

## Subcontractors and Vendors – FY 2009

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Below is a listing of the organizations and businesses the Dallas Area Agency on Aging awarded subcontracts and vendor agreements and the amount expended per service category.

Subcontractors	Amount	Vendor/Other Services Authorized	Amount
<b>Caregiver Information Services</b>	\$67,893	<b>Chore Maintenance</b>	\$3,390
Marsalis Avenue Church of Christ			
New Friendship Baptist Church			
Z-Quest			
<b>Congregate Nutrition Services</b>	\$1,539,640	<b>Health Maintenance</b>	47,263
Catholic Charities of Dallas, Inc.			
Dallas County Older Adult Services			
Jewish Community Center			
City of Lancaster			
City of Mesquite			
<b>Home Delivered Nutrition Services</b>	\$33,321	<b>Home Delivered Meals (VNA)</b>	\$1,142,560
Jewish Family Services (Kosher)			
<b>Health Screening/Promotion</b>	\$91,932	<b>Income Support</b>	\$26,759
Catholic Charities of Dallas, Inc.			
Urban League of Greater Dallas			
Visiting Nurse Association of Texas			
<b>Information, Referral &amp; Assistance</b>	\$236,655	<b>Legal Assistance / Awareness</b>	\$33,220
Ageing Information Office (CCGD)			
Deaf Action Center			
<b>Instruction &amp; Training</b>	119,620	<b>Personal Assistance</b>	\$4,781
Dallas Lighthouse for the Blind			
La Voz del Anciano			
LifeRoads, Inc.			
Mental Health America of Greater Dallas			
<b>Nursing Home Ombudsman</b>	\$151,859	<b>Residential Repair</b>	\$101,493
The Senior Source			
<b>Nutrition Consultation</b>	\$1,500	<b>Respite</b>	\$38,557
<b>Senior Center Operations</b>	\$520,919		
City of Seagoville			
Dallas County Health & Human Services			
Deaf Action Center			
<b>Transportation</b>	\$284,711		
Dallas County Health & Human Services			

### More Statistics about the 60+ Population in Dallas County

Grandparents Raising Grandchildren 18 & younger	2.7%
Caregiver of spouses and relatives	30%
Have no access to telephone service	2%
Receiving food stamp benefits	6.6%
Homeowners	77%
Renters	14.2%
Disabled	36.5%
Speak language other than English	18.3%



# THE BENEFITS

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Newsletter of the Dallas Area Agency on Aging  
Special Edition: 2009 Agency Report Card

### A Project of the Community Council of Greater Dallas



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Funded in part by the Texas  
Department of Aging and  
Disability Services

**MISSION:** To serve as the focal point and advocate on behalf of persons 60 years of age and over and caregivers who reside in Dallas County by planning, developing and coordinating services that ensure a system that positively impacts their health, honor and dignity.

### Message from the Advisory Council

As Dallas County has more people living longer with more chronic illnesses and increased frailness than ever before, the work of the Dallas Area Agency on Aging (DAAA) has never been more important. DAAA already supports senior centers and congregates meals to reduce social isolation, prevents malnutrition through home delivered meals, and hosts a number of agencies to address the needs of those who require a collaborative approach to their care. Health screenings monitor individuals with chronic illnesses and detect early warning signs. Benefits counseling, wills clinics, caregiver workshops, and much more round out the programs of the DAAA.

The lack of growth in federal funding for the Older Americans Act while the elderly population is increasing presents constant challenges to the DAAA. In addition, the economic crisis of 2008-09 added to the challenge. Yet, federal stimulus monies helped provide more nutrition assistance in 2009; and a federal grant, with assistance from the City of Dallas, is funding an initiative to set up a community transportation network for the elderly and disabled.

Increasingly, we are striving to identify trends in aging, independent living, and required assistance so that seniors can live more independently. Planners have long warned that an aging crisis will hit the U.S. as the baby boomers retire and develop more needs for assistance and long-term care. The Older Americans Act set up the Area Agencies on Aging and required the establishment of Advisory Councils to help plan for this changing world. The Advisory Council of the DAAA is actively working to help the public know what services are available, identify the gaps in services that must be addressed, and network with other organizations to advocate for necessary services for seniors.

*Linda P. Wassenich*

### Service Provision

Connected more than **18,980** seniors and caregivers with information and services:

- Nutrition – Congregate Meals, Home Delivered Meals, Nutrition Consultation
- In-Home – Chore Services, Personal Assistance, Residential Repair, Respite Care, Health Maintenance
- Access – Information, Referral & Assistance, Instruction and Training, Case Management, Caregiver Support, Benefits Counseling, Legal Assistance
- Other Community Services – Nursing Home Ombudsman, Senior Centers, Transportation, Health Screening, Medication Management

The Advocacy Center for the Elderly (ACE) Project increased its efforts to ensure access to services through service coordination and collaboration.

- Coordinated benefits counseling training attended by **332** area professionals and consumers
- Provided special interest seminars that attracted **349** individuals (Basics for Boomers, Social Security, Medicare Part D, Caregiver Supports)
- Organized legal clinics that assisted **145** individuals with Will preparation or Advance Directives in collaboration with Legal Services of North Texas, Carlisle Street Legal Center and Dallas Volunteer Attorney Program
- Staffed the Minor Home Repair Coalition established to ensure Dallas County residents are aware of the **15** residential repair programs in Dallas County; DAAA repaired **182** homes of seniors
- Participated in the CCGD Coalitions and Planning project assisting **566** Medicaid beneficiaries in becoming aware of and applying for Texas Public Benefit Programs – **212** individuals were assisted in 2009
- Coordinated with Affiliates of ACE by providing case management and caregiver support assistance to **2045** older persons and caregivers
- Partnered with Z-Quest and Generations Newspaper in offering four Caregiver Seminars and one conference attended by **185** caregivers and professionals
- Provided **248,229** home delivered meals to **1515** individuals; received **21%** more referrals than in 2008

**Examples of Client Services**

An elderly couple came to the United States in 2005 as legal residents seeking citizenship. The wife was very frustrated because she was finding it difficult to find services for which they qualified. A referral was received by the DAAA Caregiver Program from the Centers for Medicare and Medicaid Services (CMS) seeking respite for this couple. DAAA set up a "case consultation" with representatives from agencies serving this couple including CMS, Jewish Family Services, Adult Protective Services, and St. Rita Catholic Church. A care plan was developed for the couple resulting in Personal Assistance and counseling provided by the DAAA, respite services from DAAA and the Department of Aging and Disability Services, and on-going food assistance from St. Rita Catholic Church through their St. Vincent de Paul program and Hope Ministry.



A daughter came to a Medicare Part D Enrollment bringing her 84 year old mother. She had questions about a Medigap Supplemental Plan for her mom. The mom receives \$1,100.00 a month but does not qualify for "Extra Help" from Social Security because of an annuity. She pays \$230.00 a month for her Medigap Supplemental Plan and has a Medicare D plan that costs her \$75.00 a month. One option was a Medicare Advantage plan, but her doctor does not accept them. She has serious cardiovascular problems and takes six medications a day. If she stayed in the current plan, she would pay \$75.00 a month premium and her medications would be \$5,600.00 a year. The Benefits Specialist found a plan that cost \$26.00 a month and covered all medications at a cost of \$2,500.00 a year with a \$150.00 deductible. Both the mother and daughter were overjoyed at being able to keep the Medigap Supplemental Plan.

**CAREGIVER INFORMATION SERVICES:** Programs that identify caregivers, provide information and connect them with available services.

**CHORE SERVICES:** Heavy cleaning and removal of barriers from homes of seniors.

**CONGREGATE NUTRITION SERVICES:** Programs that provide meals in congregate settings and serve as a focal point for collocation and access to other services.

**HOME DELIVERED MEALS:** Programs that deliver meals (regular and kosher) to homebound persons 60 years of age and older who are frail and unable to prepare meals for themselves.

**HEALTH SCREENING/MONITORING:** Health Promotion program designed to encourage healthy behaviors and reduce the risk for chronic and preventable diseases.

**INCOME SUPPORT:** Payment for emergency assistance (rent, mortgage, utility)

**INFORMATION, REFERRAL AND ASSISTANCE:** Programs that link seniors, caregivers and professionals working in the aging network to needed services, locating alternative resources, when necessary, and following up on referrals to ensure the service was provided.

**INSTRUCTION AND TRAINING:** Programs designed to provide individuals with experience or knowledge to help them deal with barriers, physical and/or emotional problems brought on by language, loss of vision, hearing or mental problems.

**LEGAL ASSISTANCE/AWARENESS:** Program provides counseling, representation, education and information regarding legal issues.

**NURSING HOME OMBUDSMAN:** Program designed to identify, investigate, and resolve complaints made by, or on behalf of, residents of nursing facilities and assisted living facilities.

**PERSONAL ASSISTANCE:** Temporary in-home assistance provided to individuals discharged from the hospital or waiting disposition of a state run program.

**RESIDENTIAL REPAIR:** Repairs or modifications of dwellings occupied by older individuals that are essential for their health and safety.

**SENIOR CENTER OPERATIONS:** Programs in a community facility for persons 60+ and may include health, social, nutritional and educational services

**TRANSPORTATION:** Service provided by Congregate Nutrition Programs for individuals that need transportation to the senior center locations.

	Profile of Older Americans in Dallas County		
	1970	2000	2005*
Total Area Population	1,327,321	2,218,899	2,267,080
Total 60+	131,919	244,058	263,565
Percent 60+	9.9%	11.9%	11.62%

\*Source: US Census Bureau, 2005 American Community Survey