

Rocky's Agency on Aging

Area Plan on Aging



October 1, 2023 – September 30, 2027

TABLE OF CONTENTS

Plan Period – October 1, 2023 – September 30, 2027

Executive Summary	3
Context	4
Needs Assessment	5
Impact of Changing Demographics	7
Impact of COVID-19	8
Title III/VI Coordination	10
Quality Management	11
Goals, Objectives, Strategies and Outcomes	12
Goal 1 — OAA Core Programs.....	12
Goal 2— COVID - 19.....	17
Goal 3— Equity, Targeting and Outreach to Vulnerable Populations.....	19
Goal 4: AAA Specific Goals.....	21
Public Input/Focus Groups.....	23
Other Required Information.....	24
Area Plan Service Waiting List.....	25
Map of PSA	26
Advisory Council	27
Direct Services Provided by Area Agencies	30
Assurances and Information Requirements for the Area Plan on Aging	31
Statement of Intent, Signature Page - AAA Authorization to Submit the Area Plan and Assurances.....	41
Final Update on Area Agency on Aging Implementation from the 2020 – 2023 Area Plan	42
Organization Chart.....	45
Community Focal Points and Senior Centers.....	46
Emergency Plan or Plans for Development.....	52

Executive Summary

Rocky's Agency on Aging is a program of the Rocky Mountain Development Council, Inc. (Rocky) is a 501 (c) (3) Non-profit organization headquartered in Helena, Montana. Rocky Aging builds choice, dignity, and engagement of older adults in partnership with the communities of our six-county area of service. Area IV, the geographic area served by Rocky Aging, consists of Broadwater, Gallatin, Jefferson, Lewis and Clark, Meagher, and Park counties, all of which boast of stunning mountains and valleys as well as frontier, rural, and modest urban populations.

At the same time, each community located in Area IV experienced significant population growth in the last 12 years, some exploding at jaw-dropping rates. For example, Gallatin County grew nearly 45% between 2010 and 2020, and Broadwater County proved to be the second fastest growing county in Montana in 2021 with a growth rate of 6.5%. This occurred in the heat of the pandemic when most American communities either stayed the same or decreased in size in 2021.

Yet another feature of life in Area IV is the increasing number of citizens' age 60 years and older. For example, 37% of Meagher County residents are 60 and older. Montana attracts people to move to our state, and many new Montanans are older individuals. It is common for out-of-state workers to retire in Montana and for grandparents to re-locate to Montana to be closer to family members. Consequently, Montana has the sixth oldest population in the country, the oldest west of the Mississippi river. These dynamics indicate just how vital Rocky Aging should be in the lives of those we serve.

It seems the level of difficulty in serving older adults and people with disabilities may be the worst we have known in decades. In order to avoid accidental disclosure of personal details, we cannot provide specifics about individual cases. They range from older individuals with mental health illnesses to older individuals living in poverty and service deserts to older individuals on fixed incomes encountering rapidly rising housing, food, and other costs. Our safety nets are not up to the task. Some Montanans believe government should not serve as a safety net. Yet, there is often no alternative. Unnecessary death is an unavoidable consequence, but more commonly than encountering death outcomes, older adults and people with disabilities without resources face prejudices and behaviors that rob them of their self-determination and quality of life.

Context

Area IV includes six Montana counties: Broadwater, Gallatin, Jefferson, Lewis and Clark, Meagher, and Park. The two largest communities are Bozeman and Helena. Helena is the state capital, and Bozeman-Belgrade, one of the fastest growing communities in the nation, is now Montana's third largest urban area. Most Area IV communities have few services and may be considered rural and frontier. Area IV includes beautiful mountains and valley topography. There are no American Indian reservations in Area IV, but Helena has an Urban Indian Center. The bulk of Area IV residents are white.

Area IV has many long-term facilities in each county. Recently, three Area IV skilled nursing homes closed permanently. There are four hospitals. Public transportation exists in Bozeman, Helena, and Livingston. No inter-city public transportation connects the Area IV counties, and the roads are secondary in nature with the exception of the I-15 corridor that connects Lewis and Clark with Jefferson County, and I-90 that connects Jefferson, Gallatin, and Park counties. Bozeman is recognized as a Livable Community by AARP, and Helena is working on the same. Rocky Aging is a program within Rocky Mountain Development Council Inc., a Human Resource Development Council (HRDC).

Another HRDC, HRDC IX in Bozeman, serves part of Area IV. Both Rocky and HRDC IX have substantial service systems for Area IV, including the AmeriCorps programs of RSVP, Senior Companions, and Foster Grandparents. HRDC IX includes services for older adults that mirror the services AAAs provide. Area IV has 14 senior centers, all of which offer meal programs and other senior services. Four of these senior Centers are focal points. Rocky Aging operates two offices, the headquarters of which is in Helena. We also have a Bozeman office, currently occupied by our Local LTC Ombudsman.

Needs Assessment

Rocky's Agency on Aging's top three needs continue to be Housing, Home Health, and Transportation. Additional needs require attention as well. These include Caregiver Support, Mental Health, Information and Referral, and Employment.

Rocky Aging reached these conclusions about the needs of older adults and people with disabilities living in our six county area of service based on our analysis of the POLKO statewide needs survey, our focus groups, currently available data and other evidence, and from the input of Rocky Aging employees, contractors, and volunteers. Copies of the survey results, focus group notes, and other relevant evidence are attached.

Housing presents challenges for all of Montana. For older adults, housing problems are particularly difficult to solve. Older adults want to age in place in their own homes and communities, yet they face particular problems of affordability and accessibility. Routine home maintenance and repairs are critical. For example, finding and paying for an annual chimney sweep is a maintenance chore that cannot be compromised for those who heat their homes with wood stoves.

In addition, age often brings disabilities. Older adults experiencing mobility, vision, and hearing loss require home modifications to assure accessibility. Housing in the Bozeman area is so costly and scarce that local authorities estimate the average price of a single-family residence averages \$900,000. Housing units serving primarily older adults are full, and renting in such a place requires long waits. The same goes for low-income housing.

Home Health today rises as more of a compelling issue than it has been in recent decades.

Montana nursing homes are closing at alarming rates. Three nursing homes closed in Area IV over the past few months. Families with members who require nursing home care encounter reduced options for long-term care. Often, it is a matter of either placing family members in nursing homes hundreds of miles away, or care for older adults in one's home. Of course, many older adults have no family members. Couple these factors with a workforce shortage of qualified caregivers and skilled nursing services, and home health becomes a very tough nut to crack.

Transportation opportunities vary from community to community within Area IV, and none of Area IV's options are perfect. Public transportation in Bozeman, Helena, and Livingston function fairly well, although they provide limited schedules and service areas. The Bozeman service also covers Belgrade, Manhattan, and Three Forks. Inter-city public transportation is very poor in Montana. One bus company covers service on I-15 and another on I-90. These companies intersect in Butte, but the schedule is such that it requires long layovers and late-night service. Montana is much bigger than its I-15 and I-90 corridors, and this means many Montanans have no inter-city access whatsoever.

Some older adults living in or around small Area IV towns rely entirely on driving themselves or finding others to drive them. Basic services such as grocery, hardware, and medical services force people to travel scores of miles merely to access these essential services.

Caregiver Support becomes more relevant today because of the rapidly changing circumstances around long-term care. Caregiver Support always has been an important part of aging and disability. However, society is learning more about the details. For example, many caregivers in the home are spouses or other relatives of the people for whom they care. Such individuals do not identify as caregivers. Instead, they see themselves as a husband or wife, and they do not seek supports readily. Rocky Aging struggles to find home caregivers to serve. When we find them, we do not always have the tools to serve them well.

More and more older adults and others face mental health issues. Perhaps one of the worst outcomes of COVID-19 is the social isolation of vulnerable people. Even though people are able to enjoy congregate meals and socialize in person again, mental health issues persist. In addition, many surveyed disclosed

memory and cognitive issues. In the same way we address vision or hearing loss, Rocky Aging needs to step up its support of older adults with dementia.

Information and Referral emerged as a growing concern of older adults and people with disabilities as evidenced in the survey and focus groups. Many believe they do not have enough information to make informed decisions. In this day of readily available media, it seems strange that individuals say they do not get enough information about information on aging services. Deeper consideration reveals that while we all enjoy lots of access to information, the more pressing issue may be whether we are accessing accurate and relevant information. People want the right information at the right time and place.

Employment for older adults is a growing concern because more and more older adults seek work. Money certainly drives part of this, but so does relevancy and engagement.

Needs assessments should identify potential partners. Some of the partners of Rocky Aging in Area IV include our contractors and volunteers. Also included are other human services agencies such as Ability Montana, Disability Rights Montana, AARP, county health departments, city and county commissioners, consumer advocacy groups, and more.

Impact of Changing Demographics

Population Type by Area IV	Total # in Area	% of Area Population
Total Area Population	227,910	100%
Total Area Population 60+	55,465	23.69
African-American 60+	111	0.20
American Indian 60+	564	1.02
Asian 60+	319	0.58
Pac Islander 60+	24	0.04
Two Or More Races 60+	562	1.01
Hispanic/ Latino 60+	863	1.56
Poverty (low-income) 60+	3,933	1.87
Poverty (low-income) Minority 60+	114	0.05
Limited English proficiency 65+	60	0.03
Individuals Living Alone 65+	8,918	4.25
Grandparents Raising Grandchildren/Kinship Caregivers 60+	424	0.20
Individuals with Disabilities 65+	10,033	4.67
Veterans 65+	7,306	4.24

Impact of COVID-19

COVID-19 changed Rocky's Agency on Aging in profound ways. Before the pandemic, we served older adults and people with disabilities in one way. Once the pandemic commenced and from the very first days of sheltering-in-place, our services would never be quite the same. Even now, our future is uncertain. Each new day, we discover and deal with unexpected impact of COVID-19.

From the beginning, authorities said that older adults were the group most vulnerable to the virus and its consequences. Society closed congregate meals and group activities to slow the contamination. We failed to consider fully the consequences of social isolation. Even today, we struggle to find the right balance of health protections and inclusion.

Rocky Aging started new services designed to sustain supports in the new world resulting from the pandemic. These included online services. We began PopKnowledge!, an online lecture series that brought local experts to share their knowledge with participants. One example was a talk from a historian from the Montana Historical Society regarding the World War II training of war dogs at Camp Remini just outside Helena. We also began an online support group called Morning Chat. We knew many older adults are unfamiliar with online technology, so we purchased iPads equipped with built-in Internet services to loan to individuals. We encouraged older adults to use the iPads for personal communications with family and friends in addition to accessing online support services. Besides the technology-based remedies to social isolation, Rocky Aging additionally provided telephone reassurance calls and grocery/pharmacy delivery services. "We also purchased and distributed Joy for All Companion Pets" and "BrainPath Disks" to ease social isolation. All the while, we encouraged engagement of older adults and people with disabilities to the maximum extent feasible given the obvious pressing health concerns.

While our offices were closed to the public, Rocky Aging staff continued to deliver services over the phone or video conferencing. While congregate meals were closed, we worked with our meal programs to provide home-delivered meals. The meal programs adopted new ways of feeding older adults with innovations such as frozen and shelf-stable meals, adding volunteer staff to deliver meals, remodeling meal program kitchens and dining rooms to be COVID-safe, etc.

When COVID vaccinations became available, Rocky Aging filled a void in connecting older adults and people with disabilities to vaccination programs. Most counties used online technology for vaccination registration, and some older adults and people with disabilities would have been excluded from the tech-based registration due to disability accessibility and technology literacy issues. In Lewis and Clark and Gallatin counties, Rocky Aging and our I&A/SHIP contractor in Bozeman assisted individuals to register for the vaccinations. A few months after the vaccination frenzy subsided, Rocky Aging stepped away from its direct services and guided counties on how to be inclusive of older adults and people with disabilities.

In addition to this hands-on support, Rocky Aging joined with our partners in encouraging vaccinations via the VAC5 funding provided by the Administration on Community Living and the Center for Disease Control. Today, we continue supporting such efforts.

During one of our focus groups, participants from the Lincoln meals program expressed anger over not having salt and pepper shakers on their dining tables. To reduce chances of contamination, Rocky meal program leaders replaced the shakers with individual paper packets. While it may seem amusing that salt and pepper shakers produced such anger, the anger was more about self-determination, specifically not being able to make choices for oneself. This anger mirrored the political and social polarization that goes with how we responded to the pandemic as a society. A Republican red wave swept Montana public offices in 2020, and the new leadership flipped the emphasis on health to individual freedoms. Participants in Rocky Aging programs were part of such rapid changes. One cannot speak of the impact of COVID without acknowledging the continuing deep polarization of citizens.

Another massive impact of COVID-19 is its negative effect on many factors such as the workforce and housing. Years prior to the pandemic, the Montana Department of Labor and Industry predicted a labor shortage. The cause, they said, could be attributed to Montana's demographic dynamics in which more and more Montanans are aging. The pandemic sped up the workforce problems exponentially. Almost all of today's services are negatively impacted by the lack of workers. Long term care facilities and Area Agencies on Aging, like any Montana employer, cannot find and retain their workforce. Consequently, labor costs rise, and inflation erodes our ability to provide services at our pre-pandemic levels. How such factors will play out remains to be seen.

The federal and state governments stepped up funding during the pandemic for services to older adults and people with disabilities. It was more than helpful to enjoy better resources to deal with all the new consequences of the pandemic. However, those resources are sun setting, and costs seem to keep climbing. We pay more today than we did before COVID-19. If additional resources are not forthcoming, then Rocky Aging will be forced to reduce services. We have to live within the resources we have, and our resources without the benefit of the COVID supplements, are inadequate to meet today and tomorrow's demands.

Title III/VI Coordination

Although Area IV includes no Indian reservations, Helena has an Urban Indian Center. Rocky Aging will collaborate with the Helena Indian Alliance to assure equal access to Older Americans Act services by Urban Indigenous Americans. As measured by the establishment of a memorandum of understanding between the Helena Indian Alliance and Rocky's Agency on Aging.

Quality Management

A. Outreach

Rocky's Agency on Aging faces significant barriers in our efforts to provide outreach to Area IV older adults and people with disabilities. We live in a world in which information comes to us via highly technical means. Due in part to technology illiteracy and access issues, many older adults find themselves isolated. Low-income older adults living in rural communities are particularly left out of the loop. To conduct outreach successfully, Rocky Aging must find new ways to reach out to older adults.

We plan to continue our tried and true methods such as senior center visits, newsletter contributions, newspaper and magazine advertising, etc. We would like to gather email addresses from clients, though this proves to be a difficult task in that many do not subscribe to e-mail. In addition, asking for too much information from clients sometimes causes pushback. Rocky Aging may have to hire a consultant who could advise us on outreach improvements.

B. Monitoring/Assessments

Rocky Aging sets expectations for our 15 contractors in the contract. We require each contractor to report their success in fulfilling those contracts. Each year, Rocky Aging selects a few contractors for site visits by the Rocky Aging Program Director and Program Manager. Due to the pandemic, in-person visits were suspended. We hope to renew them this year.

C. Local Initiatives

Rocky Aging participates in Helena's Aging Well group. Aging Well is part of the AARP Livable Community to make Helena age friendly. Additionally, Rocky Aging participates with the AmeriCorps programs.

Goals, Objectives, Strategies and Outcomes

Goal 1 — OAA Core Programs

- Goal 1 a. – Supportive Services
- Goal 1 b. – Nutrition
- Goal 1 c. – Health Promotion Disease Prevention
- Goal 1 d. – Caregiver Programs
- Goal 1 e. – Title III/VI Coordination
- Goal 1 f. – Title VII – Elder Rights

Agency programs and services that address goal 1

Rocky's Agency on Aging employees, volunteers, and contractors provide a diverse set of core programs for Area IV residents 60 years of age and older. As an Aging and Disability Resource Center, Rocky Aging includes adults with disabilities for Information and Assistance and Medicare Counseling as well. Everything we do arises from national and state public policies authorized in the Older Americans Act. Rocky Aging's success turns on our ability to collaborate with partners. These partners include the senior centers, consumer groups, local governments, etc.

Our 2027 Strategic Plan presumes shrinking resources and increasing need for our programs. Starting in State Fiscal Year 2025, we will no longer have any COVID relief funds, and we will return to reliance on pre-pandemic levels of funding. During the pandemic, costs soared, and the numbers of people seeking our services grew not just in numbers, but also in complexity. Therefore, our 2023-2027 Area Plan anticipates a fiscal cliff. Unfortunately, it is not solely a money problem. Finding and retaining the workforce that supports older adults and people with disabilities is also extraordinarily difficult. Our plan endeavors to sustain programs while using our resources in slightly different ways. For example, family caregiving emerges as a growing need in Area IV. So far, Area IV lost three skilled nursing homes, which means families do not have as many choices as they once had in elder care. Housing and transportation are greater obstacles than they ever have been in modern history. These barriers limit what older Area IV residents can do. This is why our plan adjusts our goals. Essentially, we are trying to do more with less, yet our goals comprise sober approaches to alarming challenges.

Strategies to Address Services Available Service Gaps

Please see Attachment A – Analysis of Current Available Services by Area and Providers

Caregiver Counseling/ Caregiver Self Direction Services

Strategies to address service gap.

Provide software that assesses, and guides caregivers as measured by the numbers of individuals accessing the service. TCARE® (Tailored Caregiver Assessment and Referral). is an evidence-based program that uses intelligent, predictive technology to precisely target and map interventions, reducing family caregivers' burden and stress levels. Care professionals use TCARE's web-based system to assess a family caregiver's social determinants of health, identify specific risk factors related to stress and depression, and create individualized, tailored care plans. By surfacing the right interventions, at the right time, TCARE® helps every family caregiver better navigate their caregiving journey. TCARE® leverages machine learning and Artificial Intelligence technology to (1) assess the unpaid family caregiver, (2) determine risk/stress points, and (3) link to local community resources.

Goal: 1 a. Supportive Services	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Empower older adults, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options. As measured by the numbers of clients served.	a.	Maintain I&A, SHIP, Homemaker, Transportation, and other supportive services throughout Area IV	Rocky Aging Director and Resource Specialists	10/2023	09/2027	
	b.	Balance individual services with systems change advocacy to yield better options for older adults and people with disabilities.	Rocky Aging Director and Resource Specialists	10/2023	9/2027	
	c.	Enable seniors to remain in their homes and communities through flexible service models and consumer-directed approaches.	Rocky Aging Director and Resource Specialists	10/2023	9/2027	
Goal: 1 b. Nutrition	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Assure financial stability for Area IV meal programs. As measured by continuation of nutrition services.	a.	Hold quarterly Meal Program Director meetings.	Rocky Aging Director and Program Manager	10/2023	9/2027	
	b.	Increase the number of participants in Congregate and Home Delivered Meals.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	

Goal: 1 c. Health Promotion Disease Prevention	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Empower older adults to stay active and healthy through Older Americans Act services. As measured by the number of clients served and programs offered.	a.	Increase the use of Evidence-Based Health Promotion and Disease Prevention Programs for older people at the community level.	Rocky Aging Director, Outreach Coordinator, and Evidence Based Instructors	10/2023	9/2027	
	b.	Educate the public through Rocky's website, Senior Publications, and social media.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	

Goal: 1 d. Caregiver Programs	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Diversify and grow caregiver supports. As measured by the number of caregivers served.	a.	Provide a certified staff member for TCare to provide supports for caregivers and reduce burnout.	Rocky Aging Director and Caregiver Coordinator	10/2023	9/2027	
	b.	Identify and develop additional caregiver supports such as support groups and networking with other providers.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	
Goal: 1 e. Title III/VI Coordination Working with American Indian Elders on and off Reservation	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Collaborate with the Helena Indian Alliance to assure equal access to Older Americans Act services by Urban Indigenous Americans. As measured by the establishment of a memorandum of	a.	Include a clause in the MOU for cross training of the programs we both provide.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	
	b.	Through the development of the MOU and cross training learn about cultural considerations and	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	

understanding between the Helena Indian Alliance and Rocky's Agency on Aging.		incorporate them into policy.				
Goal: 1 f. Title VII Elder Rights	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
Measurable Objective and Anticipated Outcome: Ensure the rights of older people and prevent their abuse, neglect and exploitation. As measured by program data.				Start Date	End Date	
	a.	Provide at a minimum annual training for staff and contractors.	Rocky Aging Ombudsman staff	10/2023	9/2027	

Goal 2— COVID - 19

Agency programs and services that address goal 2.

Rocky's Agency on Aging continues some of the new services we created to respond to COVID-19. These include:

- Morning Chat: This online support group meets twice per week over Zoom video conferencing. It primarily serves homebound older adults. Participant numbers proved small, but Rocky Aging continues the service because there is no known alternative for this particular group of older adults. We are installing a volunteer facilitator, and employees will stop participating directly in Morning Chat and instead focus on guiding the service. Additionally, we want to offer Morning Chat Area IV-wide with outreach to potential participants in all six of our counties.
- iPad Loans: Rocky Aging continues to loan iPads to older adults to offset social isolation resulting from COVID-19. As long as COVID funds remain available, we will loan iPads. The service is very popular and the more we can connect older adults with online services as well as their families and friends, the better.

Rocky Aging continues new ways of recruiting and retaining employees. Montana's workforce shortage presents daunting challenges, but we are doing our best to increase wages, to try innovative recruitment efforts, and to keep our employees.

Rocky Aging sustains its efforts to encourage COVID vaccinations for older adults and people with disabilities. Barriers to vaccinations persist due to transportation, disability accessibility, and technology literacy. Rocky Aging's role is to support the efforts of our county health departments and others.

Goal: COVID-19 Implement safety precautions	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Monitor the consequences of the pandemic and adapt services accordingly. As measured by reasonable and necessary changes to meet the challenges of the pandemic.	a.	Assess and adjust services to balance access and safety on an ongoing basis.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	

Goal 3— Equity, Targeting and Outreach to Vulnerable Populations

Agency programs and services that address goal 3.

Rocky's Agency on Aging highlights serving those family members who respond to the crisis of nursing home closures by choosing to care for older adults in family homes. In other words, we plan to step up our support of caregivers, because the lack of nursing home options will increase the need for home-based caregivers.

People living in rural areas present challenges that those living in our larger communities may not face. However, it would be terribly misguided to presume Area IV urban residents receive all they should. Truth is, urban residents deal with serious challenges, too. Nonetheless, Rocky Aging attempts to do more for rural than urban residents because rural residents simply do not have the community infrastructure that urban dwellers enjoy.

Rocky Aging strives to provide equitable services throughout the six counties of Area IV. This requires active attention to avoiding becoming too Helena-centric. In half of our counties, those anchored by Helena, employees provide the majority of services. In those anchored by Bozeman, contractors do most of the work.

It takes determination to assure that employees and contractors provide equitable levels of service. At the same time, we distribute our resources fairly. Of particular note for equity concerns are evidence-based instruction and caregiver supports. Ultimately, Rocky Aging manages these concerns well, and we believe older adults and people with disabilities receive equitable services throughout Area IV.

Goal: Ensure equity in services across the PSA.	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Assure inclusion and equity of older adults living in Area IV, not isolation. As measured by elimination of barriers to participation.	a.	Identify barriers to the participation of low income and other vulnerable groups residing in Area IV and to eliminate those barriers through the work of staff members.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	

Goal 4: AAA Specific Goals

Agency programs and services that address these goals.

Evidence from our statewide survey, focus groups, and other analysis compel Rocky's Agency on Aging to tackle two primary issues. The first is housing, specifically assisting older adults to age in their own homes and communities. We find that Area IV residents need assistance with home maintenance and repairs. Therefore, we plan to set aside a fund to be authorized by our Resource Specialists in compliance with the Older Americans Act that will pay for part of the costs for home maintenance and repairs. Second, older adults and people with disabilities told Rocky Aging that they do not get enough information about aging. To address this, Rocky Aging plans to work with Area IV meal programs and senior centers to publish a quarterly newsletter with both local information and Area IV-wide information combined.

Strategies to Address Service Gaps

Home Chore Services/ Home Repair and Renovation

Strategies to address service gap.

Establish a fund to be used for provision of the service.

Goal: Develop new service options	Key Tasks		Lead Position and Entity	Timeframe for 2023-2027 (mm/yyyy)		Accomplishment or Update
				Start Date	End Date	
Measurable Objective and Anticipated Outcome: Develop new service options in response to dynamic local changes. As measured by the number of clients served.	a.	Establish home maintenance/repair and vehicle repair funds to attract and sustain services for older adults living independently in Area IV.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	
	b.	Implement home maintenance/repair program to help older adults remain in their homes.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	
	c.	Publish a quarterly newsletter distributing information on aging with our Area IV partners.	Rocky Aging Director and all Rocky Aging Staff	10/2023	9/2027	

Public Input/Focus Groups

Rocky's Agency on Aging held focus groups in multiple communities throughout Area IV.

We administered the focus groups within two-time frames and with slightly separate methods.

For all, we advertised in local newspapers and at senior centers. Additionally, we personally invited many individuals such as local government leaders, fellow service providers, and members of the Area IV Governing Board and Advisory Council.

For Broadwater, Jefferson, and Lewis and Clark counties, Rocky Aging joined with our parent organization, Rocky Mountain Development Council Inc., to conduct focus groups in Augusta, Boulder, Helena, Lincoln, Townsend, and Whitehall. All of these were held between September and November 2021, taking place in the evening.

Rocky provided pizza and soft drinks. Attendance varied from one to about 30 people. Most participants were older adults. We held these focus groups at the senior centers located in these communities.

Rocky Aging's parent agency was carrying out its needs assessment for the Community Services Block Grant that funds Human Resource District Councils. As not to wear out our welcome and to take advantage of economies of scale, Rocky Aging joined our parent organizations' needs assessment.

The second set of focus groups occurred in Gallatin, Meagher, and Park counties in the communities of Belgrade, Bozeman, Livingston, and White Sulphur Springs. Attendance varied from one to 25 participants. The second set of focus groups happened in August and September of 2022, and they occurred in late morning or early afternoon following mealtimes at the senior centers located in these communities.

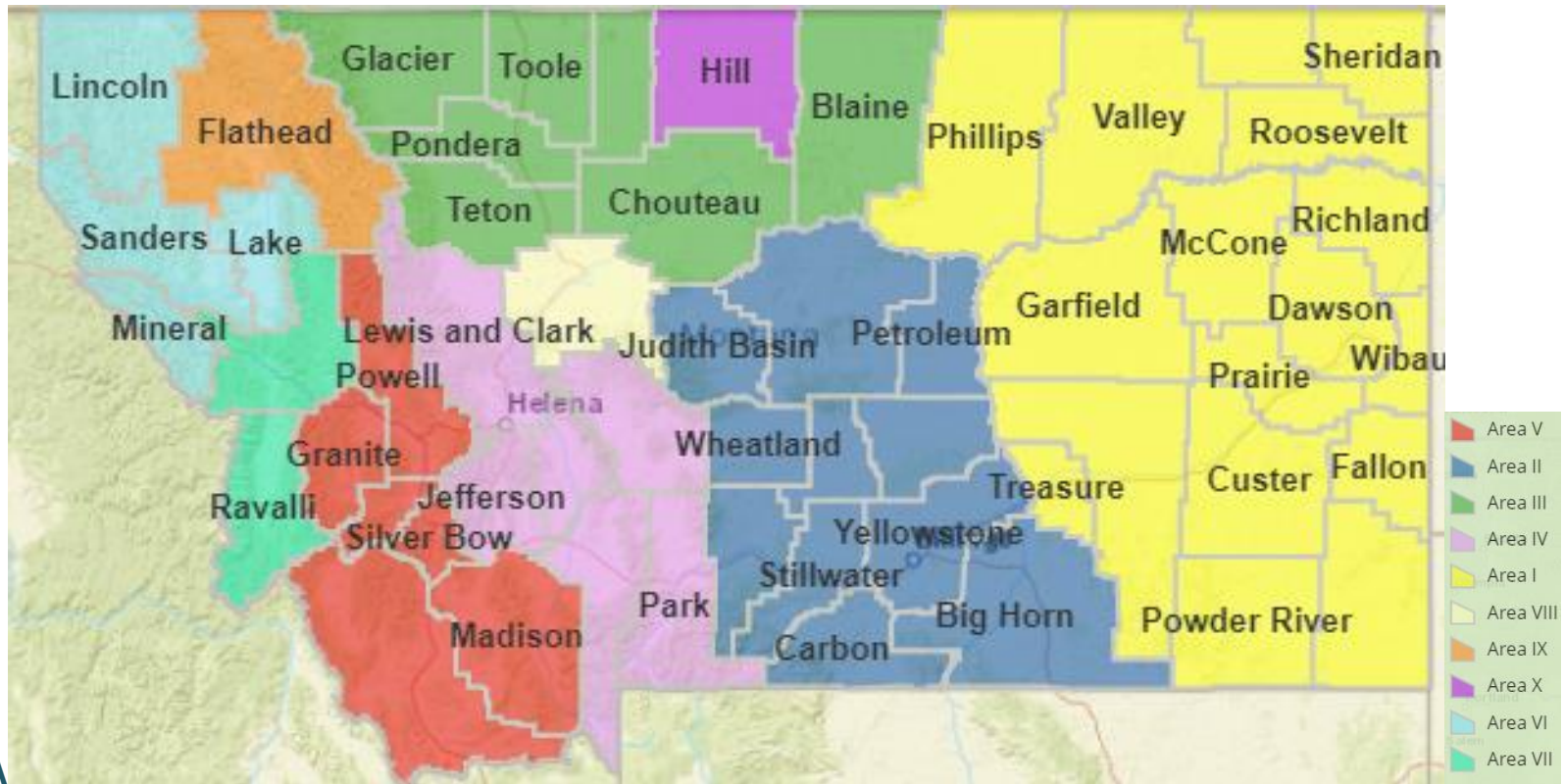
For both sets of focus groups, we asked a series of prompts to which focus group attendees responded with comments. The joint Rocky Aging and Rocky Mountain Development Council Inc., focus groups were based on a SWOT model in which we gathered strengths, weaknesses, opportunities, and threats. For the second set, we simply asked people to respond to prompts. Prompts included core Older American Act services along with basics such as housing, transportation, home health, mental health, etc. We specifically addressed COVID-19 in all sessions. Notes taken during all focus groups are included in this Area Plan.

Other Required Information

1. Area Plan Service Waiting List
2. Map of PSA
3. Advisory Council
4. Direct Services Provided by Area Agencies
5. Assurances and Information Requirements
6. Statement of Intent, Signature Page – Authorization to submit the Area Plan and Assurances
7. Final Update on Area Agency on Aging Implementation from the 2020 – 2023 Area Plan
8. Organization Chart
9. Community Focal Points and Senior Centers
10. Emergency Plan or Plan for Development

Area Plan Service Waiting List

Agency does not have a waiting list for any services.



Map of PSA

Advisory Council

Older Americans Act Section 306(a)(6)(D). Each area agency on aging shall establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this chapter, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan.

The Aging Services Bureau understands that Area Agency Advisory Councils have been in existence and were created under simpler guidance. The ASB/SUA is asking that when it is time to recruit new members, the Area Agency do its due diligence in recruiting members that fit the outlined criteria mentioned in 45 CFR 1321.57(b).

Older Americans Act 45 Code of Regulations, Subpart C, Sec. 1321.57(b) Composition of Council. The council shall include individuals and representatives of community organizations who will help to enhance the leadership role of the area agency in developing community-based systems of services. The advisory council should be made up of:

1. More than 50 percent older persons, including minority individuals who are participants or who are eligible to participate in programs under this part;
2. Representatives of older persons;
3. Representatives of health care provider organizations, including providers of veterans' health care (if appropriate);
4. Representatives of supportive services provider organizations;
5. Persons with leadership experience in the private and voluntary sectors;
6. Local elected officials;
7. The general public; and
8. Representation from the Tribes/Urban Indians.

Area Agency Advisory Council Membership for: [Name of AAA].

List all persons presently serving as members of your Area Agency Advisory Council.

Name	Organization Affiliation
Vic Sample	Broadwater County representative
Faye Christensen	Gallatin County representative
Dale Taliaferro	Lewis and Clark County representative
Deb Giffin	Meagher County representative
vacant	Park County representative
vacant	Jefferson County representative
Carol McMaster	Native American representative
Christie Parker	VA Representative
vacant	Health Care Representative
Commissioner Debi Randolph	Broadwater County representative
Commissioner Zach Brown	Gallatin County representative
Commissioner Tom Rolfe	Lewis and Clark County representative
Commissioner Bob Mullen	Jefferson County representative
Commissioner Mike Story	Park County representative
Gordon Doig	Meagher County representative for the commissioners
Vicki Blakeman	Nutrition Site Representative

Please indicate on the table below how many members meet the criteria outlined in 45 CFR1321.57(b) Composition of Council

More than 50 percent older persons, including minority individuals who are participants or who are eligible to	Representatives of older persons	Representatives of health care provider organizations, including providers of veterans' health care (if appropriate)	Representatives of supportive services provider organizations	Persons with leadership experience in the private and voluntary sectors	Local elected officials	The general public	Representation from the Tribes/Urban Indians

participate in OAA programs							
11	8	2	1	0	5	9	1

Direct Services Provided by Area Agencies

Section 307(a)(8)(A) states that the plan shall provide that no supportive services, nutrition services, or in-home services will be directly provided by the State agency or an area agency on aging in the State, unless, in the judgment of the State agency—

- (i) provision of such services by the State agency or the area agency on aging is necessary to assure an adequate supply of such services;
- (ii) such services are directly related to such State agency's or area agency on aging's administrative functions; or
- (iii) such services can be provided more economically, and with comparable quality, by such State agency or area agency on aging.

In the space below:

- Please provide the justification including data and documentation to support the reason the AAA is providing direct services instead of contracting with a community-based partner.
- Please also describe how providing direct services does not diminish services already being provided in the community.
- Please also attach documents describing the direct service that are provided including organizational structure and methods of program services delivery.

Area IV, Rocky's Agency on Aging does not provide any direct services.

We directly administer the services listed below.

1.
2.
3.
4.
5.

Assurances and Information Requirements for the Area Plan on Aging

42 U.S.C.A. § 3026

§ 3026. Area plans

Effective: March 25, 2020

(a) Preparation and development by area agency on aging; requirements

Each area agency on aging designated under [section 3025\(a\)\(2\)\(A\)](#) of this title shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with [section 3027\(a\)\(1\)](#) of this title. Each such plan shall--

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual to older individual work), within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community), evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

Response Required:

(2) provide assurances that an adequate proportion, as required under [section 3027\(a\)\(2\)](#) of this title, of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services--

(A) services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information, and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);

(B) in-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction¹; and

(C) legal assistance;

and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

The SUA requires each area agency on aging to expend a minimum percentage of Title III Part B funding for access, in-home and legal assistance services. The Department has established the following minimum percentages for priority services:

Access Services: 10%

In-Home Services: 10%

Legal Assistance: 4%

AAA's Response:

Rocky's Agency on Aging contracts with six nutrition programs in Area IV. Three of these are stand-alone programs: Belgrade, Manhattan, and White Sulphur

Springs. Rocky Mountain Development Council Inc., includes Helena, Augusta, Lincoln, Townsend, Boulder, and Whitehall. The Bozeman Senior Center includes itself, Three Forks, and West Yellowstone. The Livingston meal program includes itself and Wilsall. These fourteen meal sites are open for both congregate and home-delivered meals with the exception of Wilsall, which remains closed following the pandemic. Livingston provides home delivered meals to people living near Wilsall.

Rocky's Agency Aging complies with the priority service requirements for access, in-home, and legal services. Legal Assistance is provided statewide by the Aging Services Bureau Legal Development Team.

Response Required:

- (3)(A) Designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6) (C)) as such focal point; and
 (B) Specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

AAA's Response:

This assurance is met by the information you provided in the "Other Required Information" section of the Fillable Form "Service Providers and Senior Center/Focal Points". There are four focal points in Area IV: Belgrade, Bozeman, Helena, and White Sulphur Springs Senior Centers.

Response Required:

(4)(A)(i)(I) provide assurances that the area agency on aging will--

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) Include proposed methods to achieve the objectives described in items (aa) and (bb) of sub clause (I);

AAA's Response:

Rocky's Agency on Aging monitors its employees, contractors, and volunteers to ensure preference is provided to individuals with the greatest social and economic needs through annual performance evaluations and onsite monitoring. Rocky Aging addresses efforts to target underserved individuals and those in the rural areas. Additionally, Rocky Aging follows Montana's policies and procedures ensuring the requirements of the Older Americans Act are being met.

Response Required:

(ii) Provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this subchapter, a requirement that such provider will--

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas

in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared--

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (i);

AAA's Response:

Rocky's Agency on Aging requires its contractors to assure services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider. These assurances are part of our contracts and support and assessment of services.

Response Required:

(B) provide assurances that the area agency on aging will use outreach efforts that will--

(i) identify individuals eligible for assistance under this chapter, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and

(ii) inform the older individuals referred to in sub clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and

(C) contain an assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

AAA's Response:

The outreach efforts of Rocky's Agency on Aging assure that each activity undertaken by the agency, including planning, advocacy, and systems development, includes a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

Response Required:

(5) provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities;

(6) provide that the area agency on aging will--

(A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

(B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

- (C)(i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;
- (ii) if possible regarding the provision of services under this subchapter, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that--
- (I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 ([42 U.S.C. 2790](#))² for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or
- (II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and
- (iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;
- and that meet the requirements under [section 9910](#) of this title;

AAA's Response:

Rocky's Agency on Aging is a program of the Rocky Mountain Development Council Inc., a CAP agency. Rocky Aging benefits through our close association with other Rocky programs, which include Head Start, Rocky Mountain Preschool Center, Utility Services Program and Weatherization, Housing, and other programs. In addition, Rocky Aging works closely with Ability Montana, a Center for Independent Living, the Montana Association of Centers for Independent Living, the Independent Living Services for Older Persons who are Blind, and many other agencies.

Response Required:

- (D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this chapter, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;

AAA's Response:

This assurance is met by the information you provided in the Fillable Form under "Other Required Information" "Advisory Council". Rocky's Agency on Aging collaborates closely with our Advisory Council, which meets and acts in concert with our Governing Board. The two bodies begin each meeting by voting to act as a combined entity. They meet at least quarterly and as needed when circumstances require their leadership.

Response Required:

- (E) establish effective and efficient procedures for coordination of--
- (i) entities conducting programs that receive assistance under this chapter within the planning and service area served by the agency; and
- (ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in [section 3013\(b\)](#) of this title, within the area;

AAA's Response:

Rocky's Agency on Aging collaborates with AmeriCorps Senior programs such as Senior Companions, Foster Grandparents, and RSVP (Retired & Senior Volunteer Program). Rocky Mountain Development Council Inc., and Bozeman's HRDC IX are partners in this effort.

Response Required:

(F) in coordination with the State agency and with the State agency responsible for mental and behavioral health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations;

AAA's Response:

Rocky's Agency on Aging collaborates with mental health and behavioral service providers to support our mutual clients

Response Required:

(G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this chapter;

AAA's Response:

Area IV, the six counties served by Rocky's Agency on Aging, include no American Indian reservations. Helena has an urban Indian center called the Indian Alliance, and Rocky Aging collaborates with the Indian Alliance to reach out to and serve American Indians.

Response Required:

(H) in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and

AAA's Response:

Rocky's Agency on Aging collaborates with elder justice entities including the Legal Development Team of the Aging Services Bureau and the Adult Protective Services Bureau. Additionally, Rocky Aging provides two Local LTC Ombudsman and Senior Medicare Patrol services.

Response Required:

(I) to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals;

AAA's Response:

Rocky's Agency on Aging routinely collaborates with MonTech, Montana's assistive technology services as well as with Independent Living Services for Persons who Are blind and Ability Montana, a Center for Independent Living.

Response Required:

(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by--

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

(B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better--

(i) respond to the needs and preferences of older individuals and family caregivers;

(ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and

(iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

AAA's Response:

Rocky's Agency on Aging acts continually on supporting individuals to age in place in their own homes and communities. Additionally, we advocate for residents of long-term care facilities.

Response Required:

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

(D) providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to--

(i) the need to plan in advance for long-term care; and

(ii) the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

AAA's Response:

Rocky's Agency on Aging provides and coordinates a diverse set of evidence-based classes and health promotion services as well as coaching of individuals on their long-term care options.

Response Required:

(8) provide that case management services provided under this subchapter through the area agency on aging will--

(A) not duplicate case management services provided through other Federal and State programs;

(B) be coordinated with services described in subparagraph (A); and

(C) be provided by a public agency or a nonprofit private agency that--

(i) gives each older individual seeking services under this subchapter a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

(iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or

(iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

AAA's Response:

Rocky's Agency on Aging provides no case management services.

(9) provide assurances that—

(A) the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under [section 3027\(a\)\(9\)](#) of this title, will expend not less than the total amount of funds appropriated under this chapter and expended by the agency in fiscal year 2019 in carrying out such a program under this subchapter; and

(B) funds made available to the area agency on aging pursuant to [section 3058g](#) of this title shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in [section 3058g](#) of this title;

AAA's Response:

Rocky's Agency on Aging spends approximately \$70,000 per year to supplement LTC Ombudsman funding because the Ombudsman funding is not enough to meet program expectations. The supplemental funding comes from other Older American Act programs.

Response Required:

(10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this subchapter;

AAA's Response:

Rocky's Agency on Aging provides a grievance procedure and publishes its availability.

Response Required:

(11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including--

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this subchapter;

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this subchapter with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and

AAA's Response:

This assurance is met by the information you provided in the Fillable Form under "Context" "Title III/VI Coordination". Although Area IV's six counties include no Native American reservations, Rocky's Agency on Aging serves older Native Americans living in Area IV. The Helena Indian Alliance is a program run by local Native Americans, many of whom are 60 and older. Rocky Aging commits to reaching out to the Alliance to improve Older American Act services for its members.

Response Required:

(12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in [section 3013\(b\)](#) of this title within the planning and service area.

AAA's Response:

Rocky's Agency on Aging collaborates closely with the AmeriCorps Senior Programs operated by Rocky Mountain Development Council Inc., and Bozeman's HRDC IX.

Response Required:

(13) provide assurances that the area agency on aging will--

(A) maintain the integrity and public purpose of services provided, and service providers, under this subchapter in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency--

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this subchapter by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this subchapter by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this chapter (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

(14) provide assurances that preference in receiving services under this subchapter will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this subchapter;

AAA's Response:

Rocky's Agency on Aging assures that its contractors adhere to the integrity and public purposes of the program for which the contractor is contracting. Additionally, Rocky Agency monitors contractors to assure compliance.

Response Required:

(15) provide assurances that funds received under this subchapter will be used--

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

(B) in compliance with the assurances specified in paragraph (13) and the limitations specified in [section 3020c](#) of this title;

(16) provide, to the extent feasible, for the furnishing of services under this chapter, consistent with self-directed care;

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery;

(18) provide assurances that the area agency on aging will collect data to determine--

(A) the services that are needed by older individuals whose needs were the focus of all centers funded under subchapter IV in fiscal year 2019; and

(B) the effectiveness of the programs, policies, and services provided by such area agency on aging in assisting such individuals; and

AAA's Response:

Rocky's Agency on Aging assures the provision of benefits and services for older individuals, consistent with self-directed care, development of emergency preparedness with local authorities, data collection, provision of services, and the effectiveness of our programs, policies, and programs.

Response Required:

(19) provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this chapter, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019.

AAA's Response:

This assurance is met by the information you provided in the Fillable Form under "Context" "Title III/VI Coordination".

(b) Assessment of preparation of area agencies

(1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.

(2) Such assessment may include--

(A) the projected change in the number of older individuals in the planning and service area;

(B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;

(C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and

(D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

(3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for--

(A) health and human services;

(B) land use;

(C) housing;

(D) transportation;

(E) public safety;

(F) workforce and economic development;

(G) recreation;

(H) education;

(I) civic engagement;

(J) emergency preparedness;

(K) protection from elder abuse, neglect, and exploitation;

(L) assistive technology devices and services; and

(M) any other service as determined by such agency.

(c) Waiver of requirements

Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph (2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

(d) Transportation services; funds

(1) Subject to regulations prescribed by the Assistant Secretary, an area agency on aging designated under [section 3025\(a\)\(2\)\(A\)](#) of this title or, in areas of a State where no such agency has been designated, the State agency, may enter into agreements with agencies administering programs under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act for the purpose of developing and implementing plans for meeting the common need for transportation services of individuals receiving benefits under such Acts and older individuals participating in programs authorized by this subchapter.

(2) In accordance with an agreement entered into under paragraph (1), funds appropriated under this subchapter may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act.

(e) Confidentiality of information relating to legal assistance

An area agency on aging may not require any provider of legal assistance under this subchapter to reveal any information that is protected by the attorney-client privilege.

(f) Withholding of area funds

(1) If the head of a State agency finds that an area agency on aging has failed to comply with Federal or State laws, including the area plan requirements of this section, regulations, or policies, the State may withhold a portion of the funds to the area agency on aging available under this subchapter.

(2)(A) The head of a State agency shall not make a final determination withholding funds under paragraph (1) without first affording the area agency on aging due process in accordance with procedures established by the State agency.

(B) At a minimum, such procedures shall include procedures for--

(i) providing notice of an action to withhold funds;

(ii) providing documentation of the need for such action; and

(iii) at the request of the area agency on aging, conducting a public hearing concerning the action.

(3)(A) If a State agency withholds the funds, the State agency may use the funds withheld to directly administer programs under this subchapter in the planning and service area served by the area agency on aging for a period not to exceed 180 days, except as provided in subparagraph (B).

(B) If the State agency determines that the area agency on aging has not taken corrective action, or if the State agency does not approve the corrective action, during the 180-day period described in subparagraph (A), the State agency may extend the period for not more than 90 days.

(g) No restriction on provision of services

Nothing in this chapter shall restrict an area agency on aging from providing services not provided or authorized by this chapter, including through--

(1) contracts with health care payers;

(2) consumer private pay programs; or

(3) other arrangements with entities or individuals that increase the availability of home- and community-based services and supports.

Statement of Intent, Signature Page - AAA Authorization to Submit the Area Plan and Assurances

The four-year area plan has been developed in accordance with the rules and regulations specified under the Older American's Act and is hereby submitted to the Montana Department of Public Health and Human Services, Senior and Long Term Care Division Aging Services Bureau for review and approval.

Area Agency on Aging Name	Primary Street Address	Email Address	Telephone Number
Area IV Agency on Aging	1398 Warehouse Ave, Helena, MT	jmarks@mdcnet	406-457-7359

Print Name: [Director First and Last Name]	Lori Ladas
<i>Lori Ladas</i>	3/15/23
Signature of AAA Director	Date Signed

Print Name: [Chairperson, First and Last Name]	Commissioner Bob Mullen
<i>Bob Mullen</i>	2-28-23
Signature of Chairperson, Governing Board of the Area Agency on Aging	Date Signed

The area agency Advisory body has had the opportunity to review and comment on the Area Plan. Comments are attached.

Print Name: [Advisory Chairperson First and Last Name]	Victor Sample
Signature of Chairperson, Advisory Council	Date Signed



Statement of Intent, Signature Page - AAA Authorization to Submit the Area Plan and Assurances

The four-year area plan has been developed in accordance with the rules and regulations specified under the Older American's Act and is hereby submitted to the Montana Department of Public Health and Human Services, Senior and Long Term Care Division Aging Services Bureau for review and approval.

Area Agency on Aging Name	Primary Street Address	Email Address	Telephone Number
Area IV Agency on Aging	1398 Warehouse Ave, Helena, MT	jmarks@rmdcnet	406-457-7359

Print Name: [Director First and Last Name]	
<i>Signature of AAA Director</i>	
<i>Date Signed</i>	

Print Name: [Chairperson, First and Last Name]	Commissioner Bob Mullen
<i>Signature of Chairperson, Governing Board of the Area Agency on Aging</i>	
<i>Date Signed</i>	

The area agency Advisory body has had the opportunity to review and comment on the Area Plan. Comments are attached.

Print Name: [Advisory Chairperson First and Last Name]	Victor Sample
<i>Victor Sample</i>	<i>Feb 15, 2023</i>
<i>Signature of Chairperson, Advisory Council</i>	<i>Date Signed</i>

Statement of Intent, Signature Page - AAA Authorization to Submit the Area Plan and Assurances

The four-year area plan has been developed in accordance with the rules and regulations specified under the Older American's Act and is hereby submitted to the Montana Department of Public Health and Human Services, Senior and Long Term Care Division Aging Services Bureau for review and approval.

Area Agency on Aging Name	Primary Street Address	Email Address	Telephone Number

Print Name: [Director First and Last Name]	
<i>Signature of AAA Director</i>	<i>Date Signed</i>

Print Name: [Chairperson, First and Last Name]	
<i>Signature of Chairperson, Governing Board of the Area Agency on Aging</i>	<i>Date Signed</i>

The area agency Advisory body has had the opportunity to review and comment on the Area Plan. Comments are attached.

Print Name: [Advisory Chairperson First and Last Name]	
<i>Signature of Chairperson, Advisory Council</i>	<i>Date Signed</i>

Final Update on Area Agency on Aging Implementation from the 2020 – 2023 Area Plan

Rocky's Agency on Aging's prior strategic plan began in October 2019 and ended in September 2022. The following is a summary of Rocky Aging's accomplishments within the 2022 Strategic Plan.

Nearly the entire period of the 2022 Strategic Plan was radically disrupted by the COVID-19 pandemic. Five months into the plan, COVID-19 changed everything. Amazingly, the pandemic persists, and the new normal under which we operate is vastly different from what we anticipated when developing the 2022 Strategic Plan. That said, Rocky Aging is proud of how we responded to the crisis. We stayed true to the Older Americans Act. We served older adults and people with disabilities well throughout these difficult times.

Rocky Aging abandoned some of the goals we set for ourselves because so much changed as a result of the pandemic. For instance, the goal of increasing participants in meal programs was a worthy one before the pandemic, but it was rendered irrelevant once the pandemic commenced.

Only one of the Area IV meal programs, Belgrade, increased the numbers served. The rest experienced decreases although home-delivered meals significantly increased for every Area IV meal program. Heavy reliance on home-delivered meals resulted from closures of congregate meals. It seems that some congregate diners dropped out rather than to switch to home-delivered meals. Sadly, some passed away directly from the virus or the social isolation consequences of the virus. When Area IV congregate meals reopened in the summer of 2021, the numbers of diners were much smaller than pre-pandemic days. While those numbers are climbing, they have yet to reach pre-pandemic counts. Interestingly enough, many of those returning to congregate meals were new to the service. Some Area IV meal program directors commented on the new faces as they reopened their dining rooms.

Rocky Aging added a sixth Area IV meal contractor in July 2022. Previously, the Manhattan meal program operated as a satellite of the Bozeman meal program. Due to a long-term unresolved dispute between Bozeman and Manhattan, Bozeman decided to dissolve its administration of Manhattan. Rocky Aging tried to preserve the relationship, but ultimately, the relationship was too dysfunctional to survive. Therefore, Manhattan became a stand-alone meal program, and Rocky Aging has been assisting Manhattan to operate on its own. Manhattan does not have a paid director. Its Board of Directors administer the program. Rocky Aging expects Manhattan to evolve rapidly as it learns and applies its program independently.

Additionally, the Belgrade Senior Center terminated its non-profit status and joined the Belgrade City Government. Now, the City owns and operates the Belgrade Senior Center.

Rocky Aging sustained its support of transportation services during the 2022 Strategic Plan, and we even added transportation options. For example, we used COVID relief funds to fund Rocky Mountain Development Council Inc.'s transportation system. These dollars helped East Helena residents to attend the Helena Neighborhood Center meal and senior programs. Due to low attendance, Rocky closed its East Helena meal service in 2019, and the transportation funding helped sustain services to those otherwise affected by the program closure. In addition, Rocky Aging worked closely with Rocky RSVP to start a ride program called "Go Getters." Go Getters provides rides to older adults involved in the Rocky AmeriCorps programs. The rides are limited to medical appointments.

Information and Assistance and SHIP services continued throughout the 2022 Strategic Plan. Perhaps the biggest pandemic effect is that these services shifted from in-person office visits and home visits to telephone and video conferencing. For months, Rocky Aging's offices were closed to the public. Some staff continued working from their offices while others worked from home. Rocky Aging uses a blend of employees and contractors to provide I&A/SHIP services.

Two Helena-based employees serve residents of Broadwater, Jefferson, Lewis and Clark, and Meagher counties. Services in Gallatin and Park counties are covered by our contractor, Bozeman's HRDC IX; providing two part time I&A/SHIP counselors, one in Bozeman and the other in Livingston. For a brief time, we experimented by adding a third position to the Helena office, but we dropped this due to workforce shortages and because we shifted employee responsibilities to cover other positions in the Helena office. Rocky Aging increased its financial support of the HRDC IX contractors with COVID relief funds so that these contractors could devote more of their time to I&A/SHIP work. We do our best to make certain our contractors provide the same level of service that our employees do. Given the massive population growth experienced by Gallatin County, Rocky Aging wants to make sure we can meet increased demands there.

The 2022 Strategic Plan intended to keep the Helena-area Senior Resource Guide updated. Rocky Aging decided to drop this effort and instead collaborate with Montana211. We believe print resource guides are anachronistic. Today, most search for resources using Google or other online search engines. Montana211 also provides excellent information on available resources, and the information is provided either over the telephone or via its web pages. Both methods are readily accessible to older adults and people with disabilities. Rocky Aging contributes to the Montana211 database so that its information speaks to the concerns of older adults completely. These days, print resource guides become obsolete the day they are published. It is simply too much work and ineffective given today's technology. That said, the Gallatin Council on Aging publishes a Resource Guide. The Gallatin Guide is the only remaining print publication published in Area IV. Of course, Rocky Aging will help build the Capstone Resource Guide as well.

Rocky Aging attempted to expand our abilities to serve by recruiting and retaining volunteers. We plan to continue developing volunteers in Area IV, but we experienced mixed results in volunteerism during the 2022 Strategic Plan. One of our successes was assisting the Helena meals program to switch from an employee-based meal delivery program to one that uses volunteers primarily. The Helena program was the only one in Montana exclusively using employees, and the costs was negatively affecting the program. During the 2022 Strategic Plan, the Helena program hired a Meals on Wheels Volunteer Coordinator. Today, Helena enjoys the benefits of volunteerism, which not only saves money; it also engages community members in the Meals on Wheels program. On a not-so-successful volunteer effort, Rocky Aging struggled to find and support volunteers for professional volunteer positions. We do not have enough Resource Specialists, LTC Ombudsman, and Evidence-based Instructors to meet demands for service. We tried, but were unsuccessful in using volunteers in these professional capacities. We believe the workforce shortage arising from the pandemic is much to blame. People who would have volunteered in pre-pandemic days instead choose to work for wages. Why work for free when one can get paid? On the other hand, Rocky Aging routinely includes volunteers for less demanding yet equally important duties. During Medicare Open Enrollment, volunteers supported our Resource Specialists in counseling clients about their Medicare choices. The role of these volunteers fell into the role of administrative support rather than in providing the counseling. Rocky Aging volunteers also worked on projects, including reception, COVID vaccination registration assists, etc. Going forward, we need to increase our capacity to include volunteers in our service offerings.

Outreach during the 2022 Strategic Plan proved difficult as well. We did a great job of advertising and recruiting people to use our services, but the outcomes often proved disappointing. Going forward, we need to learn about, and apply new methods to reach people. Caregivers are particularly hard to find. There are several reasons behind this, but one with the most impact is that caregivers are often spouses or family members of the person receiving the care. These folks tend to identify as family members rather than caregivers. For the 2027 Strategic Plan, we will seek professional advice on how to conduct more effective outreach.

Another outreach issue is our web pages. To say they need work is an understatement. Rocky Aging enjoys supportive services from our parent organization, but it is up to us to develop the content. Again, this issue is something that needs ongoing attention. Lastly, we need to find more effective ways of recruiting students for our evidence-based classes.

Through much of the 2022 Strategic Plan and ongoing, Rocky Aging faced extreme difficulties finding and retaining LTC Ombudsman. It is terribly hard to attract and to hold on to LTC Ombudsman due to local economics and the esoteric nature of the job. Starting in 2022, Rocky Aging's Helena-based LTC Ombudsman position remained mostly vacant despite our best efforts. We managed to hire one employee, but she lasted only a couple of months. She left us to take a job at a nursing home for more pay than we offered. We interviewed nearly every candidate that applied, although one could count the applicants with the fingers of one hand. The federal requirement for Ombudsman not to be mandatory reporters hurts recruitment of nurses, physical therapists, and other professionals whose professions mandate reporting. Rocky Aging certainly supports compliance with the federal rules, but those rules should advance collaborations between the LTC Ombudsman employers and the resident advocacy functions. It seems that the resident advocacy part is going well, but the operational side needs attention. Due to the way Montana implements the federally-mandated Ombudsman program autonomy, Ombudsman staff members do not receive the same level of support from their employers that other employees do. Ombudsman staff members do not know what they can share with their employers. Employers do not find out about issues often until it is too late to salvage an employee. They say it takes a whole village, but Ombudsman operate in a silo, and compartmentalized work hardly ever yields the benefits of teamwork. The problem is that the Ombudsman program has little to do with any other Older American Act programs, and the employment structure is more like that of an independent contractor rather than an employee of the parent organization. In addition, employers encounter significant liability concerns. Sure, compliance with the federal rules is necessary, but Montana could and should define more clearly the roles of operations and resident advocacy work to improve communications and collaborations.

During the 2022 Strategic Plan, Rocky Aging failed to improve Options Counseling, and we want to continue development of this service. More and more Montanans are aging, and there is not enough unbiased guidance for older adults and their families.

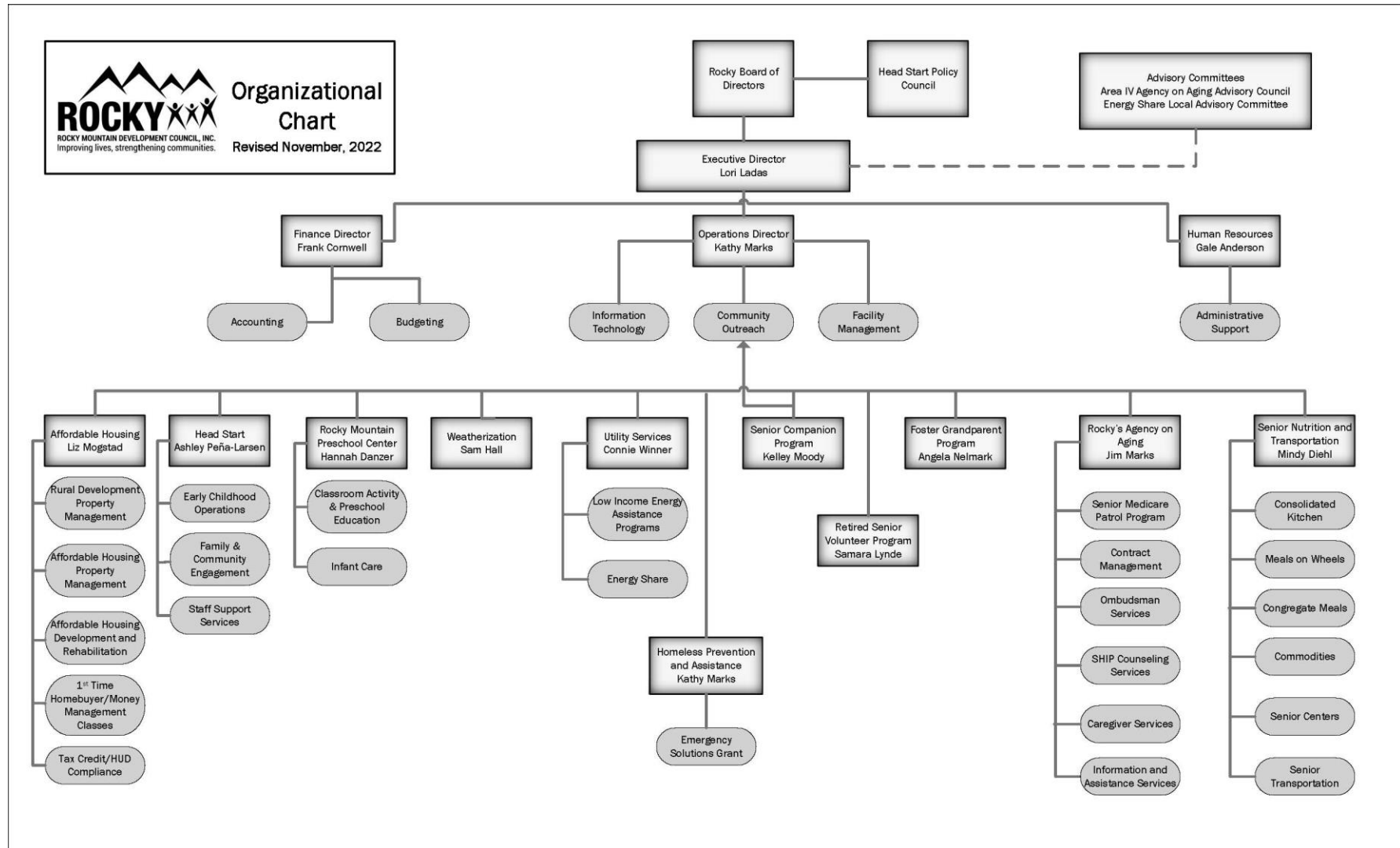
The pandemic delayed Rocky Aging from providing its in-person presentations. In lieu of the in-person presentations, Rocky Aging published videos on our web pages. We also published innovative printed materials such as puzzle books that included information and resources for their readers and large calendars for posting in senior centers.

As soon as it was safe to do so, Rocky Aging resumed its senior center visits and Senior Medicare Patrol (SMP) presentations.

Homemaker services were curtailed by workforce shortages. Our contractors tried to fill their positions but fell far short of what was needed to meet demands. This issue persists, and resolutions may well be beyond the influence of Rocky Aging.

In conclusion, while Rocky Aging did not meet all of its expectations during the 2022 Strategic Plan, the pandemic forced us to adapt quickly, and we ended up providing services we never expected to provide. The federal and state governments helped us adapt with leadership and resources. Pointedly, without the COVID relief funds, Rocky Aging would have been far less effective than we were. We learned much and persisted in delivering quality Older American Act services. The pandemic changed everything, and it is still affecting what we do. We commit to taking what we learned to our new plan. In this way, Rocky Aging builds choice, dignity, and engagement of older adults in partnership with the communities of our six-county area of service.

Organization Chart



Community Focal Points and Senior Centers

Area IV Senior Centers and Meal Programs Rocky's Agency on Aging

Note: Area IV includes fourteen senior centers in its six counties. Rocky's Agency on Aging contracts with six meal programs to deliver congregate and home-delivered meals from these fourteen senior centers. Rocky Mountain Development Council Inc., the parent organization of Rocky Aging, operates the meal programs in Broadwater, Jefferson, and Lewis and Clark counties. The Bozeman Senior Center operates the meal programs in Bozeman, Three Forks, and West Yellowstone. Livingston operates the meal programs at the Park County Senior Center in Livingston and the Shields Valley Senior Center in Wilsall. The Park County Senior Center is separate from the meals program. The meal programs in Belgrade, Manhattan, and White Sulphur Springs are stand-alone entities.

The following Area IV Senior Centers are Focal Points:

Belgrade Senior Center

Bozeman Senior Center

Helena Senior Center

White Sulphur Springs Senior Center

All of the Area IV Senior Centers are Predominantly Low Income Elderly

Rocky's Tri-County Senior Centers

Helena Senior Center Neighborhood Center

Meal Director: Mindy Diehl

Board President: **Walter O'Hara**

Board President Contact Information: (406) 442-8664

406-441-1680

mdiehl@rmdc.net

PO Box 1717

Helena MT 59601

Serves 5 days a week.

Townsend Senior Dinner Club

Director and Cook: Carol Anderson

Carol Anderson – canderson@rmdc.net

or Carol.anderson1959@yahoo.com

Susan Conroy – Meals Assistant W-Th every other Friday sconroy@rmdc.net

President: Ruth Knowles – M-Tu every other Friday rknowles@rmdc.net

Center Address: 516 2nd St, Townsend, MT 59644

Center Phone: (406) 266-3995

Serves 5 days a week.

Whitehall Senior Citizens Social Club

President Pauline Gless

Pauline's address 156 Parrot Castle Rd

Pauline's Phone (406) 498-5534

Wanda Levengood– Cook wlevengood@rmdc.net

Beady Hacker–Meals Assistant bhacker@rmdc.net

Center Address: 3 North Division Street

Whitehall, MT

Center Phone: 406-287-5336

Serves 5 days a week.

Augusta Senior Center

Susan Carlstrom– Cook scarlstrom@rmdc.net

Rebekah Putnam – Meals Assistant M-W & fill in cook - rputnam@rmdc.net

Carin Isakson Meals Assistant Th & F - cisakson@rmdc.net

Senior Center Board President: Brian Carl Moodry
134 main st
Augusta, MT 59410
Center Phone 406-562-3623
Brian's Phone 406-208—0110
Serves 5 days a week.

Lincoln Senior Center
Diane Ironi – Cook dironi@rmdc.net
Diane's Phone # (406) 362-4504
President: Dennis L. Peterson
Dennis' Phone (406) 362-3311
PO Box 56
Or
200 9th Ave S.
Lincoln, MT 59639
Center Phone 406-362-4504
Serves 5 days a week.

Boulder-Basin Senior Center
Cook: Vacant, Meals Provided by Helena
President: Ray Cordero
Ray's Number (406) 465-3608
201 S Main St
PO Box 669
Boulder, MT 59632
Senior Center Phone (406) 225-3656
Serves 3 days a week.

Bozeman, Three Forks, and West Yellowstone

Bozeman Senior Center

Executive Director: Shannon Bondy
Michele Letendre, Nutrition Program Coordinator
Faye Christensen, Board President
406-586-2421
807 North Tracy
Bozeman, MT 59715
shannon@bozemanseniorcenter.org
Serves 5 days a week.

Three Rivers Senior Dinner Club
Administered by the Bozeman Senior Center
President Skip Milner
Skip's Phone 406-581-6147
Cook Trish Orr
Trish's Phone 406-285-3235
PO Box 1034
Or
19 East Cedar St
Three Forks, MT 59752
(406) 285-3235
Serves 3 days a week.

Povah Community Center
West Yellowstone (Administered by the Bozeman Senior Center)
105 S. Geyser St
West Yellowstone, MT 59758
Lindsey Charlton is the cook and the President of the Senior Center
931-551-1520 Charlton5126@gmail.com
The Senior Center's Email: Wyseniorcenter@gmail.com
Lindsey's boss is Shannon Bondy 406-586-2421
Serves 2 days a week.

Belgrade

Belgrade Senior Center Friendship Club

Lisa Beedy-Senior Center Manager

Center is now run by the city of Belgrade. Lisa also runs their meal program. Her title changed from Director to Manager due to the fact that the city now owns the Senior Center

92 East Cameron Avenue

Belgrade, MT 59714

406-388-4711

Serves 5 days a week.

White Sulphur Springs

Meagher County Community Senior Center

Senior Center Director/ Meal Program Director: Beth Hunt

President: Gordon Doig

PO Box 682

White Sulphur Springs, MT 59645

mcsc@itstriangle.com

406-547-3651

Nutrition program partially funded by IIIB funding.

Serves 5 days a week.

Manhattan

Manhattan Senior Center

President: Rosanne Cruze

Rosanne's phone number: 406-451-1184

Rosanne's e-mail: montanamoosehead@gmail.com.

Mailing Address : PO Box 5; Manhattan, MT 59741

Joan Oldenburger, Treasurer

Email: manhattanseniorcenter@gmail.com
Serves 3 days a week.

Park County Senior Centers

Park County Senior Center
Senior Center Director: Katri Nelson
Meal Program Director: Tabatha Struely
Tabatha Contact: (406) 333-2490
Board President: Leah Murphy
206 South Main Street
Livingston, MT 59047
knelsonpcs@gmail.com
406-333-2276
Nutrition program partially funded by IIIB funding.
Serves 5 days a week.

Shields Valley Senior Center
Closed to Public At Time of Compiling these Data
Livingston Meals Program home delivers meals to people living in the Shields Valley

Emergency Plan or Plans for Development

See Attached