Position Description	Position Responsibilities
Elena Roberts	Aging Coordinator	1. Plans, coordinates, performs quality assurance, and monitors the Family Caregiver Program, Kentucky Caregiver, the State Health Insurance Program, Title V Program, and the Title III Older Americans Act Programs. 2. Cross train with other Departments within Aging. 3. Conducts monthly review of a sampling of all Case Mangers'/Coordinators

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		charts for accuracy, completion, and compliance with all Department for Aging and Independent Living requirements (DAIL). 4. Conducts DAIL required Quarterly reviews of Case Managers'/Coordinators charts for accuracy, completion, and compliance with all DDAIL requirements. 5. Address Case Managers'/Coordinators' immediately of any concerns. 6. Share findings and solutions at monthly department meetings. 7. Delegates each new client to a Case Manager/Coordinator. 8. Manages client caseload distribution to Case Managers'/Coordinators with attention to geographical location and caseload limits. 9. Resolves or attempts to resolve client complaints related to provider services and refers all complaints regarding case management staff to Human Services Director. 10. Monitors Case Managers'/Coordinators schedule of visits to clients including dates, times away, return to office times and locations of visits. 11. Responsible for on-going evaluation of Case Managers'/Coordinators caseloads to ensure compliance with the maximum caseload requirements. 12. Performs Quality Assurance Evaluations annually with randomly selected clients. (May include mailing

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		Satisfaction Surveys and may also include client home visits in each county for each service provided.) 13. Conducts annual performance reviews of Case Managers'/Coordinators with input from Human Services Director. 14. Provides training and technical assistance to all Case Managers'/Coordinators. 15. Conducts quarterly and annual subcontractor monitoring 16. Arranges and documents annual training required of all Case Managers'/Coordinators. 17. Responsible for maintaining accurate travel, time, and activity logs. 18. Assist, as needed, in preparation and review of the Area Plan. 19. Assists with the completion of annual OAAPS report.
Katie Thompson	Homecare Coordinator	1. Responsible for Homecare/III B Program planning, coordination, quality assurance, and monitoring. 2. Supervises case management and homecare aide staff. 3. Responsible for quarterly review of a sampling of all Case Manager's charts for accuracy, completion and compliance with all DAIL requirements 4. Responsible for the oversight of the Homecare/III B waiting list 5. Responsible for pre and post visits for selected Home Repair projects.

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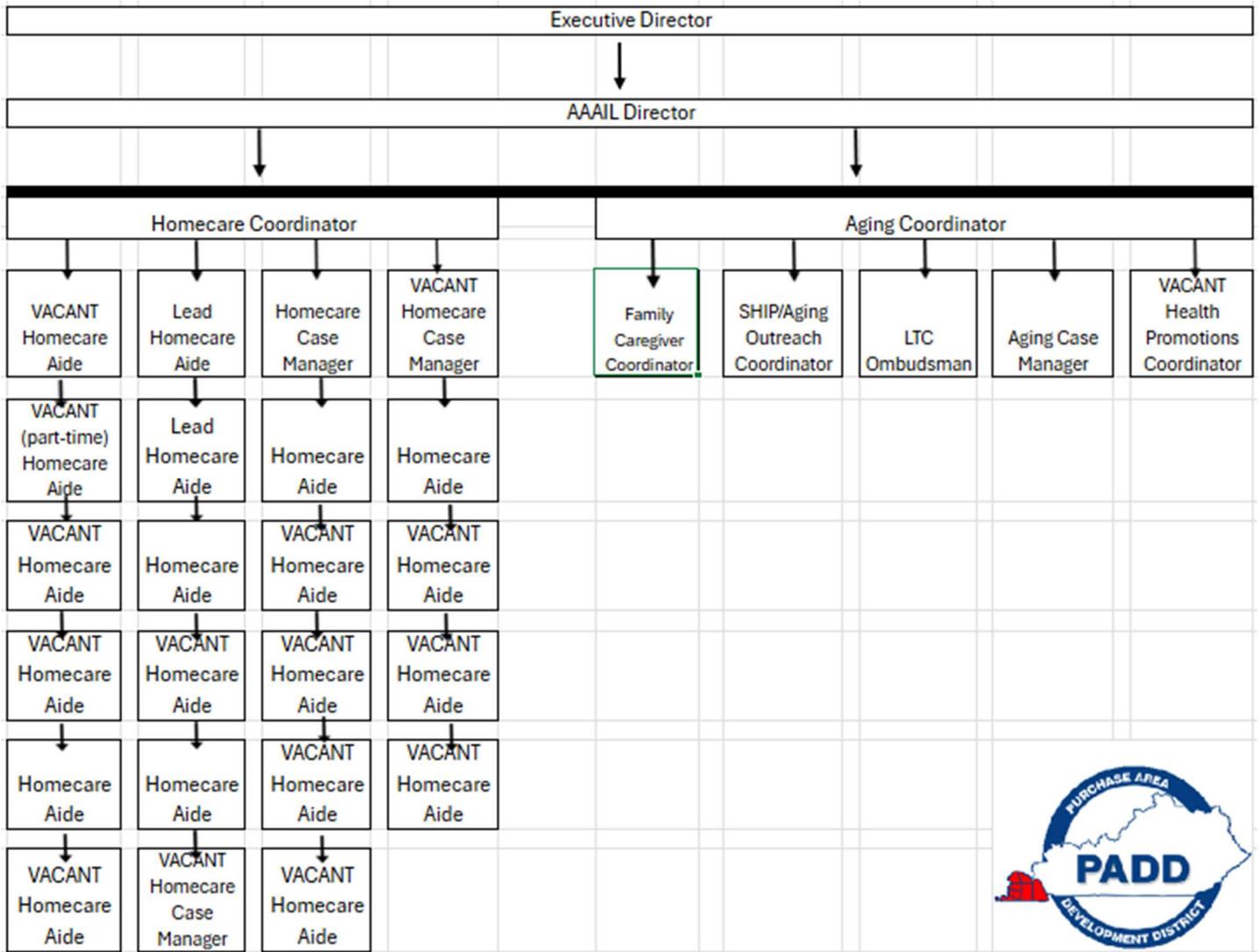|		
		6. Assigns all new assessments in the Homecare/III B program and delegates each new client to a Case Manager.
		7. Manages client caseload distribution to case managers with attention to geographical location and caseload limits.
		8. Prepares homecare aide weekly schedules
		9. Resolves or attempts to resolve client complaints related to provider services and addresses all complaints regarding case management staff.
		10. Monitors case managers' schedule of visits to clients including dates, times away, return to office times and locations of visits.
		11. Responsible for on-going evaluation of case manager's caseloads to ensure compliance with the maximum caseload requirements.
		12. Performs Quality Assurance Evaluations annually with randomly selected clients. (May include mailing Satisfaction Surveys and may also include client home visits in each county for each service provided.)
		13. Provides training and technical assistance to all new Homecare/IIIB Case Managers.
Cissy Fox	AAAIL Director	Responsible for the Implementation of aging programs, supervision of aging staff, and program compliance. 1. Serve as link between management and employees by handling questions, interpreting and

		administering contracts and helping resolve work-related problems.
		2. Perform staffing duties, including dealing with understaffing and administering disciplinary procedures.
		3. Identify staff vacancies and assist with interviewing and selecting applicants.
		4. Plan, direct and organize personnel training for the organization.
		5. Supervises the Aging Coordinator, Homecare Coordinator, the Administrative Assistant, and oversees remaining aging staff
		6. Provides technical assistance to providers as needed.
		7. Attends workshops and training sessions as required by the Department for Aging and Independent Living.
		8. Provides leadership assistance to Aging Committee and other appropriate subcommittees.
		9. Assists with developing appropriate partnerships with public or private entities, as needed, to enhance services to the customer in the Purchase Area.
		10. Assists with special projects and performs other duties as assigned.
		11. Responsible for tracking expenditures in the program areas to ensure appropriate utilization of funds within budget parameters.
		12. Assist with financial planning, including budget and personnel financial operations.

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		13. Inform staff of changes in policies and procedures

add additional lines as necessary

AAAAIL Organizational Chart

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Organizational Chart

Executive Director

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AAAIL Director

Homecare Coordinator

VACANT Homecare Aide	Lead Homecare Aide	Homecare Case Manager	VACANT Homecare Case Manager
VACANT (part-time) Homecare Aide	Lead Homecare Aide	Homecare Aide	Homecare Aide
VACANT Homecare Aide	Homecare Aide	VACANT Homecare Aide	VACANT Homecare Aide
VACANT Homecare Aide	VACANT Homecare Aide	VACANT Homecare Aide	VACANT Homecare Aide
Homecare Aide	Homecare Aide	VACANT Homecare Aide	VACANT Homecare Aide
VACANT Homecare Aide	VACANT Homecare Case Manager	VACANT Homecare Aide	

Aging Coordinator

Family Caregiver Coordinator	SHIP/Aging Outreach Coordinator	LTC Ombudsman	Aging Case Manager	VACANT Health Promotions Coordinator

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V.   Profile of Service Area

Complete a demographic profile of your region with information provided from data collected and utilizing the University of Louisville's State Data Center. To determine poverty rates please use this link: poverty rates.

Description	Year of Data	Population	Percentage
60+ in the service area	2019-2023	52,844	26.8%
60+ with low income (see link above)	2019-2023	6,341	12.8%
60+ living in rural area(s)	2019-2023	29,248	55.3%
60+ minority	2019-2023	4,149	7.9%
60+ low-income minority	2019-2023	992	1.9%
60+ with limited English proficiency	2019-2023	115	.2%
Grandparents/older relative raising child under 18	2019-2023	1,497	1.2%
60+ isolated or living alone	2019-2023	14,633	27.7%
60+ requiring 3 or more ADL/IADL*	2019-2023	5,760	10.9%

*ADL: feeding, getting in/out of bed, dressing, bathing, toileting.
*IADL: Meal preparation, light housework, heavy housework, laundry, shopping, taking medicine

Describe all credible sources used to determine the populations/percentages above.

2019-2023 ACS 5-year data files provided by The University of Louisville State Data Center staff

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VI.   Funding Sources

List out all funding sources used to support older Kentuckians in the area. Please add additional lines and funding source types as necessary (Federal, State, Local Cash, In-kind, etc.). Previous state fiscal year should be used.

	Funding Source	Amount of funding	Funding Period	Type of funding
A	Title III B	594,579.65	FY25	Federal
B	Title III B-Ombudsman	27,640.93	FY25	Federal
C	Title III B	46,900.00	FY25	State
D	Title III B	124,634.34	FY25	Local Cash
E	Title III D	32,846.03	FY25	Federal
F	Title III E	201,316.83	FY25	Federal
G	Title III E	69,500.00	FY25	State
H	Title III-C Congregate	394,775.50	FY25	Federal
I	Title III-C Congregate	20,000.00	FY25	State
J	Title III-C Home Delivered	618,989.42	FY25	Federal
K	Title III-C Home Delivered	10,000.00	FY25	State
L	Title III-C Home Delivered	534,972.61	FY25	SFM (State Funded Meals)
M	Title V	121.027.19	FY25	Federal
N	Title V	12,535.13	FY25	Local in-kind
O	Homecare	684,244.74	FY25	State
P	Homecare	30,351.13	FY25	Local Cash
Q	ESMP – Home Delivered Meals	724,719.78	FY25	State (ESMP)
R	KY Caregiver	55,344.53	FY25	State
S	SHIP	25,451.50	FY25	Federal
T	Title VII - Ombudsman	24,875.58	FY25	Federal
U	Title VII - Ombudsman	1,221.00	FY25	State
V	Grant:			Non-profit, for-profit, etc
W				

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VII. Current Service Coverage Charts

List out all services provided and the respective funding sources to support older Kentuckians in the area. Previous state fiscal year should be used.

Supportive Services – Access Services					
Service	Offered	AAAIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)
Assessment	☐	☒	☐	126	A,C,D,O
Transportation: Congregate	☐	☐	☒	443	A,C,D
Transportation: Community	☐	☐	☒	443	A,C,D
Transportation: Escort	☐	☐	☒	10	O
Homecare: Personal Care	☐	☒	☐	34	O
Homecare: Homemaker	☐	☒	☐	104	O
Homecare: Chore	☐	☒	☐	1	O
Homecare: Minor Home Repair	☐	☒	☐	15	O
Information and Assistance	☐	☒	☐	0	
Legal Assistance	☐	☐	☒	325	A,C,D

Nutrition Services					
Service	Offered	AAAIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)
Congregate Nutrition	☒	☐	☒	1729	H, I
Grab and Go	☐	☐	☐		
Home Delivered Nutrition	☒	☐	☒	1430	J,K,L,Q
Nutrition Education	☒	☐	☒	1155	J,K,L,Q
Nutrition Counseling	☐	☐	☐		

Health Promotion Services					
Service	Offered	AAAIIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)
Evidence Based Programs	☒	☐	☒	225	E
Non-Evidence Based Programs	☒	☐	☒	1374	A,C,D

Caregiver for Older Adults					
Service	Offered	AAAIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)

Service	Offered	AAAIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)
Assessment	☒	☒	☐	67	F,G
Information and Assistance	☒	☒	☐		
Counseling	☐	☐	☐		
Training	☒	☒	☐		
Respite (in home)	☒	☐	☒	67	F,G
Respite (out of home day)	☐	☐	☐		
Respite (out of home night)	☐	☐	☐		
Respite (other)	☐	☐	☐		
Case Management	☒	☒	☐	101	F,G
Support Groups	☒	☒	☐		
Supplemental Services	☒	☐	☒	47	F,G

Older Relative Caregivers					
Service	Offered	AAAIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)
Assessment	☒	☒	☐	64	F,G,R
Information and Assistance	☐	☐	☐		
Counseling	☐	☐	☐		
Training	☒	☒	☐	0	
Respite (in home)	☒	☐	☒	0	
Respite (out of home day)	☐	☐	☐		
Respite (out of home night)	☐	☐	☐		
Respite (other)	☐	☐	☐		
Case Management	☒	☒	☐	62	F,G,R
Support Groups	☒	☒	☐		
Supplemental Services	☒	☒	☐	24	F,G,R

Other Services					
Service	Offered	AAAIL service provider	Contracted service provider	Number of individuals served (previous SFY)	Funding source (use letter from funding source table above)
Advocacy	☐	☐	☐		
Senior Center Services	☒	☐	☒	168	A,C,D
Mental Health Services	☐	☐	☐		
Dementia Care Services	☐	☐	☐		
Housing or Shelter Assistance	☐	☐	☐		
SHIP	☒	☒	☐	420	S
Elder Abuse Prevention	☒	☒	☐		
Telephone Reassurance	☒	☐	☒	65	A,C,D
Ombudsman Services	☒	☒	☐	746	B,T,U
Friendly Visitors	☐	☐	☐		
SCSEP	☒	☐	☐	9	G
Recreation	☒	☐	☒	200	A,C

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		☐	☐	☐		
		☐	☐	☐		
		☐	☐	☐		
		☐	☐	☐		
		☐	☐	☐		
		☐	☐	☐		

For additional programs please fill in under the "Service" heading

VIII.   Quality Assurance Process

The quality assurance process of service programs allows the AAAIL to highlight areas for continuous improvement by assessing program implementation and data collection. This will be obtained by the following measures:

- Needs Assessment
- Goals, Objectives, and Performance Measures

Needs Assessment: Describe all formats and sources used to evaluate the needs of the current AAAIL clients and those within the service area that are not currently receiving services for which they may be eligible. (include visual aid(s), survey results, etc.)

The Area Agency on Aging & Independent Living (AAAIL) utilized a portion of its American Rescue Plan Act (ARPA) funding to partner with POLCO to complete the required community needs assessment. The Community Assessment Survey for Older Adults (CASOA) was administered throughout the Purchase Area in Fall 2024. The CASOA survey instrument and its administration are standardized to ensure high-quality survey methodology and to produce comparable results across communities. Survey responses were collected using two methods: a mailed survey distributed to a random probability sample and an open-participation survey made available online. Responses from both methods were combined, resulting in a total of 303 completed surveys.

In addition to the community needs assessment, AAAIL conducts ongoing evaluations through annual client satisfaction surveys. These surveys are administered to program participants to assess service quality and overall satisfaction. All subcontractors are required to conduct an annual client satisfaction survey for each program they operate and to submit the results to AAAIL. The agency also administers satisfaction surveys for all services provided directly by AAAIL.

Ongoing stakeholder engagement further informs program planning and evaluation. PADD staff regularly engage with advisory committees, community organizations, and subcontractor groups. As part of contractor monitoring activities, staff solicit direct feedback from program participants regarding their needs and the effectiveness of services delivered.

Based on the needs assessment results above rank the service area's top three needs and how they are being addressed in this area plan.

Rank	Need	Expectation

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1	Affordable and Accessible Housing that is conducive to aging in place.	As the older adult population is projected to grow significantly over the next decade, it is critical to ensure the availability of support and services that enable individuals to age safely in place. These supports help reduce preventable hospitalizations and unnecessary nursing facility placements while minimizing the risk of falls and other injuries that negatively impact health, independence, and overall quality of life.
2	Increased access to information regarding services and activities for older adults.	To successfully age in place, older adults must have timely access to accurate information about the services and support available within their communities. The Area Agency on Aging's Aging and Disability Resource Center (ADRC) serves as a central access point for the Purchase Area, providing information, referral, and person-centered assistance to help older adults and their caregivers understand and navigate available programs and services. In addition, establishing and maintaining strong community partnerships is essential to increasing awareness of AAA and other community-based resources. Through collaboration with local organizations, service providers, and stakeholders, the AAA enhances outreach efforts and ensures that services are responsive to the diverse and evolving needs of older adults, particularly those with the greatest social and economic need.
3	Cost efficient Healthcare	Access to affordable healthcare is essential to meeting the health needs of older adults and improving health outcomes. In rural communities, older adults often face barriers such as provider shortages, long travel distances, limited transportation, and financial constraints, which can delay or prevent access to needed care. These challenges disproportionately affect individuals with the greatest social and economic need and increase the risk of preventable hospitalizations and poor health outcomes.

Gaps, Barriers, Needs to improve service delivery:

Describe gaps, barriers, and needs for the current aging programs and clients

Affordable and Accessible Housing
 	
Gaps
   1. Limited availability of affordable and accessible housing options, including single-floor units, no-step entry designs, and homes equipped with ADA-compliant features.
   2. Limited availability of affordable assisted living options in the area
   3. Few home repair assistance programs are available.
 	
Barriers
   1. Few available housing options for individuals that do not qualify as low-income but need accessible housing.
   2. Long waiting list for affordable and accessible housing options.

Needs
1. Additional senior housing complexes that are reasonable affordable and offer handicap accessibility.
2. Additional home repair programs in the area.

Cost Efficient Healthcare

Gaps
1. Absence of geriatric medicine providers
2. Expensive supplemental insurance policies

Barriers
1. Shortage of medical personnel in rural communities
2. Increase in aging population.

Needs
1. Increase in the number of providers available to serve the aging population.
2. Affordable health insurance policies to assist with healthcare costs.

Increased Access to Information regarding services and activities for older adults

Gaps
1. Lower digital literacy among the aging population
2. Aging population is unaware of existing services that are available.

Barriers
1. Reduced access to online resources due to unavailability of broadband access in rural areas.
2. Difficulty meeting program eligibility requirements
3. Resources sought out in times of crisis only.

Needs
1. Additional partnerships with newspapers, local news and radio stations to increase awareness regarding Aging Services
2. Digital literacy initiatives to assist seniors and their caregivers.

Describe how the needs assessment and population data determine the future direction of the Area Plan and the aging program(s)
Findings from the needs assessment and population data guide the development of the Area Plan and inform the implementation of aging programs throughout the Purchase District. The data

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collected ensures that AAA staff maintain a clear understanding of the evolving needs and concerns of the older adult population within the service area.

In addition, the assessment results assist the AAA in identifying opportunities to strengthen community partnerships to address needs that extend beyond the scope of current programming. The data also supports strategic planning efforts and informs the pursuit of supplemental funding opportunities beyond those provided by the Department for Aging and Independent Living (DAIL), enabling the AAA to better respond to identified service gaps.

IX. Goals, Objectives, Performance Measures, and Strategies

Every goal should be written utilizing the SMARTIE (Specific, Measurable, Attainable, Relevant, Time-based, Inclusive, and Equitable) objective with key performance indicators.

State Goal 1	Increase access to public transportation services for seniors aged 60+ and individuals with disabilities in rural communities.

Objective 1.1	By January 1, 2027, DAIL will establish and conduct quarterly partnership meetings with the Kentucky Transportation Cabinet Office of Transportation Delivery (KYTC OTD) to expand collaboration with the Human Services Transportation Delivery Program, ensuring the perspectives of rural seniors and individuals with disabilities are represented.

Outcome/Performance Measures

1. Strengthen collaboration between DAIL and KYTC OTD leading to expanded Human Services Transportation Delivery Program (HTTP) partnerships with four meetings per year beginning January 1, 2027.

2. Increased alignment of state-level efforts to improve transportation access for seniors and individuals with disabilities in rural communities with two new collaborative activities per year.

3. Inclusion of senior and disability advocates results in more equitable transportation planning by adding four advocates who are a senior or an individual with disabilities.

Strategies and Actions

1. Strengthen interagency coordination through structured quarterly meetings.
2. Engage state-level stakeholders to improve transportation accessibility.
3. Ensure representation from seniors and individuals with disabilities in transportation planning discussions.
4. Develop a standard meeting agenda including updates, collaboration opportunities, and transportation barriers identified by rural populations.
5. Invite representatives from DAIL, KYTC OTD, AAAIL, ADRCs, disability advocacy groups, and rural transportation providers.

Objective 1.2	By August 1, 2027, each Area Agency on Aging and Independent Living (AAAIL) will develop and distribute a county-specific transportation resource guide based on the Kentucky Transportation Cabinet's 2022–2045 Long-Range Statewide Transportation Plan, ensuring seniors and individuals with disabilities in every rural county have access to clear, accessible information about available public service transportation providers.

Outcome/Performance Measures

1. Seniors and individuals with disabilities in all rural counties have access to comprehensive, easy-to-read information about transportation options by August 1, 2027.
2. Increased awareness and utilization of available transportation services by providing county specific guides to each senior center in the region.

3. Reduced information gaps and barriers faced by rural residents who lack internet or transportation knowledge by providing each program participant access to the guide by August 1, 2027.
4. Upload digital versions to AAAIL and DAIL websites by October 1, 2027.
5. Conduct short feedback surveys to assess readability and usefulness by June 30, 2028.

Strategies and Actions

1. Create a standardized guide template (plain language, large print, and ADA-accessible digital format).
2. AAAILs collect county-specific details: provider names, service areas, eligibility rules, scheduling procedures, costs, and accessibility features which should include the caregiver can ride for free.
3. Use state transportation data to populate accurate, up-to-date provider listings.
4. Review the Kentucky 2022–2045 Long-Range Statewide Transportation Plan to identify active service providers in each county.
5. Collaborate with community partners to develop locally relevant, county-level guidance.
6. Finalize guides by May 1, 2027.
   Distribute guides to senior centers, ADRCs, libraries, senior housing complexes, and disability service organizations.

| Objective 1.3 | By January 1, 2028, DAIL, ADRC, and local Aging staff will collaborate with existing rural transportation providers identified in the Kentucky 2022–2045 Long-Range Statewide Transportation Plan to create a strategic plan that increases bus/shuttle frequency and/or introduces alternative modes of transportation (rideshare, volunteer driver programs). |

Outcome/Performance Measures

1. Increased ridership options among seniors and individuals with disabilities due to improved accessibility and service offerings will increase 10% from the baseline established in the 2022–2045 Long-Range Statewide Transportation Plan stakeholder surveys.
2. Establish at least 1 new transportation service option service in each planning service area by June 30, 2028.

Strategies and Actions

1. Identify rural transportation providers operating in the counties flagged in the 2022–2045 Statewide Plan.
2. Hold joint planning sessions to map service gaps, bus/shuttle frequency issues, and potential alternative transportation models.
3. Develop a written strategic plan that includes pilot opportunities, cost estimates, resource needs, and target populations.
4. Coordinate with volunteer driver programs, nonprofits, and rideshare companies (where feasible) to explore alternative mobility options.

| K4A Goal 2 | Launch statewide outreach awareness campaign for older adults and caregivers to expand awareness of the Aging program services and increase Aging program calls and referrals by 5% each fiscal year within the area plan (FY 27, 28, & 29) totaling 15% by the end of June 30, 2029. |

Goal 2 Objective 2.1	Create a unified statewide media packet for each district to use by December 31, 2026 for the statewide launch on January 4, 2027.
Outcome/Performance Measures	
Each ADD district will use the statewide database, Mon Ami, to track the number of calls and referrals on a monthly basis.	
Strategies and Actions	
1. Each ADD district distributes information flyers on Aging Program services from the media packet to all district senior centers, libraries, community centers, at community meetings, health departments, churches, doctor offices, and schools per quarter each fiscal year starting in January 2027. 2. Post information flyers on social media and in newspapers and radio on Aging Program services per quarter each fiscal starting in January 2027.	
Goal 2 Objective 2.2	Utilize the ADRC program to help in tracking the process on the outreach awareness campaign.
Outcome/Performance Measures	
Each District's ADRC will be able to utilize Mon Ami data to show the impact of the outreach awareness campaign during the referral process and by tracking the number of calls and referrals monthly.	
Strategies and Actions	
1.Develop and add a question to the ADRC intake referral process to capture how the public is hearing about ADD District's Aging Program by December 31, 2026. 2. Customize a data report in Mon Ami database to track this information by December 31, 2026.	
Goal 2 Objective 2.3	Each ADD District will increase their presence in the district's community by calibrating often with current and new potential community providers.
Outcome/Performance Measures	
These activities will be tracked in Mon Ami database system by a Mon Ami customized report beginning on January 4, 2027.	
Strategies and Actions	
ADRC and Aging staff will focus on increasing 5% in attendance at activities for community events with current and new potential community partners each fiscal year.	

K4A Goal 3	Increase volunteer involvement and new enrollment in each ADD district focusing on the Ombudsman, SHIP, and senior centers programs by 5% each fiscal year within the area plan (FY 27, 28, & 29) totaling 15% by the end of June 30, 2029.

Goal 3 Objective 3.1	Launch a unified strategy statewide to attract new volunteers for the Ombudsman, SHIP, and senior center programs through outreach and marketing efforts by December 31, 2026.
Outcome/Performance Measures	
These activities will be tracked by Mon Ami database system and STARS program each quarter to focus on the impact of volunteer involvement and increase in hours volunteered starting on January 4, 2027.	
Strategies and Actions	
Host a recruiting event in-person and by zoom 1x a quarter in the Ombudsman, SHIP, and/or senior center programs for each fiscal year in each ADD district starting on January 4, 2027.	

Goal 3 Objective 3.2	Utilize district senior centers, libraries, community centers, community meetings, health clinics, health departments, churches, doctor offices, and schools per quarter each fiscal year starting in January 2027 to promote to increase volunteer hours worked and track new volunteer enrollment.

Outcome/Performance Measures

These activities will be tracked by Mon Ami database system and STARS program each quarter to track the attendance/or volunteer enrollment/activities.

Strategies and Actions

Ombudsman, volunteer, center staff, or other Aging staff will schedule and conduct an education session 1x per quarter on the benefits of volunteering in communities at district senior centers, libraries, community centers, community meetings, health departments, churches, doctor offices, and schools per quarter beginning in January 2027.

Goal 3 Objective 3.3	Increase volunteer participation with current and new volunteers with appreciation and training strategies.

Outcome/Performance Measures

These activities will be tracked by Mon Ami database system and STARS program each quarter to track the number of hours of training and volunteer activities starting January 4, 2027,

Strategies and Actions

1.Feature a volunteer of each quarter in your newsletter, social media, newspaper, and/or radio to spotlight the programs, volunteer's story, what they do, and why they are valued starting January 4, 2027. 2. Invest in more training opportunities for volunteers to enhance effectiveness, efficiency, and appreciation by hosting training each quarter and yearly in service training and appreciation events for the SHIP, Ombudsman, and/or senior center program beginning in January 2027.

AAAIL Goal 4	By June 30, 2029, the Area Agency on Aging (AAA) will strengthen access to information, assistance, and coordinated community resources related to affordable and accessible housing that supports aging in place for adults age 60 and older in rural areas of the planning and service area by enhancing resource coordination, consumer navigation, outreach, and cross-sector partnerships, with intentional focus on older adults with the greatest social and economic need, including low-income individuals, people with disabilities, and those living in rural and underserved communities.

Goal 4 Objective 4.1	By June 30, 2027, the AAA will develop and maintain a centralized housing resource directory identifying at least 25 community-based housing-related programs and services that support aging in place for older rural adults.

Outcome/Performance Measures

By June 30, 2027, updated housing information will be available in the Aging resource directory located on the PADD website. Information will also be available for mailout through the ADRC as needed.

Strategies and Actions

1. Strengthen the AAA's role as a clearinghouse of housing-related information
2. Improve consistency and accuracy of housing referrals across the service area
3. Identify housing-related resources, including home modification programs, repair assistance, rental assistance, accessibility grants, utility assistance, and supportive housing options.

Goal 4 Objective 4.2	By December 31, 2027, the AAA will ensure 100% of Aging and Disability Resource Center staff are trained to identify housing-related needs and provide person-centered referrals, resulting in at least 150 rural older adults receiving housing-related information or referrals annually.

Outcome/Performance Measures

AAA staff have partnered with district-wide community agencies to gain training regarding housing resources and referral processes. ADRC staff will also track housing information/referrals provided annually.

Strategies and Actions

1. Build staff capacity to address housing as a key determinant of health and independence.

2. Provide staff with training on affordable and accessible housing resources, eligibility requirements, and referral pathways.

3. Track housing-related inquiries, referrals, and follow-up outcomes using existing data systems.

Goal 4 Objective 4.3	By December 31, 2027, the AAA will establish or strengthen referral relationships with at least 8 housing and community partners to improve coordination and access for rural older adults.

Outcome/Performance Measures

1. Contact has been made with senior housing and community partners in each of the 8 Purchase Counties.

2. Staff have been educated on existing referral procedures.

Strategies and Actions

1. Identify key housing and community partners serving older rural adults.

2. Participate in one annual cross-sector meeting to identify gaps, barriers, and opportunities for collaboration.

3. Promote partner services through AAA outreach materials and communication channels.

AAAIL Goal 5	By June 30, 2029, the Area Agency on Aging (AAA) will increase equitable access to clear, accurate, and accessible information about available services and activities for older adults by ensuring that at least 50% of older adults served, including individuals with disabilities, limited English proficiency, rural residents, and other underserved populations, can easily obtain and understand information through multiple accessible and culturally responsive communication channels.

Goal 5 Objective 5.1	By June 30, 2027, the AAA will develop and maintain standardized, plain-language, and accessible information materials describing available services and activities, available in at least five formats (print, large print, web-based,

	multilingual, and verbal/phone-based), to ensure equitable access for diverse older adult populations.

Outcome/Performance Measures

1. Number of materials developed and updated

2. Annual review and update completed.

Strategies and Actions

1. Update AAA services and activities guide using plain language

2. Review and update materials annually for accuracy and relevance.

Goal 5 Objective 5.2	By June 30, 2029, the AAA will expand the reach and distribution of information by utilizing multiple community-based and digital channels and conducting at least 24 outreach and education activities, with intentional focus on underserved communities.

Outcome/Performance Measures

1. Number of outreach events conducted.

2. Number of community partners engaged.

3. Geographic and demographic reach of outreach activities.

Strategies and Actions

1. Distribute materials through senior centers, libraries, healthcare providers, faith-based organizations, and community partners.

2. Maintain and enhance the AAA website and social media platforms.

3. Attend outreach events in rural, low-income, and socially isolated communities.

Goal 5 Objective 5.3	By June 30, 2029, the AAA will enhance its information and assistance system across phone, in-person, and online platforms and implement annual client feedback mechanisms, with at least 50% of older adults served reporting they can easily obtain and understand service information

Outcome/Performance Measures

1. Increase in information requests and referrals compared to baseline.

2. Percentage of clients reporting ease of access and understanding.

3. Number of staff trained annually.

4. Documented system improvements based on feedback.

Strategies and Actions

1. Strengthen the Information and Assistance (I&A) system by updating processes as needed.

2. Implement continuous quality improvement through data and feedback.

3. Provide annual staff training on accessibility, equity, and culturally responsive service delivery.

4. Conduct annual client satisfaction surveys.

5. Make documented improvements based on findings.

X.   Verification of Intent

The Verification of Intent acknowledges and dates that the authoritative parties have all reviewed and approve the AAAIL Area Plan for State Fiscal Years 2027-2029.

The Area Agency on Aging is hereby submitted for the Purchase Area Development District. That includes the following counties, Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, and McCracken for the period FY 2027-2029. It includes all assurances and plans to be followed by the Purchase Area Development District under provisions of the Older Americans Act, as amended during the period identified. The Area Agency on Aging identified will assume the full authority to develop and administer the Area Plan on Aging in accordance with all requirements of the OAA and related State policy. In accepting this authority, the Area Agency on Aging and Independent Living assumes major responsibility to develop and administer the Area Plan for the comprehensive and coordinated system of services and to serve as the advocate and focal point for older adults in the service area.

The Area Plan of Aging has been developed in accordance with all rules and regulations specified under the OAA and is hereby submitted to the State Unit on Aging (DAIL) for approval.

_____   _____
Jeremy Buchanan   Date
ADD Executive Director

_____   _____
Cissy Fox   Date
AAAIL Director

_____   _____
Advisory Council Chairperson Name   Date
Area Agency Advisory Council Chairperson

_____   _____
Todd Cooper   Date
ADD Board Chairperson

Attachment A

Contracts with Outside Organizations

List of all contracts with other organizations.

Important Note: All contractual relationships with an organization requires DAIL prior approval not less than thirty (30) days prior to signing of contract by the area agency and service provider.

Contract Organizations					
Name	Services provided (list all)	Units of services provided	Cost/Unit of Service	For profit	Non-Profit
Ballard Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion,		See attachment	☐	☒
Calloway Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion, Evidence-based health promotion		See attachment	☐	☒
Carlisle Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion, Evidence-based health promotion		See attachment	☐	☒
Fulton Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion		See attachment	☐	☒
Graves Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion, Evidence-based health promotion		See attachment	☐	☒
Hickman Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion,			☐	☒
McCracken Co. Senior Center	Congregate, Home Delivered Meals, Health Promotion			☐	☒
Mom's Meals	Home Delivered meals			☒	☐
Kentucky Legal Aid	Title III Legal Services			☐	☒
West Ky Allied Services	Title V SCSEP			☐	☒
Graves Co. Health Department	Evidence-based Health Promotion			☐	☒
				☐	☐
				☐	☐

Purchase Area Department for Aging and Independent Living-Area Plan_2027-2029