



Texas Association  
of Regional Councils

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# Area Agencies on Aging Statewide Assessment of Needs

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## I. Purpose

The purpose of this assessment is to review the provisions of service in the 28 Area Agencies on Aging (AAAs) to the older adult (60+ years old) communities in Texas, identify common issues and constraints, and provide insights on where opportunities exist to enhance capacity for the greatest impact on the quality of life for Texas' seniors.

This assessment has been commissioned by the Texas Association of Regional Councils (TARC) to provide a statewide view of service delivery as well as constraints to providing those services. Sections I-IV and Appendix 1 of the report were written with the internal staff of TARC as the audience. Section V of this report (Area Summaries) was developed with external stakeholders in mind.

## II. Methodology

The analysis team worked closely with the TARC staff to identify requirements.

Data collection for this needs assessment report was limited to the information provided in the 28 AAA Area Plans through 2022. It should be noted that all AAAs are currently preparing updated plans for the State of Texas Health and Human Services.

The area plans were reviewed and analyzed to determine the scale of services provided; strengths, weaknesses, opportunities, and threats; needs and service constraints; and other data, including the number of services provided by category. Some reports did not contain certain information fields – for example, ten AAAs did not include a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis. The analysis team utilized the information that was available in the reports. For some data, such as the population density of the region, if a particular report did not include population or area for the region, the analysis team consulted the US Census Bureau and Texas-Demographics.com for the information.

The data contained in this report is that provided in the 28 AAA Area Plans, which were developed and submitted at different points over the past four years. Therefore, the data is a snapshot in time and could be as much as four years old. The population and demographic data, although mostly outdated, is still useful in providing context as to the scale of the issues and needs across the state and in understanding the gap between the needs and the services provided.

## III. Overview

The Area Agencies on Aging (AAAs) in Texas serve a vastly diverse population over very large areas, much of which have low population densities and lack adequate service providers. The US Census Bureau shows the current population of Texas as 30,029,672, with an over 60 population of over 5,000,000 people. The AAA Area Plans identify that over 550,000 people in Texas over 60 live in poverty.

This section provides an overview of the AAAs at the state level. For summaries of each AAA, please see Section V.

### A. Most Important Services Provided








As part of developing their Area Plans, each Area Agency on Aging was required to include input from various stakeholders per state and federal guidance. Many conducted surveys asking for input on the most important services that each AAA provides, and some conducted meetings to gather additional information.

Four AAAs either did not provide any data on most needed services, or provided the data in a narrative form that was difficult to quantify. Although there appears to have been a standard set of 13 service areas for the survey, an additional 9 were included across some of the area plans. An additional issue was that, for those that included survey data, some only provided the top 3, and others provided up to 13.


To determine the top needs identified in the plans, we used those services that were ranked in at least 15 (more than half) of the plans. We added the rankings for each service and then divided by the number of plans it was included in, to achieve an average score (since 1 was the most important, a lower score means it is more critical). Using this method, the most needed services were Transportation, Home-Delivered Meals, Personal Assistance, and Congregate Meals. The chart below lists all services identified in 15 or more plans and their score.

Icons are provided for the most important services, which highlights, in the following sections, that some of the most important services (as identified in the surveys) are not among the most frequently provided.

*Table 1 - Most Important Services Provided According to Surveys*

Most Important Services According to Customer Survey (Listed in 15 or more plans)		Average Score (lower is more critical)	Cumulative Score	# of Plans Listed In
Transportation		1.8	47	26
Home-Delivered Meals		2.5	59	24
Personal Assistance		3.4	51	15
Congregate Meals		3.8	79	21
Health Maintenance		5.3	96	18
Residential Repairs		6.2	111	18
Caregiver Respite		8.5	127	15



Most Important Services According to Customer Survey (Listed in 15 or more plans)	Average Score (lower is more critical)	Cumulative Score	# of Plans Listed In
Evidence-Based Disease Prevention Programs 	10.8	162	15

## B. Services Provided




The 28 Area Agencies on Aging provide an array of services that are reported several different ways in the reports – in narrative forms, as tables, and reporting activity against a set group of services in the Units of Service table.


Thirty-eight services are listed in the Units of Service table near the end of each report (Section 14 – Units of Service Composite). The analysis team used this data as it encompasses the information provided in other areas of the report. One AAA put numbers against each service, putting a “1” in 22 service areas, and was the only AAA to report services provided in 3 service areas: Nutrition Counseling (Contact); Recreation (Contact); and Transportation Fixed Route (One-Way Trip). See the provided Excel Workbook for a complete listing of services offered.

By far, the greatest number of services were provided in Home Delivered Meals (5,601,976), Congregate Meals (3,531,748), and Transportation Demand Response (One-Way Trip) (656,709). These areas were also highlighted as having the most needs and constraints (see Section III.D. and the Excel Workbook for needs and constraints information and data).

Eight services were provided in all 28 AAAs:




Table 2 - Services Provided in All 28 AAAs

Services Provided (Unit of Measure)		Amount
Access & Assistance Services		
Care Coordination (Hour)		49,956
Caregiver Support Coordination (Hour)		34,179
Information, Referral & Assistance (Contact)		253,752
Legal Assistance age 60 & Over (Hour)		23,180
Nutrition Services		
Congregate Meals (Meal)		3,531,748
Home Delivered Meals (Meal)		5,601,976
Services to Assist Independence		
Evidence Based Intervention (Hour)		44,828

Services Provided (Unit of Measure)	Amount
Transportation Demand Response (One-Way Trip) 	656,709

Sixteen services were provided in 5 or fewer AAAs.

Table 3 - Services Provided in 5 or Fewer AAAs









Services Provided (Unit of Measure)	Number of AAAs Listing Service	Amount
<b>Access &amp; Assistance Services</b>		
Participant Assessment - A&A (Assessment)	3	19,297
<b>Nutrition Services</b>		
Nutrition Consultation (Contact)	2	6
Nutrition Counseling (Contact)	1	1
Participant Assessment - Nutrition Services (Assessment)	5	1,364
<b>Services to Assist Independence</b>		
Caregiver Respite Care Non-Residential (Hour) 	3	13,797
Chore Maintenance (Hour)	5	3,830
Day Activity and Health Services (Half Day)	4	3,401
Health Screening (Contact)	3	660
Instruction & Training (Contact)	5	4,300
Mental Health Services (Contact)	3	428
Physical Fitness (Contact)	4	4,343
Recreation (Contact)	1	1
Telephone Reassurance (Contact)	3	1,665
Transportation Fixed Route (One-Way Trip) 	1	1
Transportation Voucher (One-Way Trip) 	4	561
Visiting (Contact)	2	3,555

Fourteen services were provided in excess of 20,000 times per year across Texas. The table below identifies these services in each service area, in descending order.

Table 4 - Services Provided in Excess of 20,000 Times Per Year




Services Provided (Unit of Measure)	Amount
<b>Access &amp; Assistance Services</b>	








Services Provided (Unit of Measure)		Amount
Information, Referral & Assistance (Contact)		253,752
Legal Awareness (Contact)		133,337
Care Coordination (Hour)		49,956
Caregiver Support Coordination (Hour)		34,179
Nutrition Services		
Home Delivered Meals (Meal)		5,601,976
Congregate Meals (Meal)		3,531,748
Nutrition Education (Contact)		93,722
Services to Assist Independence		
Transportation Demand Response (One-Way Trip)		656,709
Caregiver Respite Care In-Home (Hour)		188,071
Homemaker (Hour)		62,572
Personal Assistance (Hour)		62,552
Evidence Based Intervention (Hour)		44,828
Caregiver Respite Care Institutional (Hour)		27,886
Health Maintenance (Contact)		22,914

As it is often difficult to compare services using different units of measure, the following table breaks out the most provided services by unit of measure – Each (Meal or Trip), Hour, and Contact.

Table 5 - Services Provided by Unit of Measure

Services Provided (Unit of Measure)		Amount
Services Provided by Each (Meal or Trip)		
Home Delivered Meals (Meal)		5,601,976
Congregate Meals (Meal)		3,531,748
Transportation Demand Response (One-Way Trip)		656,709

Services Provided (Unit of Measure)	Amount
Services Provided by Hour	
Caregiver Respite Care In-Home (Hour) 	188,071
Homemaker (Hour)	62,572
Personal Assistance (Hour) 	62,552
Care Coordination (Hour)	49,956
Evidence Based Intervention (Hour) 	44,828
Caregiver Support Coordination (Hour)	34,179
Caregiver Respite Care Institutional (Hour) 	27,886
Services Provided by Contact	
Information, Referral & Assistance (Contact)	253,752
Legal Awareness (Contact)	133,337
Nutrition Education (Contact)	93,722
Health Maintenance (Contact) 	22,914

### C. Combined SWOT Analysis

SWOT stands for Strengths, Weaknesses, Opportunities, and Threats. A SWOT analysis guides an organization in identifying internal (strengths and weaknesses) and external (opportunities and threats) factors to assist with strategic planning and decision-making. The purpose of the SWOT analysis is to identify positive forces that should be enhanced or continued, and potential problems that need to be recognized and possibly addressed.<sup>1</sup> The goal of a SWOT analysis is to understand how strengths and opportunities can offset weaknesses and threats in developing an overall strategy to maintain or improve an organization.

Ten of the Area Plans did not include a SWOT analysis, and one provided a SOAR (Strengths, Opportunities, Aspirations, and Results) analysis.

#### 1. Strengths (internal to the organization)

#### Strengths Examples

**Staff:** Highly tenured, knowledgeable, compassionate, consistent, caring, diverse, bilingual, cooperative, customer-focused, team-focused, planning expertise.

**Leadership:** Supportive, transparent, attentive.  
(North Central Texas AAA)

<sup>1</sup> Section 14: SWOT Analysis, University of Kansas Community Tool Box, downloaded July 24, 2012.

<https://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/swot-analysis/main>





- Rules and administrative processes, including too cumbersome, hard to understand, constantly changing – 7



Figure 2 - Word Cloud for Weaknesses

## Weaknesses Examples

**Staffing:** Lack of adequate staff for large service area (follow-through, continuity), isolation of staff due to field work (disconnection with agency and other staff), high cost of direct services (salaries based on tenured staff, relatively high fringe rates), lack of clearly-defined career ladders, heavy demand on staff to manage subrecipient agreements, meeting performance measures limits time to learn from other staff, hear about new resources, participate in trainings and meetings. (North Central)

**Size of service area:** Large geographical area covering 14 counties (visibility and community outreach difficult). (North Central)

**Reliance on government and public funding:** Delay in receiving funds, funding restrictions (allowed use of dollars received may not match agency need), funding restrictions by program. (North Central)

### 3. Opportunities (external to the organization)



***Opportunities: elements in the environment that the organization could exploit to its advantage.***

The 94 opportunities listed in the AAA Area Plans were fairly consistent and could be categorized under 14 themes. These themes ranged from 36 instances (collaboration) to one (lower living costs; expansion of Senior Centers in small communities; and addressing social determinants of health as part of the solution to drive down healthcare costs). By far, the most common theme was collaboration (36 instances), followed by outreach (15), and funding (9).

*Table 6 - Opportunities Grouped by Theme*

Opportunities	Instances
Collaboration, including networking, coalitions, community support, legislature	36
Outreach, communication, education	15
Funding, resources	9
Alternative / additional ways to provide service	8
Technology, tools, efficiency	7
Population growth, including older adults and in rural areas	4
Housing	3
Working with Managed Care organizations	3
Transportation	2
Adding Volunteers	2
AAA Leadership are seen as subject matter experts (SMEs)	2
Lower overall living costs	1
Expansion of Senior Centers in small communities	1
Addressing social determinants of health as part of the solution to drive down healthcare costs	1

#### **Opportunities Examples**

**Build on existing relationships** with long-term care facilities, public libraries, and community centers, and establishing Memorandums of Understanding (MOUs) with those entities, as well as expanding to additional relationships. (Bexar County)

**Networking:** Create/enhance relationships with Medicare, Medicaid, Social Security Administration, Texas Health and Human Services. (North Central)

**Technology:** Use social media to expand client base and make our presence more visible, create up-to-date housing database, system to find and update resources. (North Central)

**Funding:** Contract with managed care companies, Medicare Advantage plans, etc., promote and fund evidence-based programs. (North Central)

## 4. Threats (external to the organization)

***Threats: elements in the environment that could cause trouble for the organization.***

The AAA Area Plans identified 103 total threats, with funding (including funding decreases, funding not keeping up with demand, etc.) first at 27 instances, followed by societal, personal, and medical with 26, and provider issues (including duplication of benefits, decreasing participation in rural areas, and difficulty breaking even) third with 22.

Table 7 - Threats Grouped by Theme

Threats	Instances
Funding, resourcing, funding decreasing and/or not keeping up with demand, changing priorities	27
Societal (elder population increasing, breakdown of family), personal (increasing number of dementia patients), medical	26
Providers - lack of, decreasing participation, can't break even, duplication, staff turnover	22
Bureaucracy, rules	9
Large areas to serve, distance to access care	5
Cost, affordability, loss of benefits	5
Fraud, scams	3
Medicare, Advantage plans, Medicare organizations, unwilling to partner	3
Education	2
Lack of electronic records	1

#### Threats Examples

**Funding:** BAAA has not been able to consistently receive the funding necessary to effectively staff and efficiently train adequate numbers of personnel to cover this very large service area—especially the more remote/rural outlining areas. (Bexar County)

**Funding cuts/funding limitations:** Changes in congressional priorities, lack of variety of sources. (North Central)

**Bureaucratic systems:** Complex, confusing, inaccessible (Medicare, Medicaid, Social Security), red tape related to program eligibility requirements, inaccessibility of live person contact due to automated systems, program criteria are difficult to meet. (North Central)

**Large service area:** Demand exceeds resources, no physical offices in service area, low presence in the community. (North Central)

5. SWOT Matrix. The table below lists the top three Strengths, Weaknesses, Opportunities, and Threats for the AAA program in the state of Texas, as provided in the AAA Area Plans.

Internal Factors	
<b><u>Strengths</u></b> 1. Partners, Partnerships 2. Staff 3. Leadership	<b><u>Weaknesses</u></b> 1. Funding 2. Staffing 3. Rules, bureaucracy
External Factors	
<b><u>Opportunities</u></b> 1. Collaboration 2. Outreach, communication 3. Funding, resources	<b><u>Threats</u></b> 1. Funding 2. Societal, personal, medical 3. Providers

#### D. Greatest Needs and Constraints

The Area Plans provided needs that we categorized into 11 themes. The needs most often listed in the 28 Area Plans fall into the service areas of Transportation (25 plans), Nutrition Services (19 plans), and In-Home Assistance (12 plans).

The most identified constraint is funding, followed by lack of providers.

1. Transportation. 25 of the 28 AAAs identified Transportation as a need. The constraints for providing transportation to all who need it are below.

Table 8 - Transportation Constraints

Transportation Constraints	Instances
Funding / Costs of Service	17
Lack of providers / options	9
Rules - can't cross county lines, administrative burden for vouchers, fixed unit rate of reimbursement	4
Size of region / distance to travel	4
Client sharing / scheduling	4
Lack of staff / volunteers	3
Lack of public transportation	3

#### Transportation

Exhibit an ability to provide an adequate amount of door-to-door trips to nutrition sites, local medical services, social service agency appointments, and other miscellaneous socialization activities. (Bexar County)

2. Nutrition Services. 19 of the 28 plans identified various aspects of nutrition services as their greatest need, including home-delivered and congregate meals.

Table 9 - Nutrition Services Constraints

Nutrition Services Constraints	Instances
Funding / Costs of Service	12
Congregate Meal Site Participation Falling	9
Rules - changes to policies needed. Dietary Reference Intake requirements, OAA/State regulations burdensome, allocation of units once per FY, Consumer Needs Evaluation, per-meal reimbursement too low for many providers (\$5.31), cannot transfer congregate meal funding to home delivered meal account, need a more flexible meal model	5
Lack of providers / options	4

### Nutrition Services

Seniors with a high risk of food insecurity also had a high probability of readmission following a discharge from the hospital; this is an issue Centers for Medicare & Medicaid Services (CMS) has identified as a cause of hospital readmission. A contributor to general food insecurity are food deserts, not having enough funds to purchase food, oral health, ability to cook, or simply forgetting eat because they are not hungry. (Lower Rio Grande Valley).

The current rate for the congregate meals is \$5.60 and home delivered is \$5.31. The congregate meal rate has always been higher because the home delivered meal rate has been capped by the Legislative Budget Board. Before this fiscal year the rate was \$4.95. The Texas Legislature appropriated additional state general revenue funds to increase the home delivered meal rate to \$5.31. (Lower Rio Grande Valley)

Home Delivered Meals: Hot, cold, frozen, dried, canned, fresh or supplemental food (with a satisfactory storage life) which provides a minimum of 33.3 percent of the dietary reference intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy Sciences and complies with the most recent Dietary Guidelines for Americans, published by the Secretary of Agriculture, and is delivered to an eligible participant in their place of residence. The objective is to reduce food insecurity and help the recipient sustain independent living in a safe and healthful environment. (Lower Rio Grande Valley)

The U.S. National Library of Medicine states that good nutrition can help prevent some diseases, such as osteoporosis, high blood pressure, heart disease, type 2 diabetes and certain cancers. (Ark-Tex)



3. In-Home Assistance. Ten of the plans identified various in-home services as needs in their regions.

Table 10 - In-Home Assistance Constraints

In-Home Assistance Constraints	Instances
Funding	5
Length of assistance (months) and max hours per week limiting	5
Inadequate providers / staff	4
Concern about Medicaid Estate Recovery Program recouping costs	2
Size of area and distance to travel	1

#### Home Health Care

The AARP 2019 Age Friendly Action Plan noted that the availability of affordable home health care is their top tier of unmet needs and without Title III funding for in-home services this service would be virtually out of reach for most older adults and their caregivers. Older adults are living longer, and it is imperative that caregivers can continue employment and maintain family structure while caring for a loved one. (Harris County)

#### Homemaker Services

This service is invaluable for people over 60 returning to their home after a hospital stay or participating in rehabilitation. Light housekeeping is difficult when you are weak from illness or are recovering from any broken bone. (Ark-Tex)

Unsurprisingly, funding tops the lists of constraints in each of the top needs. Another constraint that is regularly listed is the need for more flexible rules.

#### Need for More Flexible Policies

BAAA will work with HHSC, and Home Delivered Meal (HDM) providers to propose and implement effective policy changes that will increase the flexibility of the HDM program. A more flexible model would offer a combination of hot, chilled or frozen meals to be delivered on one or more days a week or allow for the delivering of five or more meals once a week. Doing so would allow older home-bound customers and meal providers an alternative option to the daily delivery of hot meals. This flexibility would potentially increase client and volunteer participation. Certain service areas limit the option of providing multiple frozen, chilled, hot and or shelf-stable meals at one time. (Bexar County)

## IV. Prioritized Recommendations for Improvement

The analysis team utilized a “TOWS Matrix,” below, to develop recommended strategies based on the identified strengths, weaknesses, opportunities, and threats. The TOWS Matrix, adapted from Fred David’s *Strategic Management* text<sup>2</sup>, takes the strengths and weaknesses of an organization and matches them with its opportunities and threats to generate strategic options.

The strategies can be categorized as OS (Opportunities-Strengths), OW (Opportunities-Weaknesses), TS (Threats-Strengths), and TW (Threats-Weaknesses), each of which assist the organization in achieving its objectives.

- OS – The network’s strengths can be used to take advantage of opportunities.
- OW – The network can overcome weaknesses by taking advantage of opportunities.
- TS – The network’s existing strengths can be used to avoid threats.
- TW – The network is most vulnerable in this quadrant and the goal is to minimize weaknesses and avoid threats.

The TOWS Matrix identifies thirteen strategies for consideration by the TARC staff and AAA leadership for implementation.

Table 11 - Strategies for Improvement using a TOWS Matrix

	<b><u>Strengths</u></b> 1. Partners, Partnerships 2. Staff 3. Leadership	<b><u>Weaknesses</u></b> 1. Funding 2. Staffing 3. Rules, bureaucracy
<b><u>Opportunities</u></b> 1. Collaboration 2. Outreach, communication 3. Funding, resources	Opportunity-Strengths (OS) Strategies <i>(Use strengths to take advantage of opportunities)</i> OS 1: Continue to utilize partners to approach local, state, federal officials to educate about AAA program needs. OS 2: Continue outreach to educate public about AAA services, constraints, and opportunities to support.	Opportunity-Weaknesses (OW) Strategies <i>(Overcome weaknesses by taking advantage of opportunities)</i> OW 1: Convene partners and staff to discuss changes to policies, rules, and regulations to streamline processes. OW 2: Utilize partners and staff to conduct a coordinated approach to state and federal legislators to educate on funding issues and the drivers of increased funding and resource needs. OW 3: Convene a staff workgroup to identify best practices in utilizing limited resources to optimize program delivery. OW 4: Approach partners to discuss national best practices to determine applicability in Texas.

<sup>2</sup> David, F. (1993). *Strategic Management*, 4th Ed. New York, NY: Macmillan Publishing Company

<p><b><u>Threats</u></b>  1. Funding  2. Societal, personal medical  3. Providers</p>	<p>Threats-Strengths (TS) Strategies  <i>(Use strengths to avoid threats)</i>  TS 1: Engage with partners to identify national strategies to educate legislators on the need for increased funding.  TS 2: Develop and provide education to AAA staff on the changing demographics and areas of increasing concern in the elder population.  TS 3: Convene a workgroup of providers to identify barriers to providing services and develop a strategy to address issues identified.  TS 4: Explore grant opportunities to fund volunteer coordinator positions to recruit and manage a volunteer cadre to assist with providing services.</p>	<p>Threats-Weaknesses (TW) Strategies  <i>(Minimize weaknesses and avoid threats)</i>  TW 1: Continue conducting staff training on program rules and exceptions.  TW 2: Identify and share best practices across the AAA regions.  TW 3: Develop common talking points for educating the public, potential donors, and local, state, and federal elected officials on programs, constraints, and needs.</p>
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The review team recommends the following strategies, in priority order:

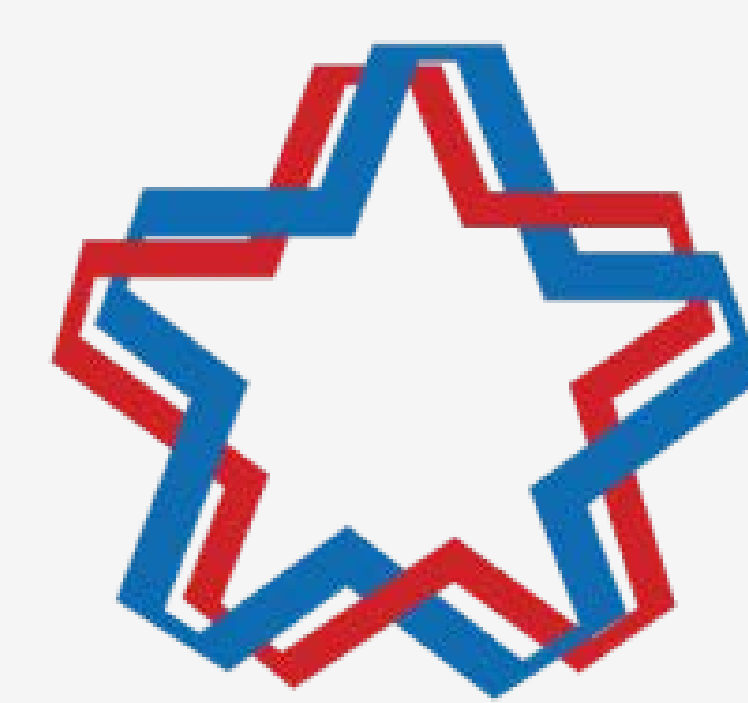
1. TS 3: Convene a workgroup of providers to identify barriers to providing services and develop a strategy to address issues identified.
2. OW 1: Convene partners and staff to discuss changes to policies, rules, and regulations to streamline processes.
3. TW 2: Identify and share best practices across the AAA regions.
4. TW 3: Develop common talking points for educating the public, potential donors, and local, state, and federal elected officials on programs, constraints, and needs.
5. TS 4: Explore grant opportunities to fund volunteer coordinator positions to recruit and manage a volunteer cadre to assist with providing services.
6. OS 1: Continue to utilize partners to approach local, state, federal officials to educate about AAA program needs.
7. OW 2: Utilize partners and staff to conduct a coordinated approach to state and federal legislators to educate on funding issues and the drivers of increased funding and resource needs.
8. TS 1: Engage with partners to identify national strategies to educate legislators on the need for increased funding.
9. OW 4: Approach partners to discuss national best practices to determine applicability in Texas.
10. OW 3: Convene a staff workgroup to identify best practices in utilizing limited resources to optimize program delivery Texas.
11. OS 1: Utilize partners to approach local, state, federal officials to educate about AAA program needs.
12. OS 2: Continue outreach to educate public about AAA services, constraints, and opportunities to support.

- 13.TW 1: Continue conducting staff training on program rules and exceptions.
- 14.TS 2: Develop and provide education to AAA staff on the changing demographics and areas of increasing concern in the elder population.

## V. Area Agencies on Aging Summaries

The following section contains 2-page summaries for each of the Area Agencies on Aging.





Texas Association  
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## Area Agency On Aging Area Summaries



AREA SUMMARY

PANHANDLE AREA AGENCY ON AGING  
PLANNING SERVICE AREA (PSA) 1

415 S.W.8th Ave Amarillo TX 79101

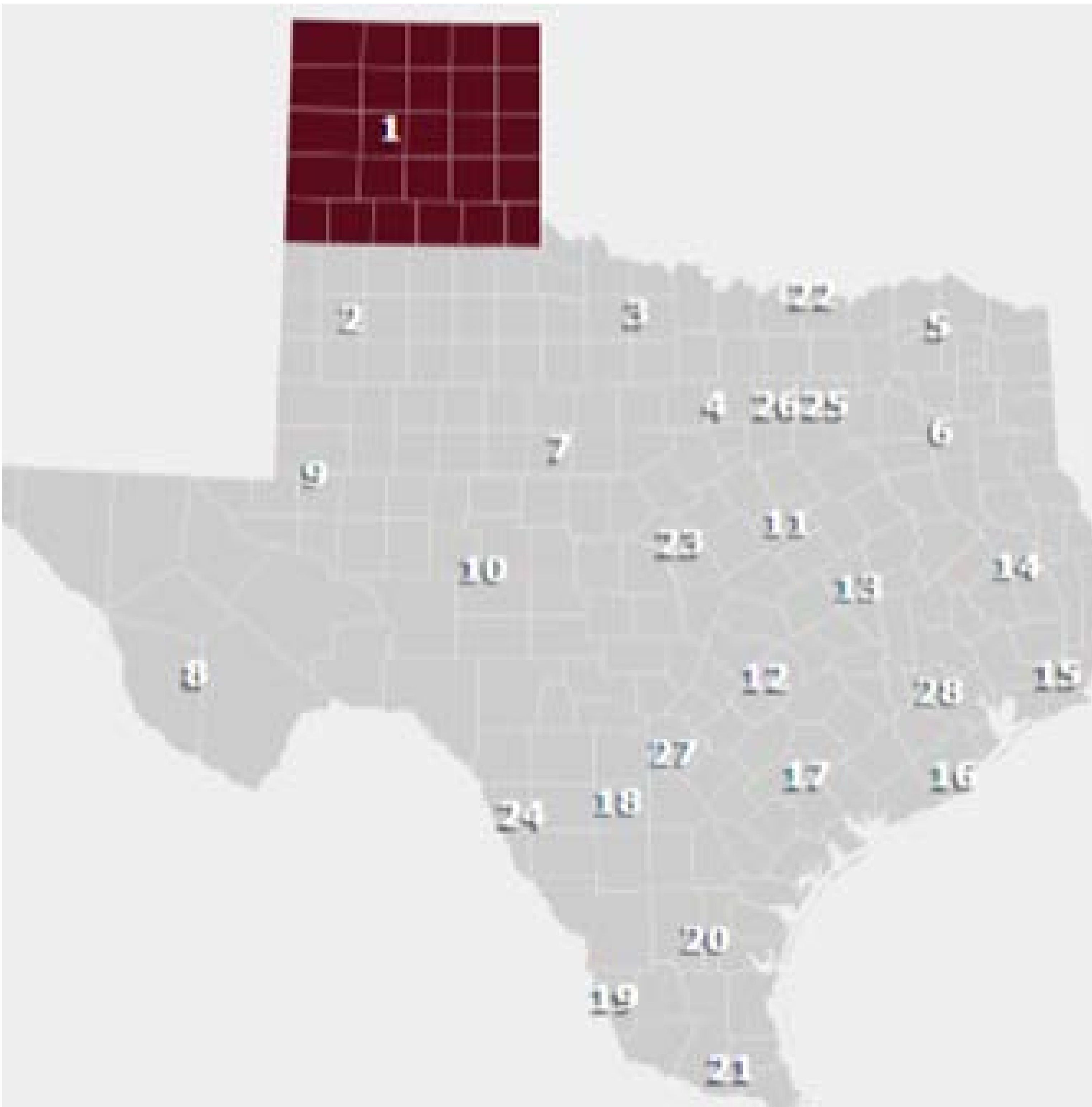






MISSION

The mission of the Area Agency on Aging of the Panhandle is to promote the dignity and independence of older people and to serve as a focal point and advocate for older persons and their concerns.

VISION

Our vision is to help society prepare for an aging population that ensures that all older people have the opportunity to fully participate in all aspects of society and community life and remain in their own homes for as long as possible.



Panhandle AAA	Number	% of Category Total
 Population - Total	434,358	
 Square Miles	25,754	
 Average Population Density of the AAA (people per square mile)	16.9	
 Population: Age 60+	98,595	
Population in Poverty: Age 60+	9,492	9.6 %
Number of 60+ Persons Receiving AAA Services	2,062	2.1 %
Number of 60+ Persons Living in Rural Areas	44,715	45.4 %



AREA SUMMARY

PANHANDLE AREA AGENCY ON AGING  
PLANNING SERVICE AREA (PSA) 1

415 S.W.8th Ave Amarillo TX 79101

Services Provided by the Panhandle AAA

Access & Assistance Services



Care Coordination  
(Hour)



Caregiver Support  
Coordination (Hour)



Information, Referral  
& Assistance (Contact)

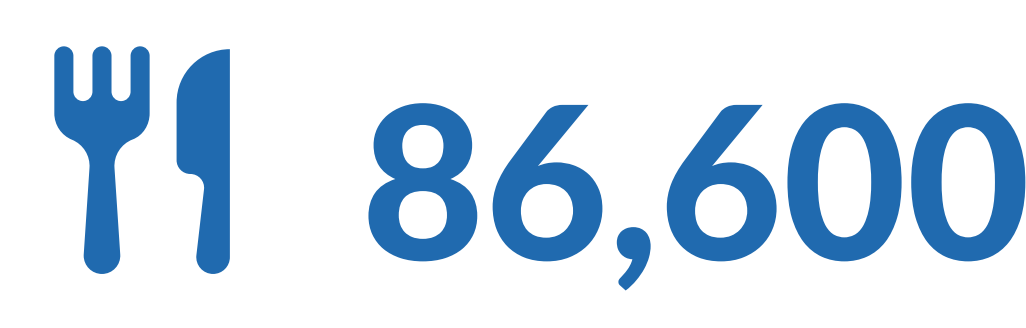


Legal Assistance  
age 60 & Over (Hour)



Legal Awareness  
(Contact)

Nutrition Services



Congregate Meals  
(Meal)



Home Delivered Meals  
(Meal)

Services to Assist Independence



Caregiver Education &  
Training (Contact)



Caregiver Respite Care  
Institutional (Hour)



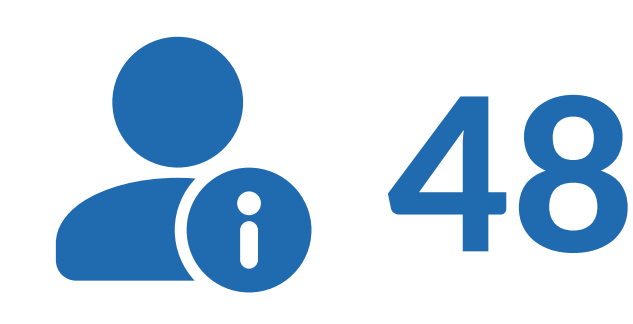
Evidence Based  
Intervention (Hour)



Income Support  
(Contact)



Transportation Demand  
Response (One-Way Trip)



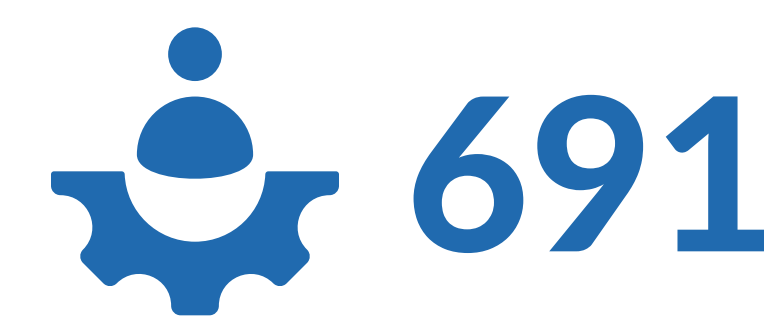
Caregiver Information  
Services (Activity)



Caregiver Respite Care  
Voucher (Hour)



Health Maintenance  
(Contact)



Personal Assistance  
(Hour)



Transportation Voucher  
(One-Way Trip)



Caregiver Respite Care  
In-Home (Hour)



Day Activity and Health  
Services (Half Day)



Homemaker (Hour)



Residential Repair  
(Dwelling)



AREA SUMMARY

# SOUTH PLAINS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 2

P.O. Box 3730 Freedom Station, Lubbock TX 79452

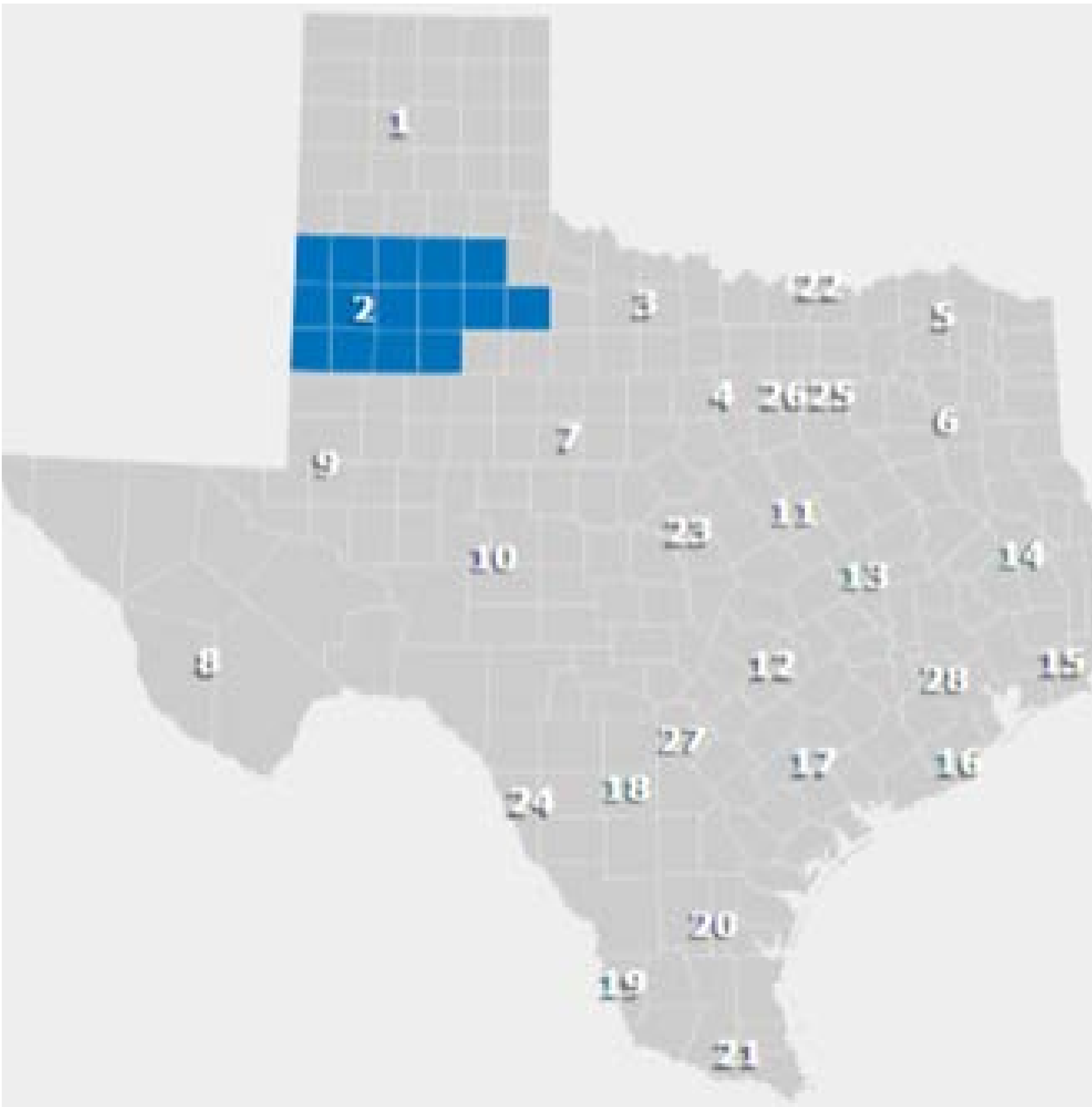






MISSION

SPAG, as the Area Agency on Aging (AAA), coordinates a network of service providers ensuring a comprehensive continuum of services and opportunities thereby helping older individuals live dignified, independent, and productive lives.

VISION

Our In conjunction with the Older Americans Act, South Plains Association of Governments, Area Agency on Aging (AAA) provides services for individuals aged 60 and over to help maintain their dignity and independence while helping them live at home.



South Plains AAA	Number	% of Category Total
 Population - Total	436,806	
 Square Miles	13,737	
 Average Population Density of the AAA (people per square mile)	31.8	
 Population: Age 60+	88,362	
Population in Poverty: Age 60+	8,992	10.2%
Number of 60+ Persons Receiving AAA Services	1,892	2.1 %
Number of 60+ Persons Living in Rural Areas	31,797	36%



AREA SUMMARY

# SOUTH PLAINS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 2

P.O. Box 3730 Freedom Station, Lubbock TX 79452

## Services Provided by the South Plains AAA

### Access & Assistance Services



Care Coordination  
(Hour)



Caregiver Support  
Coordination (Hour)



Information, Referral  
& Assistance (Contact)



Legal Assistance  
age 60 & Over (Hour)



Legal Awareness  
(Contact)

### Nutrition Services



Congregate Meals  
(Meal)

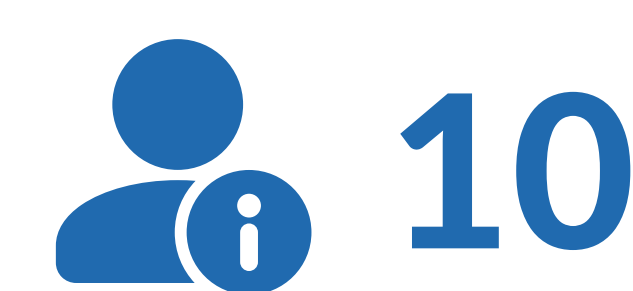


Home Delivered Meals  
(Meal)



Nutrition Education  
(Contact)

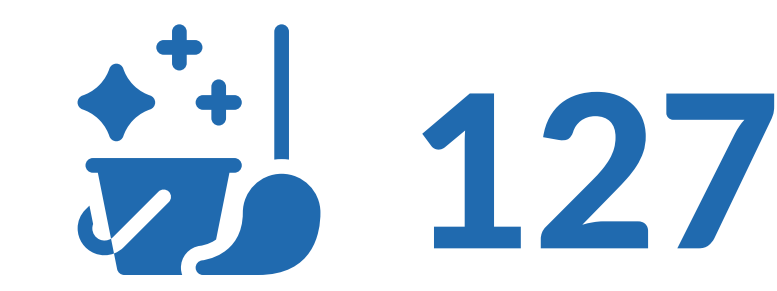
### Services to Assist Independence



Caregiver Information  
Services (Activity)



Caregiver Respite Care  
Voucher (Hour)



Chore Maintenance  
(Hour)



Day Activity and Health  
Services (Half Day)



Emergency Response  
(Month ERS Service)



Evidence Based  
Intervention (Hour)



Health Maintenance  
(Contact)



Health Screening  
(Contact)



Homemaker (Hour)



Instruction and Training  
(Contact)



Residential Repair  
(Dwelling)



Transportation Demand  
Response (One-Way Trip)



AREA SUMMARY

# NORTH TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 3

P.O. Box 5144, Wichita Falls, TX 76307

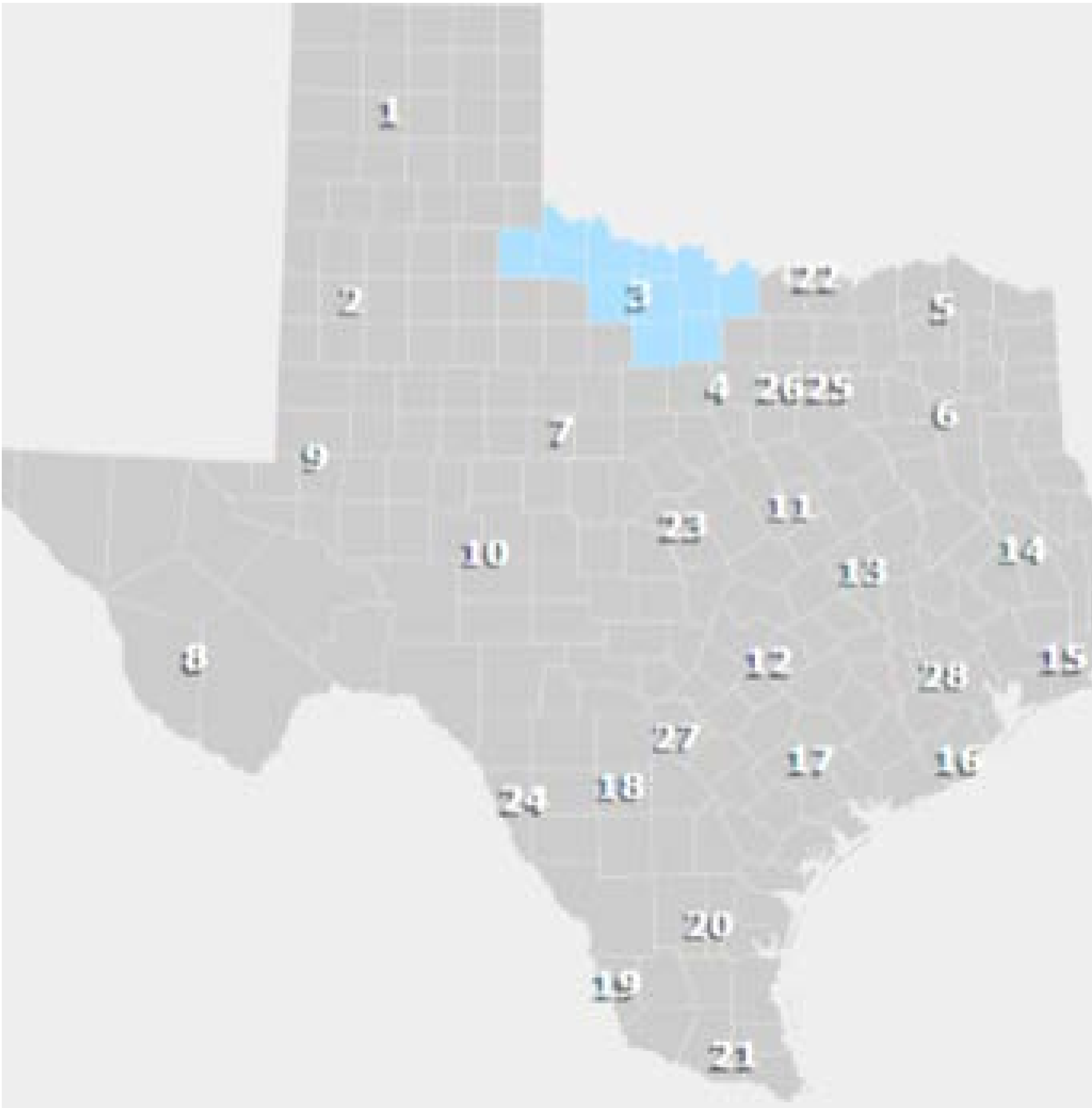






## MISSION

The mission of the Area Agency on Aging of North Texas is to promote the optimal quality of life for older adults and their families through coordinated and cost-effective services.

## VISION

The vision of the Area Agency on Aging of North Texas is for older adults to age in place with dignity and purpose in a secure environment in their communities.



North Texas AAA		Number	% of Category Total
 Population - Total		220,839	
 Square Miles		9,461	
 Average Population Density of the AAA (people per square mile)		23.34	
 Population: Age 60+		58,891	
Population in Poverty: Age 60+		6,476	11 %
Number of 60+ Persons Receiving AAA Services		2,399	4.1 %
Number of 60+ Persons Living in Rural Areas		22,035	37.4 %



AREA SUMMARY

# NORTH TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 3

P.O. Box 5144, Wichita Falls, TX 76307

## Services Provided by the North Texas AAA

### Access & Assistance Services



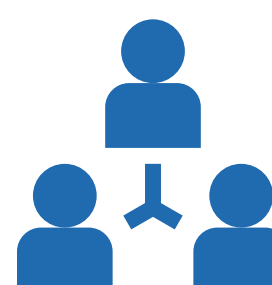
294

Care Coordination  
(Hour)



218

Caregiver Support  
Coordination (Hour)



385

Information, Referral  
& Assistance (Contact)



207

Legal Assistance  
age 60 & Over (Hour)



895

Legal Awareness  
(Contact)

### Nutrition Services



78,509

Congregate Meals  
(Meal)



79,946

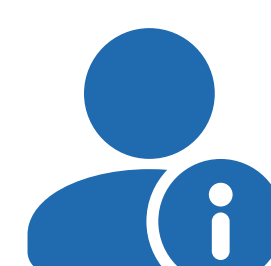
Home Delivered Meals  
(Meal)



1,825

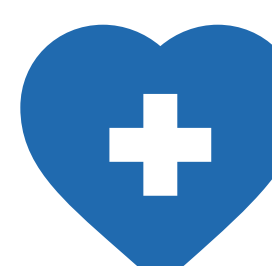
Nutrition Education  
(Contact)

### Services to Assist Independence



21

Caregiver Information  
Services (Activity)



264

Health Maintenance  
(Contact)



13,480

Transportation Demand  
Response (One-Way Trip)



3,534

Caregiver Respite Care  
In-Home (Hour)



123

Income Support  
(Contact)



186

Evidence Based  
Intervention (Hour)



7

Residential Repair  
(Dwelling)



AREA SUMMARY

# NORTH CENTRAL TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 4

P.O. Box 5888, Arlington, TX 76005

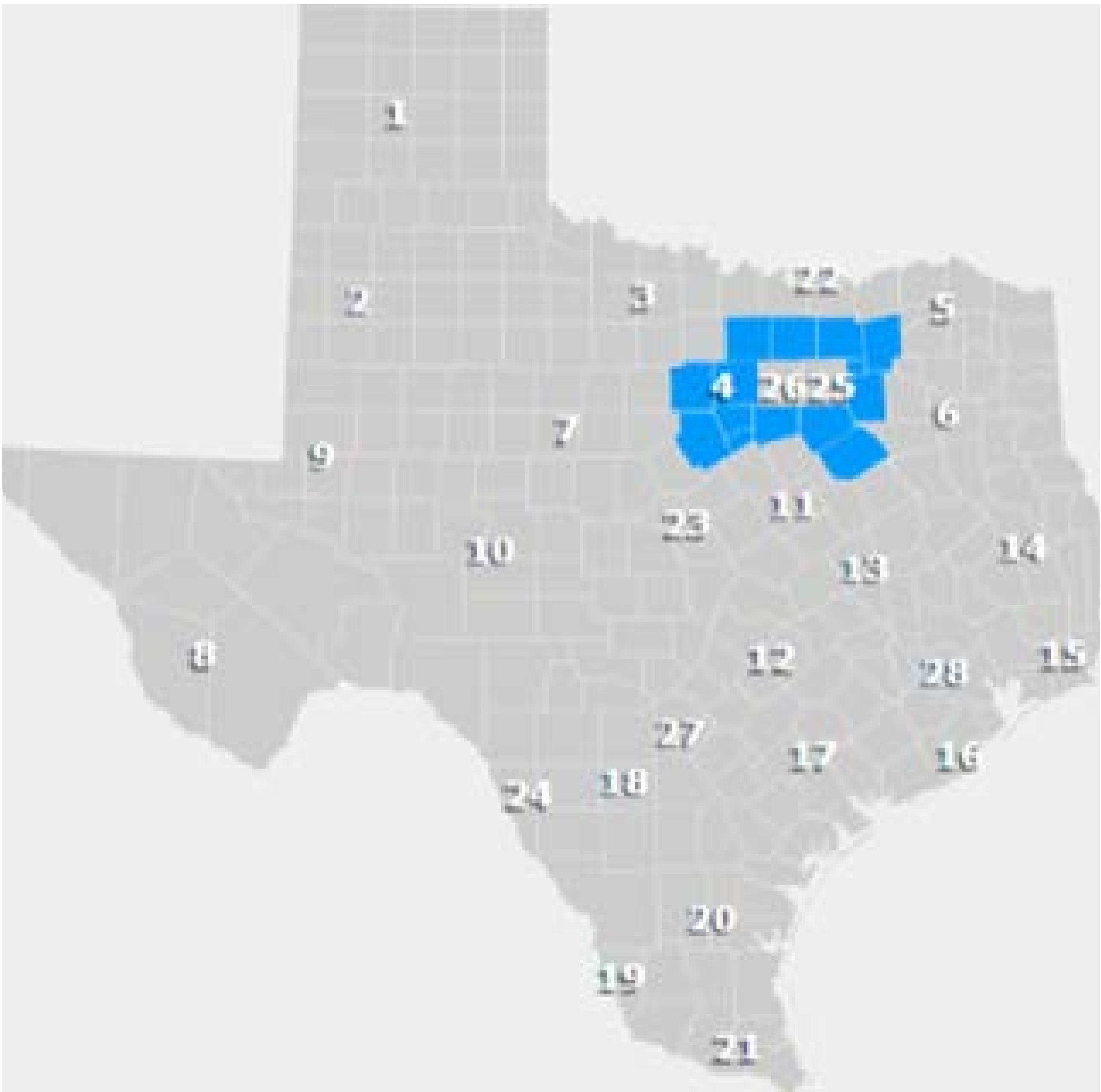






MISSION

The mission of the North Central Texas Area Agency on Aging (NCTAAA) is to maximize the independence, wellbeing, and health of older North Central Texans, persons with disabilities, and their family caregivers.

VISION

The vision of the NCTAAA is to allow older adults to live with dignity, exercise meaningful choice, and participate fully in their communities.



North Central Texas AAA		Number	% of Category Total
	Population - Total	3,144,227	
	Square Miles	9,684	
	Average Population Density of the AAA (people per square mile)	324.7	
	Population: Age 60+	645,893	
	Population in Poverty: Age 60+	44,198	6.8%
	Number of 60+ Persons Receiving AAA Services	7,993	1.2 %
	Number of 60+ Persons Living in Rural Areas	35,664	5.5 %



AREA SUMMARY

# NORTH CENTRAL TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 4

P.O. Box 5888, Arlington, TX 76005



## Services Provided by the North Central Texas AAA








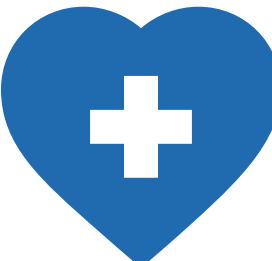

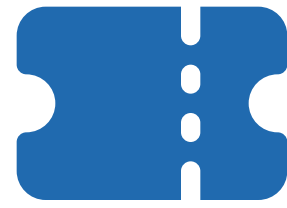


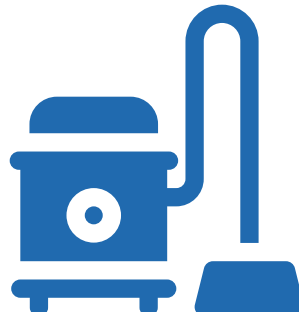


### Access & Assistance Services

 <b>785</b> Care Coordination (Hour)	 <b>1,261</b> Caregiver Support Coordination (Hour)	 <b>13,350</b> Information, Referral & Assistance (Contact)	 <b>231</b> Legal Assistance age 60 & Over (Hour)	 <b>17,180</b> Legal Awareness (Contact)
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### Nutrition Services

 <b>190,512</b> Congregate Meals (Meal)	 <b>808,684</b> Home Delivered Meals (Meal)	 <b>6,609</b> Nutrition Education (Contact)
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### Services to Assist Independence

 <b>2,247</b> Caregiver Education & Training (Contact)	 <b>0</b> Caregiver Respite Care Institutional (Hour)	 <b>1,986</b> Evidence Based Intervention (Hour)	 <b>59</b> Income Support (Contact)	 <b>55,392</b> Transportation Demand Response (One-Way Trip)
 <b>453</b> Caregiver Information Services (Activity)	 <b>2,580</b> Caregiver Respite Care Voucher (Hour)	 <b>1,439</b> Health Maintenance (Contact)	 <b>160</b> Personal Assistance (Hour)	 <b>473</b> Homemaker (Voucher)
 <b>3,575</b> Caregiver Respite Care In-Home (Hour)	 <b>200</b> Emergency Response (Month ERS Service)	 <b>1,150</b> Homemaker (Hour)	 <b>119</b> Residential Repair (Dwelling)	 <b>1,328</b> Instruction and Training (Contact)



AREA SUMMARY

# ARK-TEX AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 5

4808 Elizabeth Street, Texarkana, TX 75503

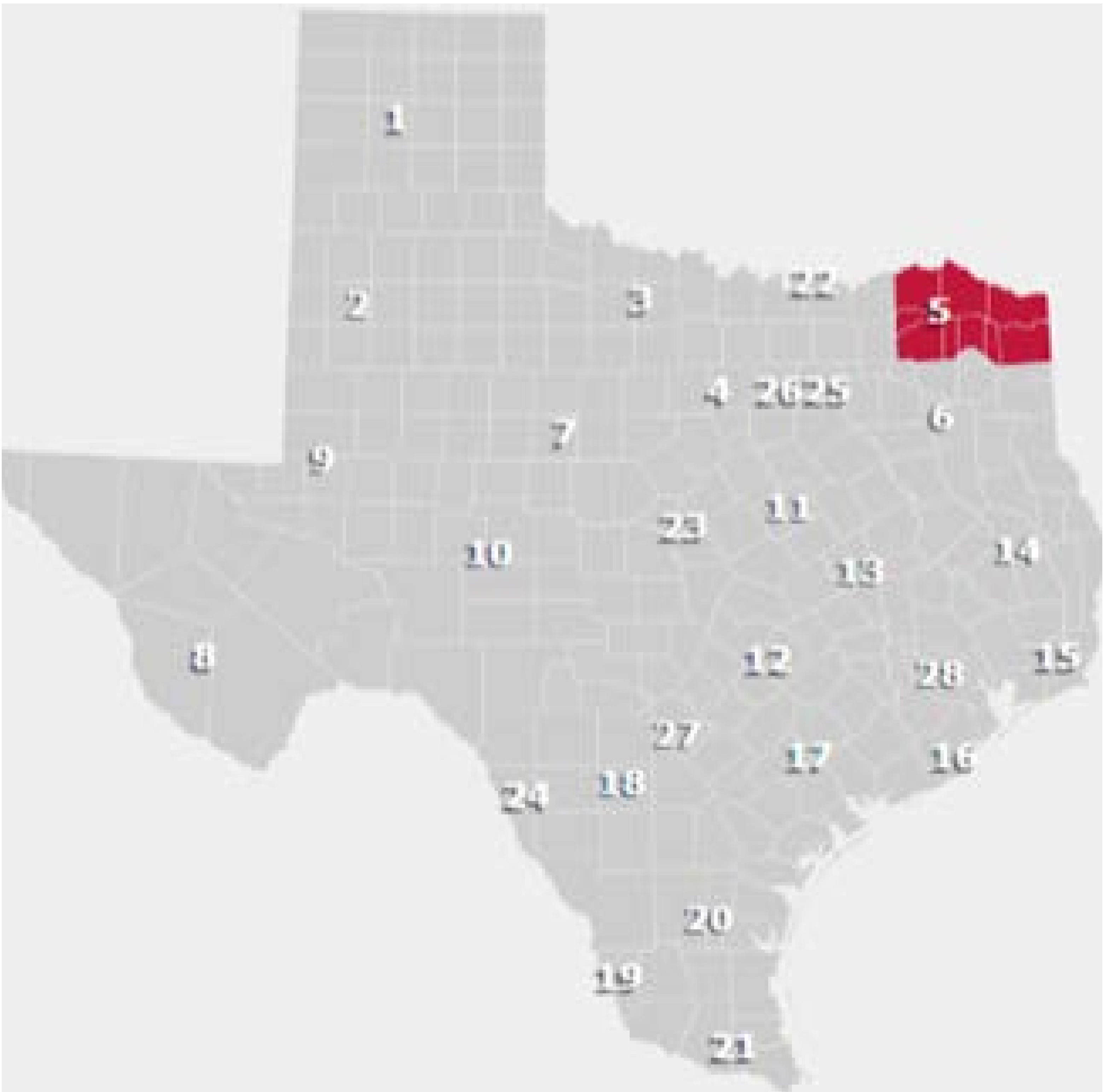






## MISSION

To advocate on behalf of disabled adults and the senior population and assist them in living independent, meaningful, and dignified lives.

## VISION

To be the best servant and advocate for seniors in the Ark-Tex region.



Ark-Tex AAA		Number	% of Category Total
	Population - Total	289,778	
	Square Miles	5,732	
	Average Population Density of the AAA (people per square mile)	50.55	
	Population: Age 60+	75,792	
	Population in Poverty: Age 60+	8,010	10.6 %
	Number of 60+ Persons Receiving AAA Services	5,253	6.9 %
	Number of 60+ Persons Living in Rural Areas	57,657	76.1 %



AREA SUMMARY

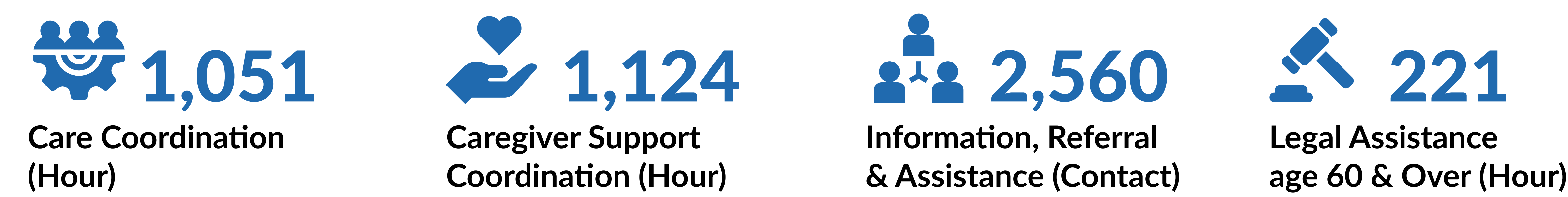
# ARK-TEX AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 5

4808 Elizabeth Street, Texarkana, TX 75503

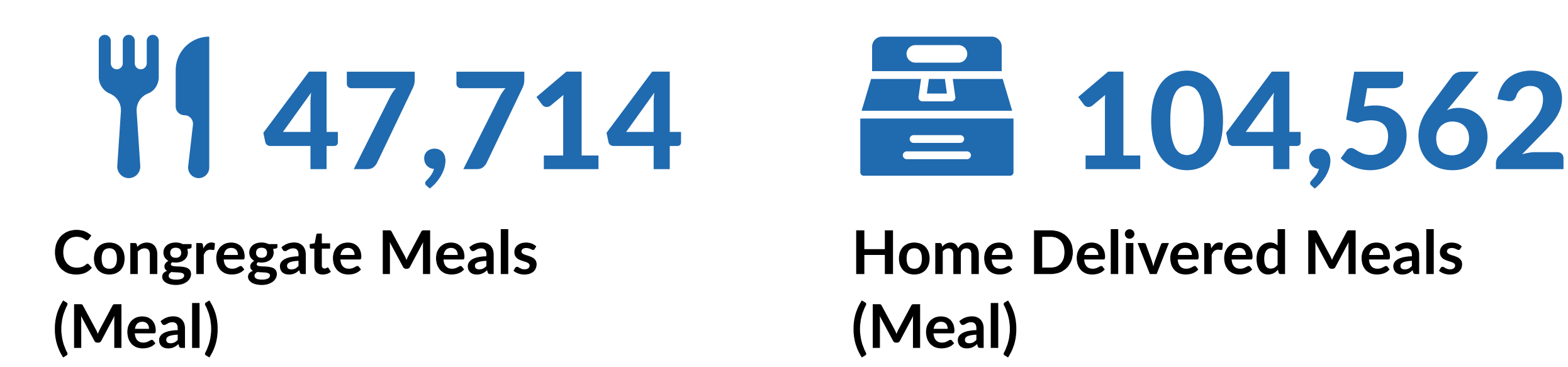


## Services Provided by the Ark-Tex AAA

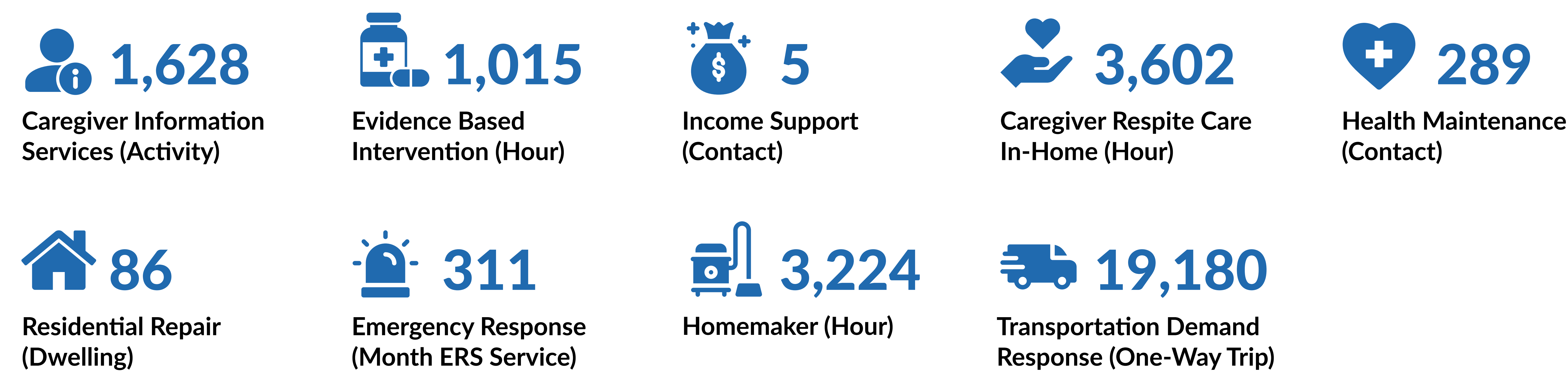
### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence





AREA SUMMARY

# EAST TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 6

3800 Stone Road, Kilgore, TX 75662

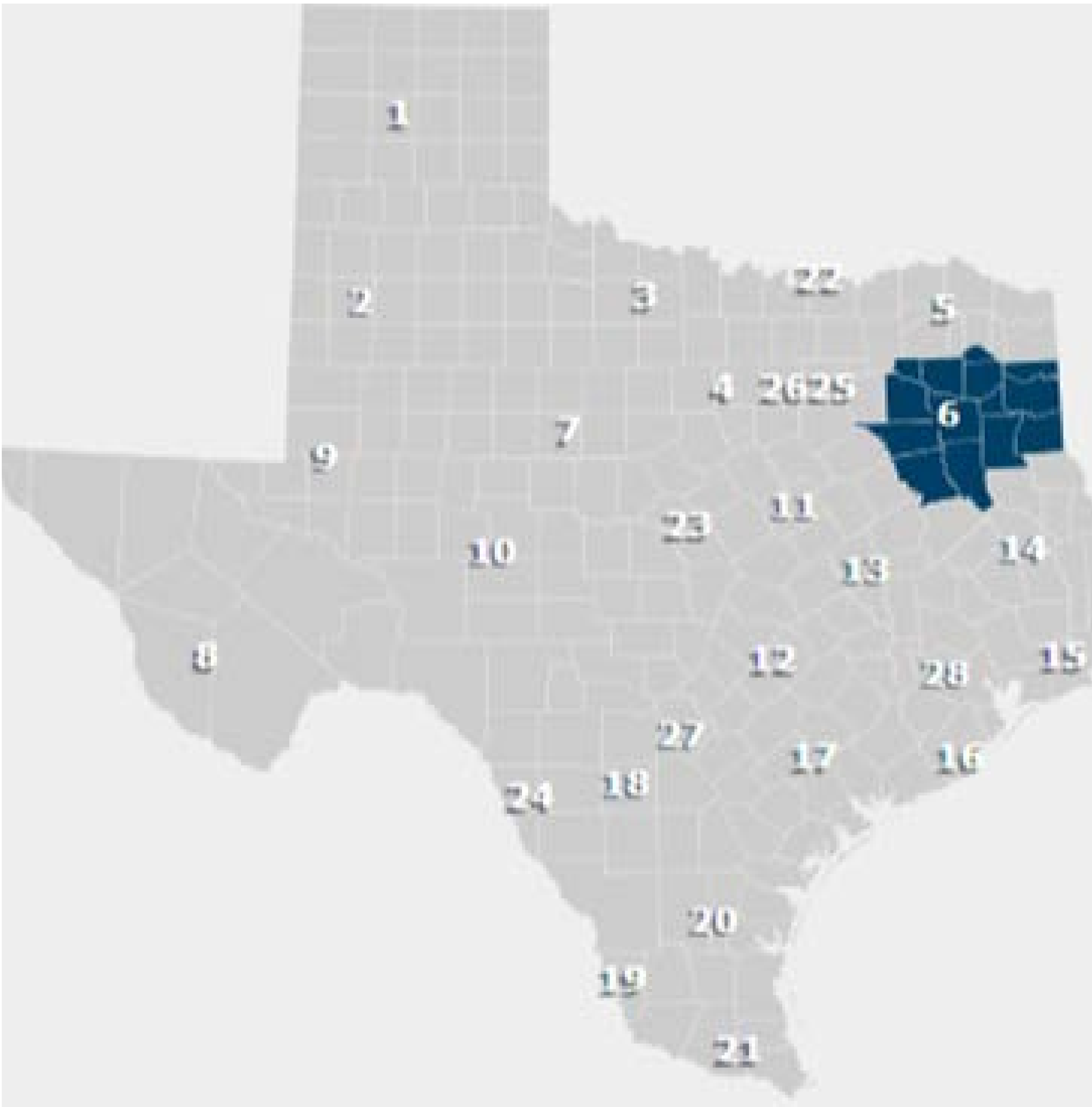






MISSION

The AAA serves as the region's leader in advocating and providing a variety of services to our senior population. These services are designed to assist older individuals in living independent, meaningful, and dignified lives in their own home and communities.

VISION

The AAA strives to enhance the quality of life for the senior population to "AGE WELL, LIVE WELL" by providing better choices, better health, and better nutrition with community involvement through "Serving One Senior at a Time."



East Texas AAA	Number	% of Category Total
 Population - Total	874,610	
 Square Miles	10,022	
 Average Population Density of the AAA (people per square mile)	87.27	
 Population: Age 60+	186,614	
Population in Poverty: Age 60+	8,747	4.7 %
Number of 60+ Persons Receiving AAA Services	4,670	2.5 %
Number of 60+ Persons Living in Rural Areas	118,579	63.5 %



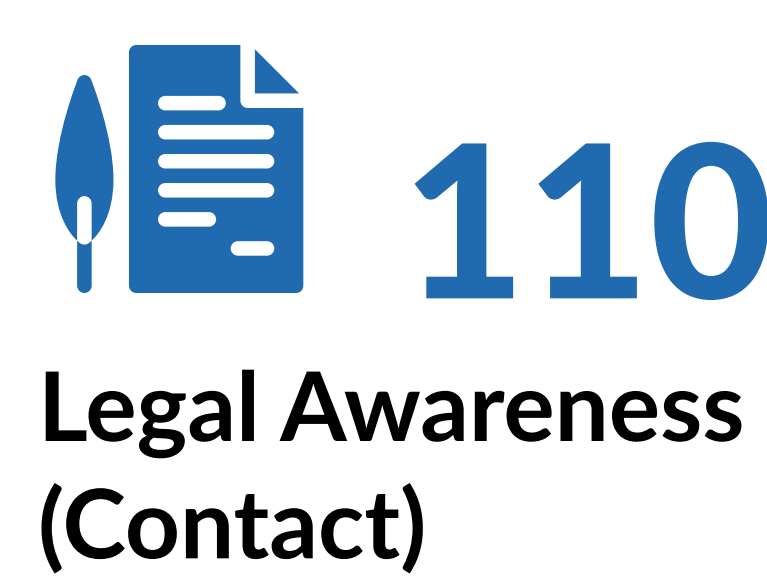
AREA SUMMARY

# EAST TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 6

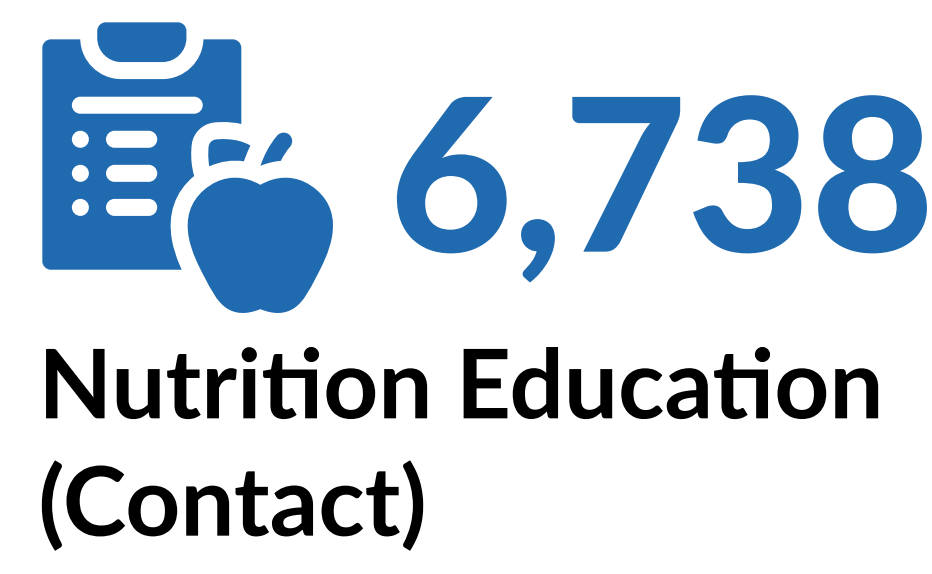
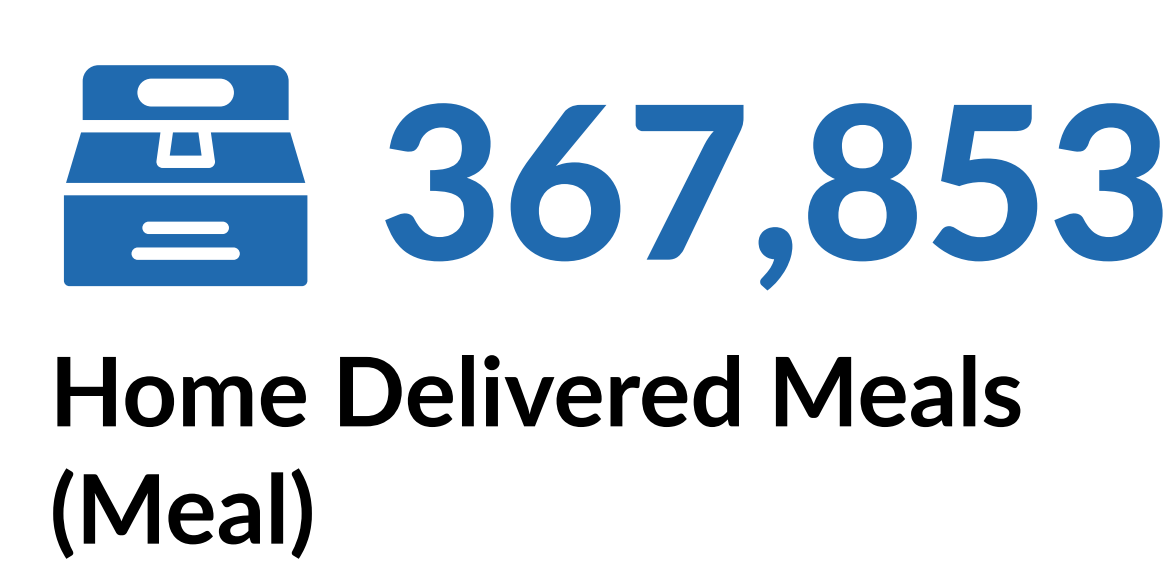
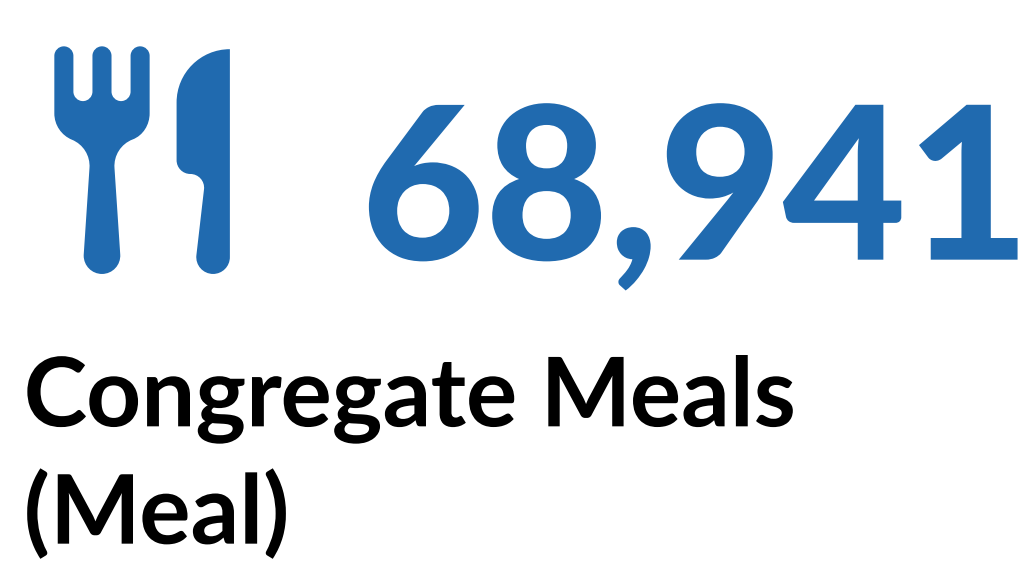
3800 Stone Road, Kilgore, TX 75662

## Services Provided by the East Texas AAA

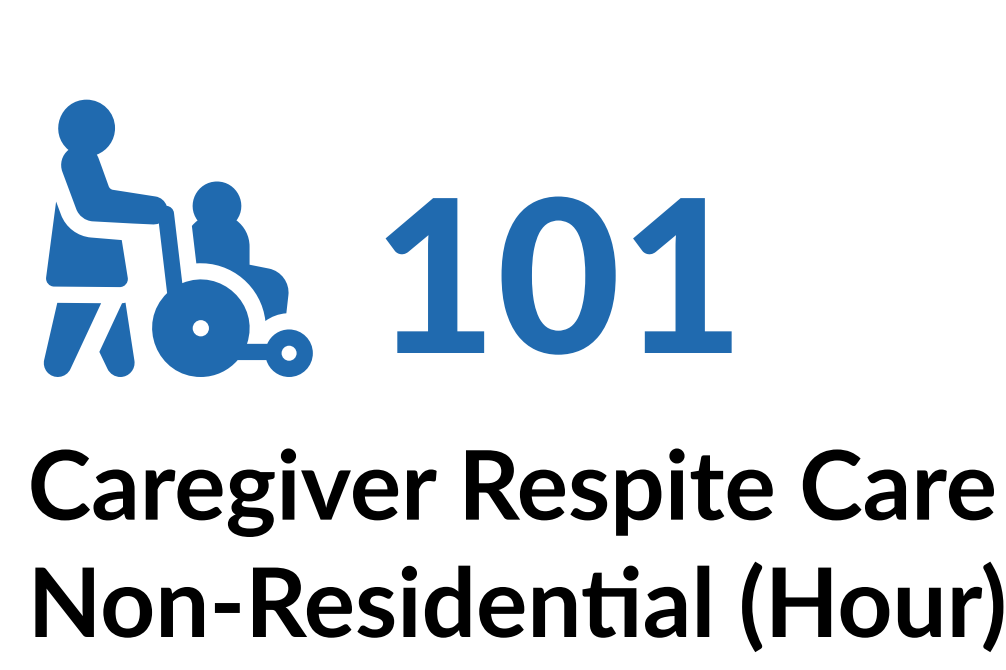
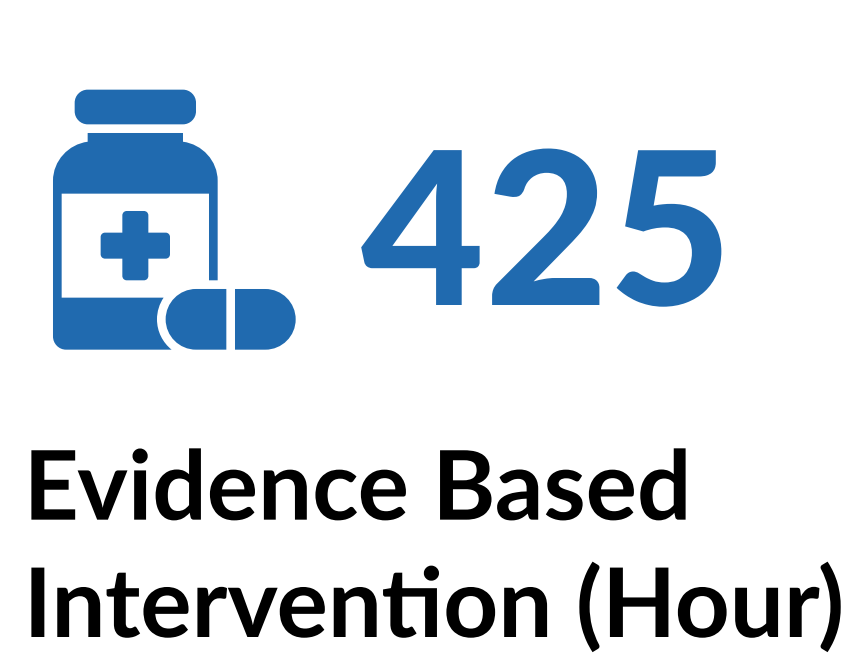
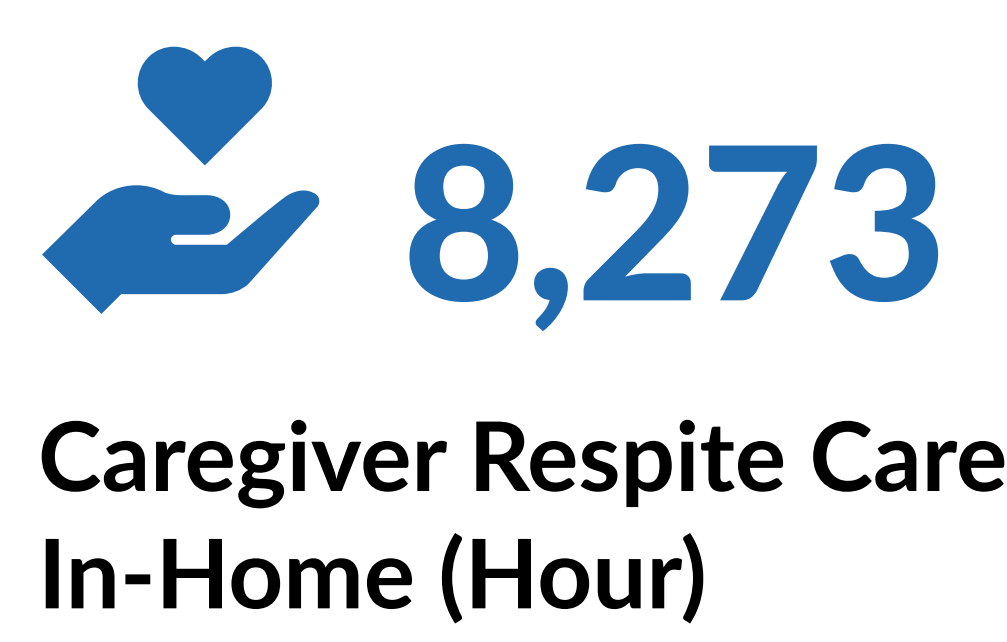
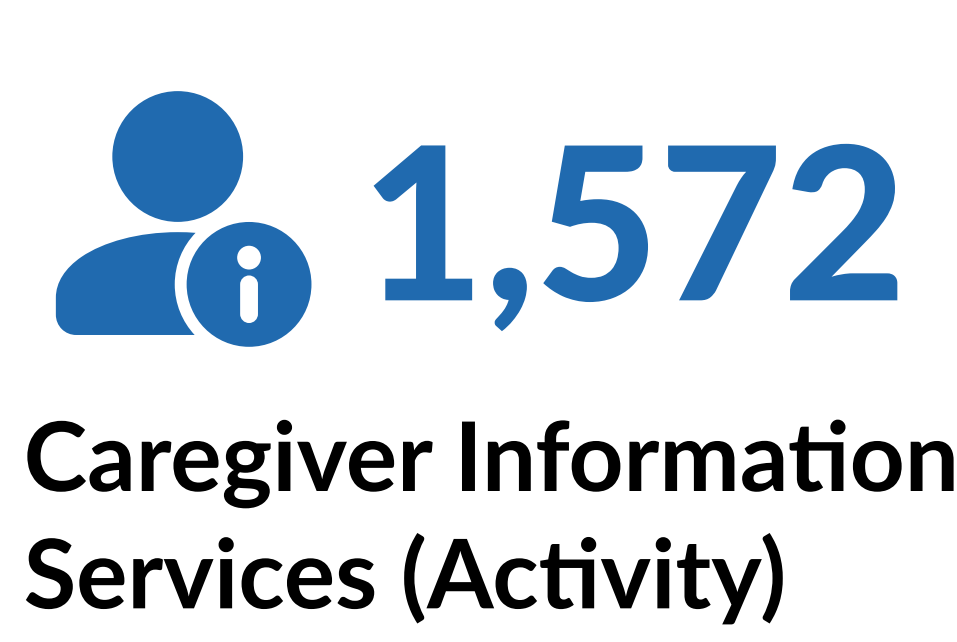
### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence





AREA SUMMARY

# WEST CENTRAL TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 7

3702 Loop 322, Abilene, TX 79602

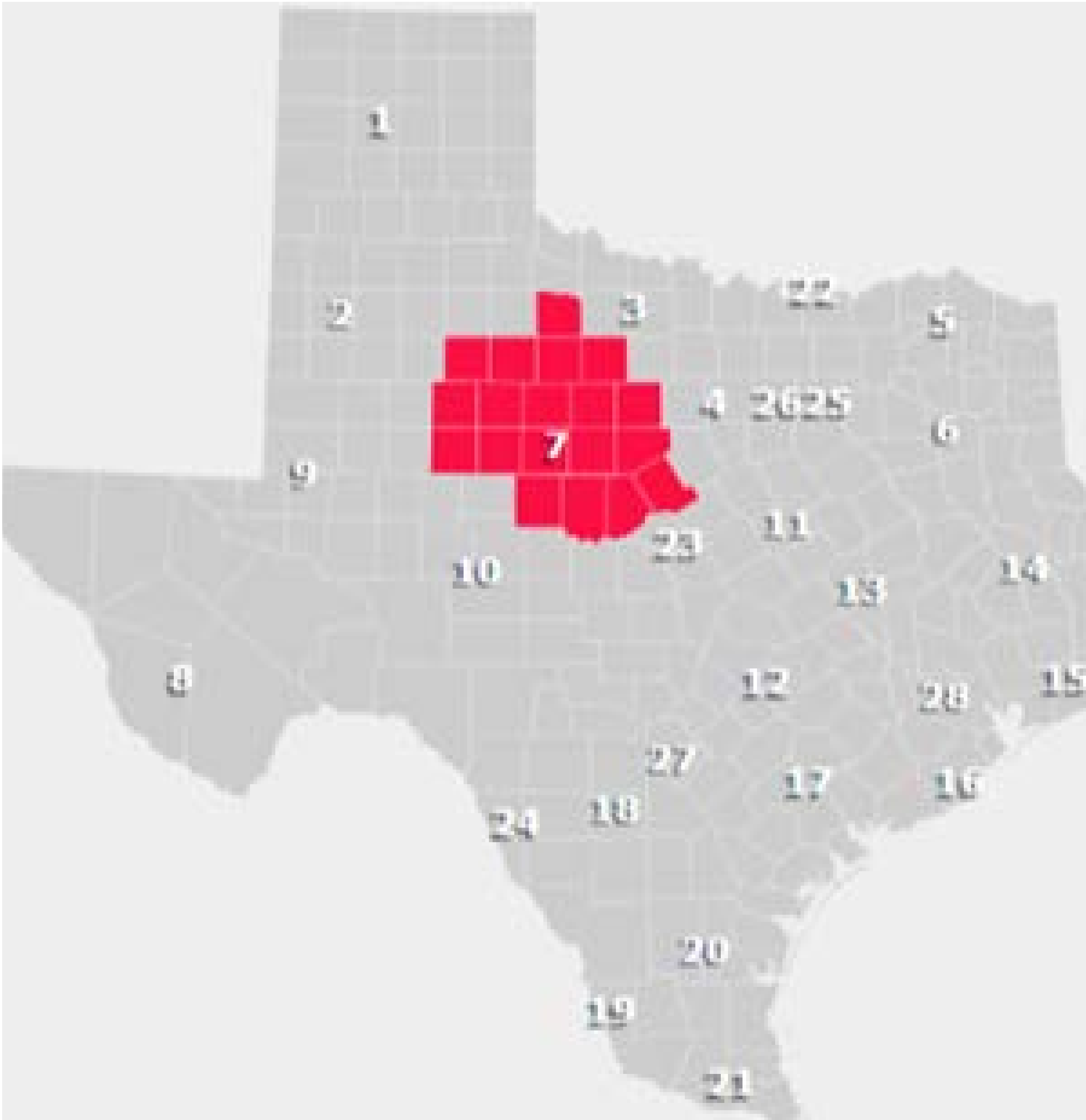






MISSION

The mission of the West Central Texas Area Agency on Aging is to plan, coordinate and direct a full range of services and opportunities to help older persons live healthy, dignified and independent lives in West Central Texas.

VISION

The vision of the West Central Texas Area Agency on Aging is to serve all individuals 60 or older, persons with disabilities, caregivers, and family members by promoting strategies that enable them to live in their communities with dignity, make their own choices and participate fully in society.



West Central Texas AAA	Number	% of Category Total
 Population - Total	325,000	
 Square Miles	18,000	
 Average Population Density of the AAA (people per square mile)	18.06	
 Population: Age 60+	79,449	
Population in Poverty: Age 60+	8,739	11.0 %
Number of 60+ Persons Receiving AAA Services	3,152	4.0 %
Number of 60+ Persons Living in Rural Areas	37,765	47.5 %



AREA SUMMARY

# WEST CENTRAL TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 7

3702 Loop 322, Abilene, TX 79602

## Services Provided by the West Central Texas AAA

### Access & Assistance Services



Care Coordination  
(Hour)



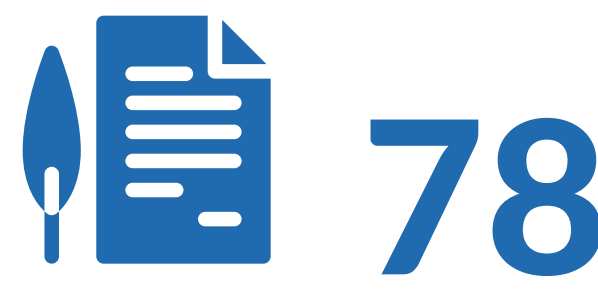
Caregiver Support  
Coordination (Hour)



Information, Referral  
& Assistance (Contact)



Legal Assistance  
age 60 & Over (Hour)



Legal Awareness  
(Contact)

### Nutrition Services



Congregate Meals  
(Meal)



Home Delivered Meals  
(Meal)

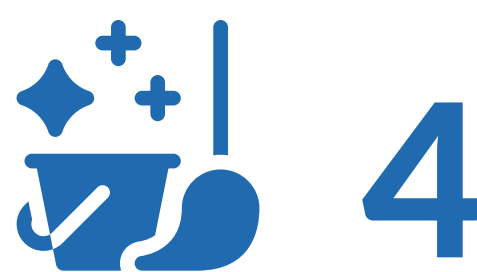


Nutrition Education  
(Contact)

### Services to Assist Independence



Caregiver Education &  
Training (Contact)



Chore Maintenance  
(Hour)



Evidence Based  
Intervention (Hour)



Income Support  
(Contact)



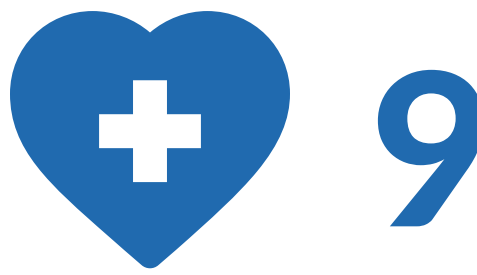
Transportation Demand  
Response (One-Way Trip)



Caregiver Information  
Services (Activity)



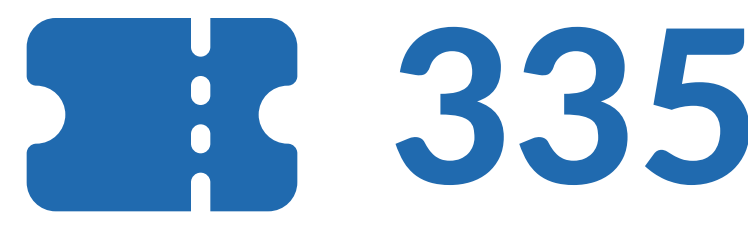
Caregiver Respite Care  
Voucher (Hour)



Health Maintenance  
(Contact)



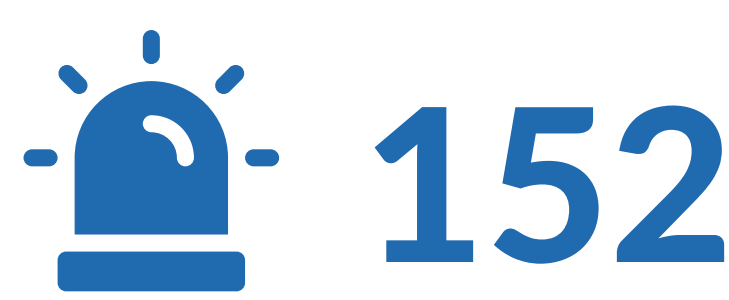
Personal Assistance  
(Hour)



Homemaker Voucher  
(Hour)



Caregiver Respite Care  
In-Home (Hour)



Emergency Response  
(Month ERS Service)



Homemaker (Hour)



Residential Repair  
(Dwelling)



Telephone Reassurance  
(Contact)



AREA SUMMARY

# RIO GRANDE AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 8

8037 Lockheed, Suite 100, El Paso, TX 79925







## MISSION

The Mission of the Rio Grande Area Agency on Aging is to support older adults with their independence and ability to continue to reside in the community for as long as possible and to assist family caregivers in their daily task of caring for their loved one.

## VISION

Develop a coordinated and comprehensive social services network that promotes independence and preserves dignity for older adults in the region.



Rio Grande AAA		Number	% of Category Total
	Population - Total	891,535	
	Square Miles	21,700	
	Average Population Density of the AAA (people per square mile)	41.08	
	Population: Age 60+	174,650	
	Population in Poverty: Age 60+	32,514	18.6 %
	Number of 60+ Persons Receiving AAA Services	4,238	2.4 %
	Number of 60+ Persons Living in Rural Areas	8,411	4.8 %



AREA SUMMARY

# RIO GRANDE AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 8

8037 Lockheed, Suite 100, El Paso, TX 79925

## Services Provided by the Rio Grande AAA

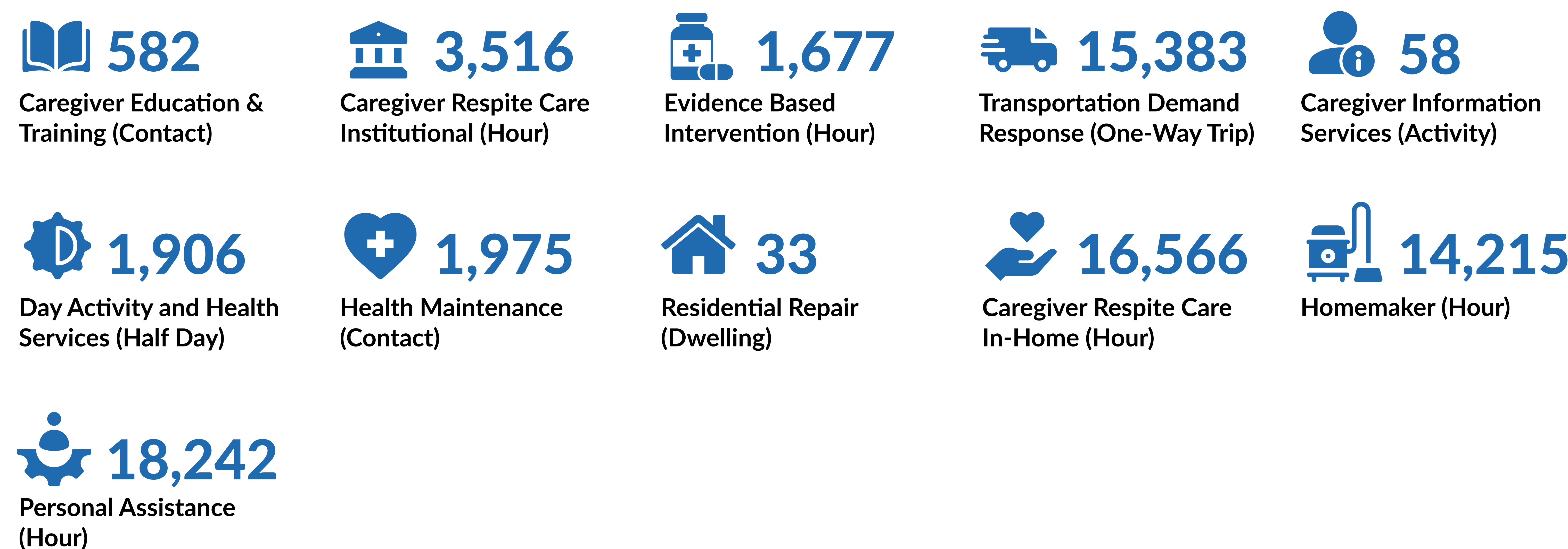
### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence





AREA SUMMARY

# PERMIAN BASIN AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 9

2910 LaForce Blvd., Midland, TX 79711



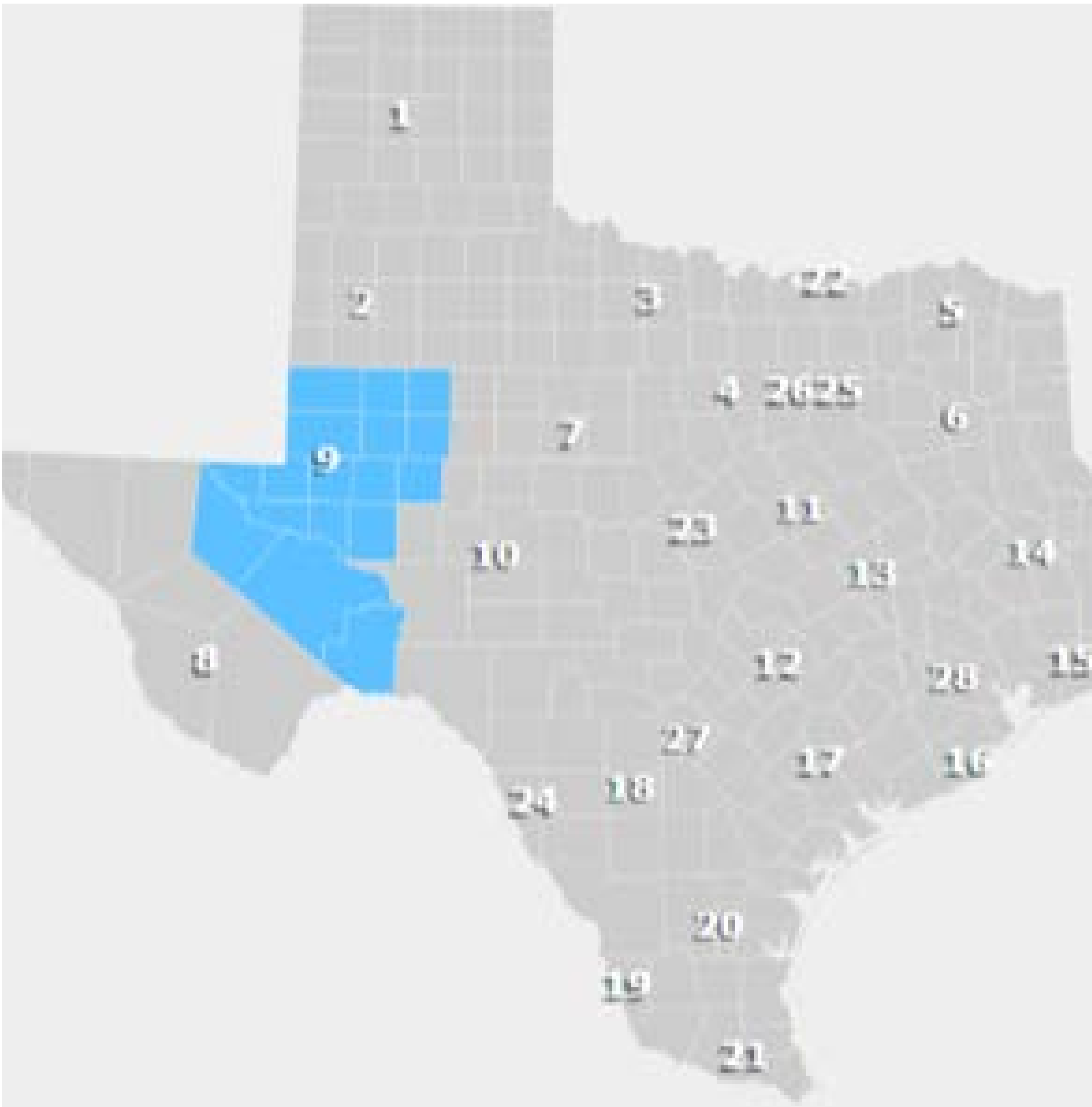
of the Permian Basin Regional Planning Commission  
Funded by the Texas Health & Human Services Commission





## MISSION

Empowering older adults and family caregivers by enhancing independence, well-being, and dignity.

## VISION

The AAA of the Permian Basin is an agency that values and respects older individuals and the contributions they have made in their communities and believes they deserve to live with dignity, be independent, make their own choices, and continue to participate in society.



Permian Basin AAA	Number	% of Category Total
 Population - Total	463,104	
 Square Miles	23,484	
 Average Population Density of the AAA (people per square mile)	19.72	
 Population: Age 60+	95,516	
Population in Poverty: Age 60+	10,138	10.6 %
Number of 60+ Persons Receiving AAA Services	3,187	3.3 %
Number of 60+ Persons Living in Rural Areas	60,644	63.5 %



AREA SUMMARY

# PERMIAN BASIN AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 9

2910 LaForce Blvd., Midland, TX 79711

## Services Provided by the Permian Basin AAA

### Access & Assistance Services

 **1,140**  
Care Coordination  
(Hour)


 **486**  
Caregiver Support  
Coordination (Hour)

 **4,393**  
Information, Referral  
& Assistance (Contact)

 **993**  
Legal Assistance  
age 60 & Over (Hour)

 **4,509**  
Legal Awareness  
(Contact)

### Nutrition Services

 **94,558**  
Congregate Meals  
(Meal)

 **111,248**  
Home Delivered Meals  
(Meal)


### Services to Assist Independence

 **393**  
Caregiver Information  
Services (Activity)

 **96**  
Income Support  
(Contact)

 **11,988**  
Transportation Demand  
Response (One-Way Trip)

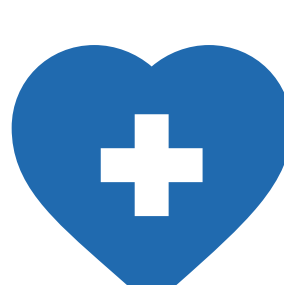
 **95**  
Transportation Voucher  
(One-Way Trip)

 **154**  
Caregiver Respite Care  
Voucher (Hour)

 **504**  
Evidence Based  
Intervention (Hour)

 **635**  
Personal Assistance  
(Hour)

 **347**  
Emergency Response  
(Month ERS Service)

 **1,827**  
Health Maintenance  
(Contact)

 **30**  
Residential Repair  
(Dwelling)



AREA SUMMARY

# CONCHO VALLEY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 10

Loop 306, Suite A, San Angelo, TX 76904



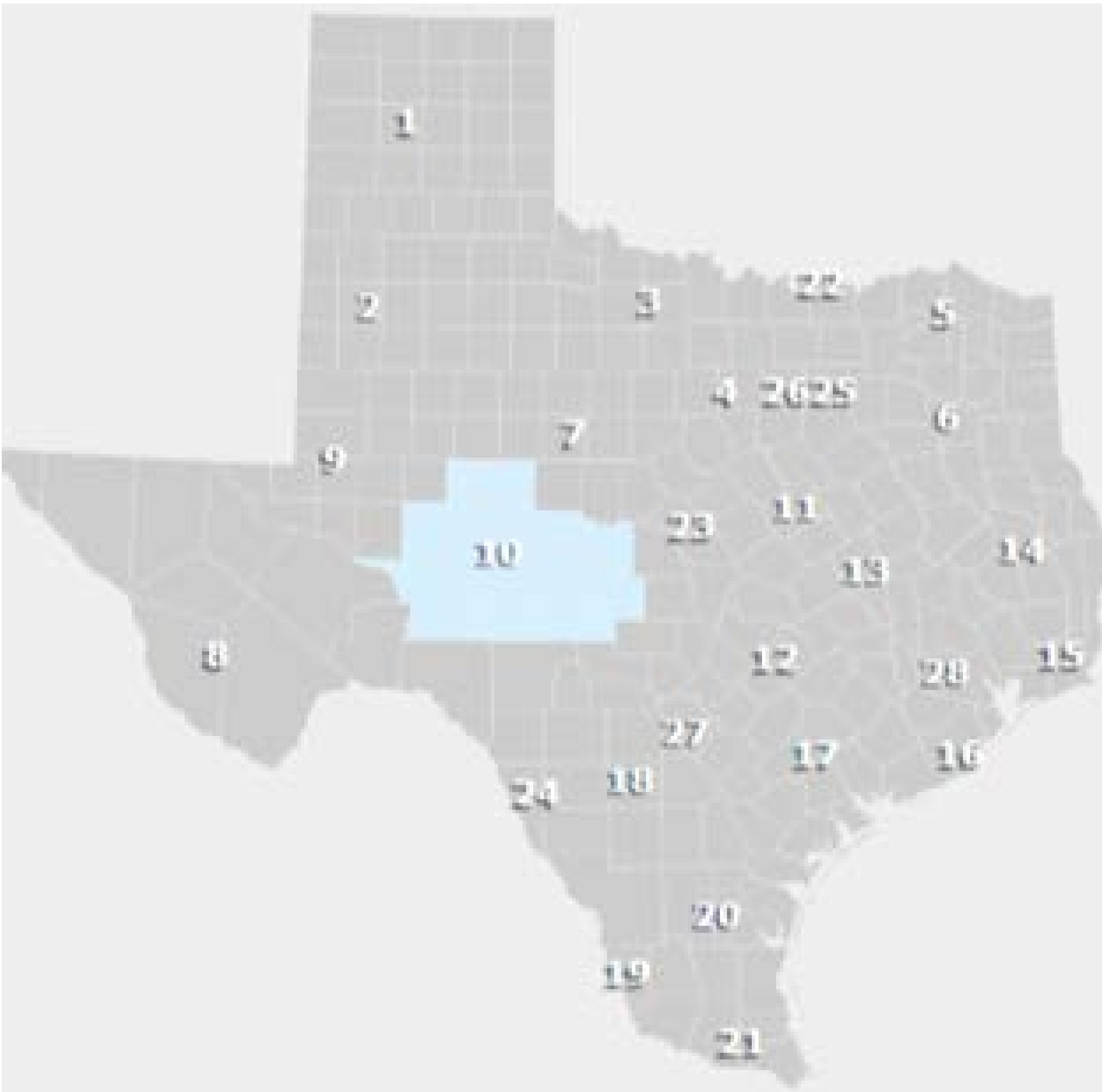
## MISSION





The mission of the Area Agency on Aging is to be the Concho Valley’s leader and advocate in facilitating those supportive services and opportunities that enable older citizens to be able to live dignified, independent and productive lives.

## VISION

The vision of the Area Agency on Aging:

- Regardless of the type of interaction, may we strive to make the person feel welcomed, appreciated, and treat them as we would want our loved ones to be treated.
- Each person who calls for assistance, will receive informative, timely, objective information that is based on their individual needs, delivered in an empathic, nonjudgmental, person-centered manner.
- All clients will be treated with dignity, respect, and have their confidentiality maintained, while participating in all options available during coordination of services and case management planning.
- Community partners, that we may serve as a sounding board, identify problems, create solutions, and works towards bridging gaps within the community.
- Executive Board and Advisory Committee, that we strive to maintain transparency, trust and commitment of excellence through customer service, thorough fiscal and contractual reporting.
- Employees, may we continue to provide guidance and leadership to help meet personal and professional growth and goals, while helping achieve a consistent work-life balance.



Concho Valley AAA		Number	% of Category Total
	Population - Total	160,755	
	Square Miles	16,287	
	Average Population Density of the AAA (people per square mile)	9.87	
	Population: Age 60+	42,314	
	Population in Poverty: Age 60+	4,520	10.7 %
	Number of 60+ Persons Receiving AAA Services	1,472	3.5 %
	Number of 60+ Persons Living in Rural Areas	15,453	36.5 %





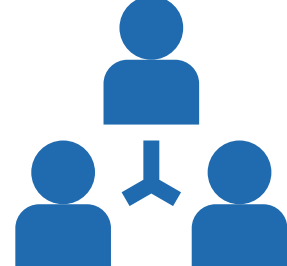


AREA SUMMARY

# CONCHO VALLEY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 10

Loop 306, Suite A, San Angelo, TX 76904

## Services Provided by the Concho Valley AAA





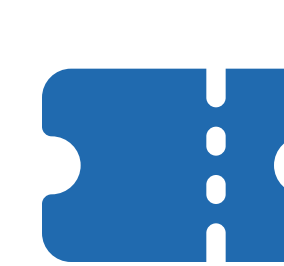

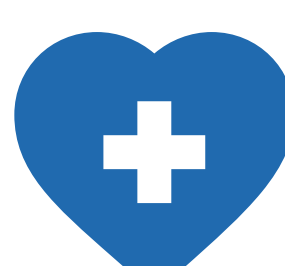



### Access & Assistance Services

 <b>719</b> Care Coordination (Hour)	 <b>350</b> Caregiver Support Coordination (Hour)	 <b>2,217</b> Information, Referral & Assistance (Contact)	 <b>174</b> Legal Assistance age 60 & Over (Hour)	 <b>129</b> Legal Awareness (Contact)
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### Nutrition Services

 <b>44,104</b> Congregate Meals (Meal)	 <b>29,190</b> Home Delivered Meals (Meal)	 <b>986</b> Nutrition Education (Contact)
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### Services to Assist Independence

 <b>292</b> Caregiver Information Services (Activity)	 <b>615</b> Caregiver Respite Care Voucher (Hour)	 <b>101</b> Evidence Based Intervention (Hour)	 <b>1,486</b> Transportation Demand Response (One-Way Trip)	 <b>1,915</b> Homemaker (Voucher)
 <b>52</b> Income Support (Contact)	 <b>51</b> Health Maintenance (Contact)	 <b>1,679</b> Caregiver Respite Care In-Home (Hour)	 <b>1,457</b> Personal Assistance (Hour)	 <b>4</b> Residential Repair (Dwelling)



AREA SUMMARY

# HEART OF TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 11

1514 South New Road, Waco, TX 76711

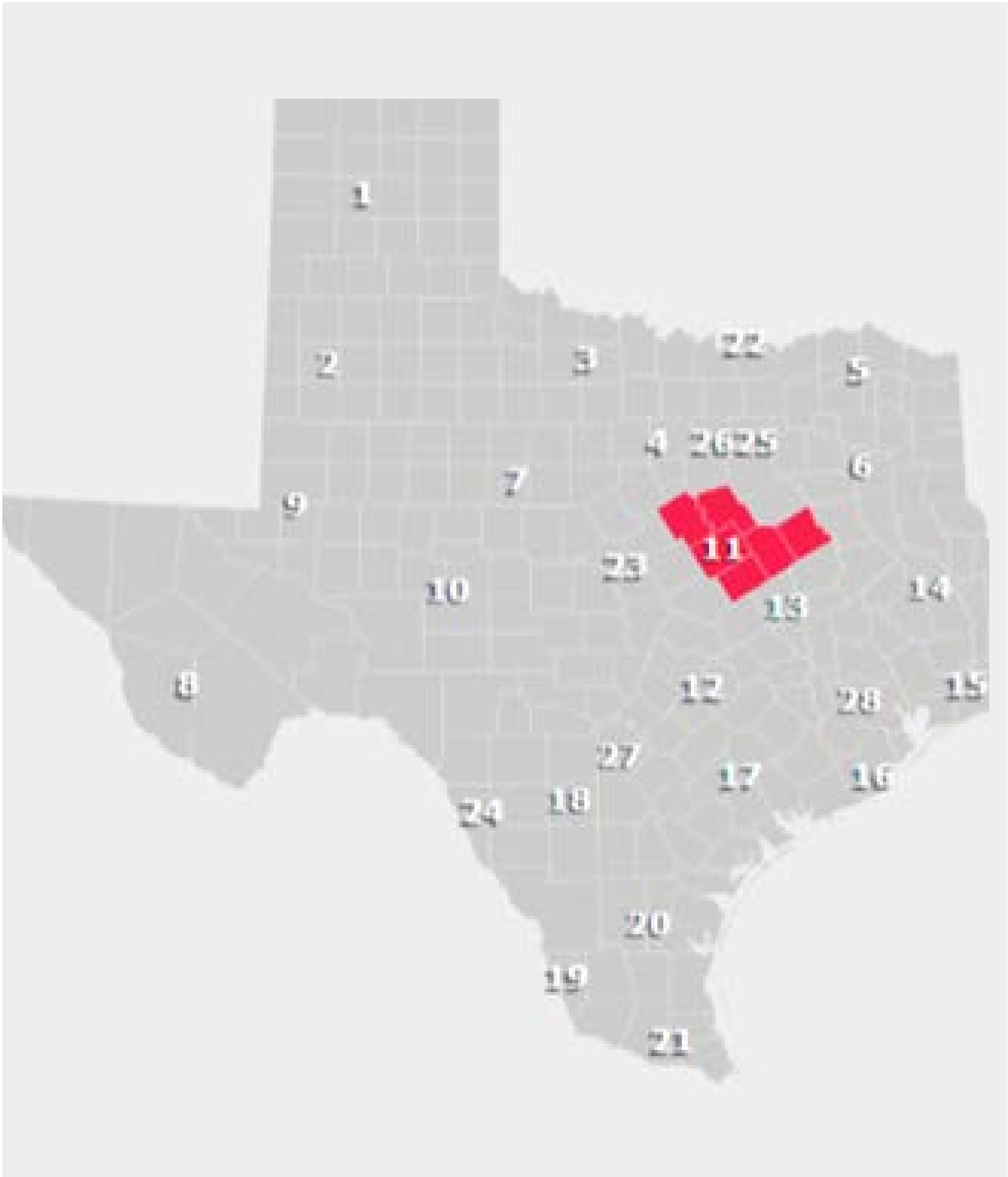






## MISSION

The MISSION of the Health and Human Services Division of the Heart of Texas Council of Governments is a commitment to improving the quality of life for those whom the Health and Human Services Division serves that are in greatest need by: Providing advocacy, assistance and access to services; Developing a comprehensive continuum of care; and Empowering those in greatest need, regardless of location, income, national origin, religion or disability.

## VISION

The VISION of the Health and Human Services Division of the Heart of Texas Council of Governments is to enhance the development of a comprehensive and coordinated system of health and human services within the planning and service area for those whom the Health and Human Services Division serves.



Heart of Texas AAA	Number	% of Category Total
 Population - Total	372,408	
 Square Miles	5,527	
 Average Population Density of the AAA (people per square mile)	67.38	
 Population: Age 60+	90,666	
Population in Poverty: Age 60+	8,697	9.6 %
Number of 60+ Persons Receiving AAA Services	4,236	4.7 %
Number of 60+ Persons Living in Rural Areas	37,790	41.7 %



AREA SUMMARY

# HEART OF TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 11

1514 South New Road, Waco, TX 76711

## Services Provided by the Heart of Texas AAA

### Access & Assistance Services



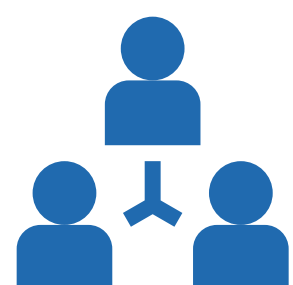
930

Care Coordination  
(Hour)



434

Caregiver Support  
Coordination (Hour)



1,766

Information, Referral  
& Assistance (Contact)



1,654

Legal Assistance  
age 60 & Over (Hour)



8,079

Legal Awareness  
(Contact)

### Nutrition Services



48,588

Congregate Meals  
(Meal)



116,136

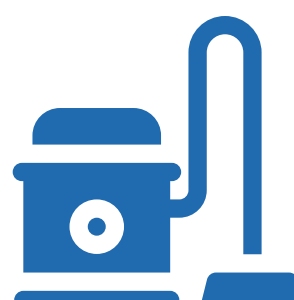
Home Delivered Meals  
(Meal)

### Services to Assist Independence



440

Caregiver Education &  
Training (Contact)



549

Homemaker (Hour)



1,525

Personal Assistance  
(Hour)



1,227

Caregiver Respite Care  
In-Home (Hour)



25

Income Support  
(Contact)



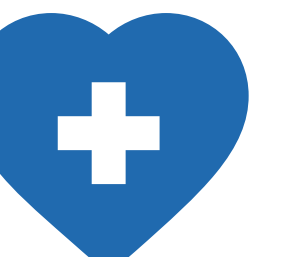
102

Residential Repair  
(Dwelling)



843

Evidence Based  
Intervention (Hour)



51

Health Maintenance  
(Contact)



AREA SUMMARY

# CAPITAL AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 12

6800 Burleson Road, Bldg. 310, Suite 165, Austin, TX 78744

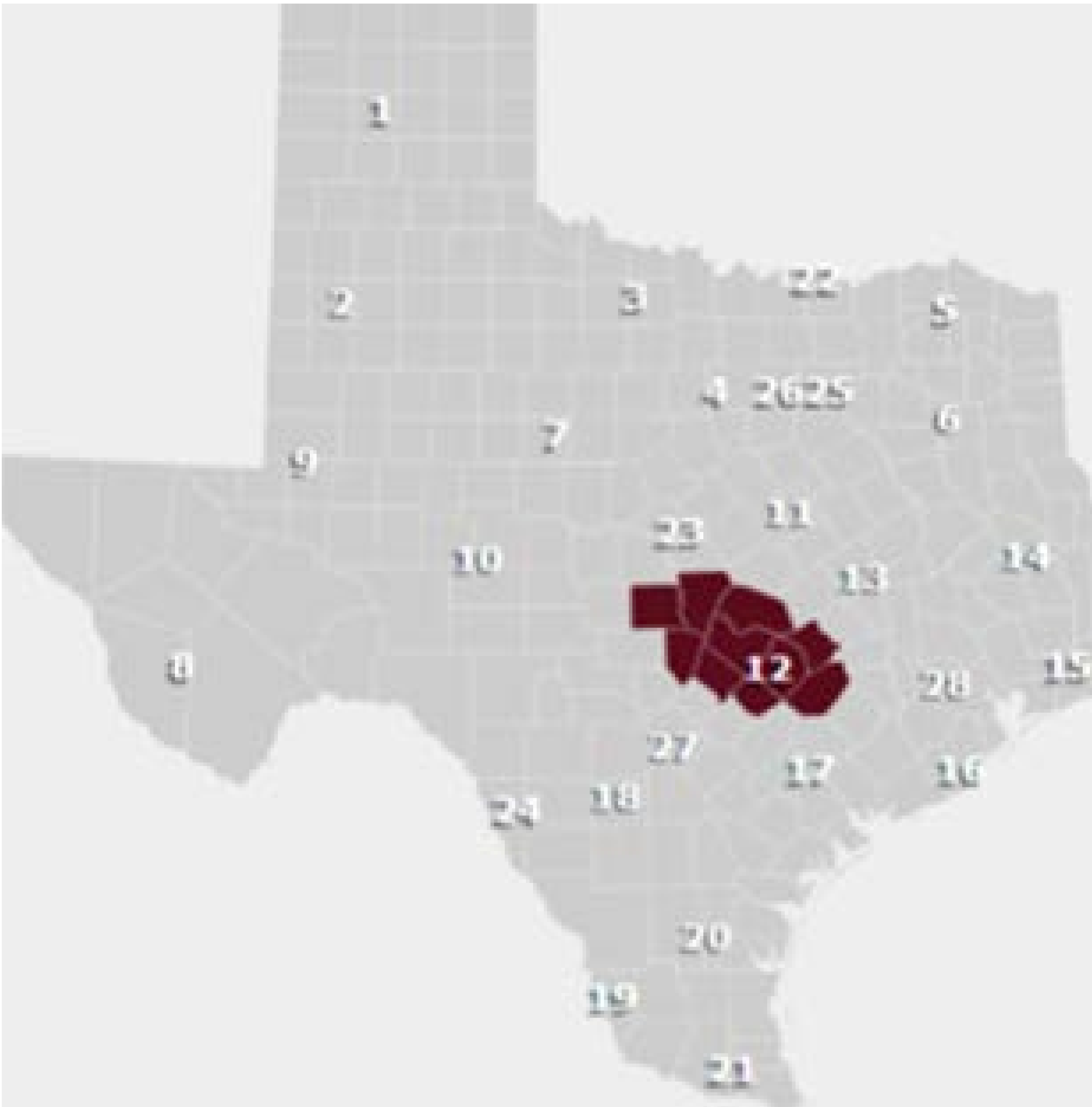






## MISSION

The Area Agency on Aging of the Capital Area provides quality services to support and advocate for the health, safety, and well-being of the older individual in the Region.

## VISION

Older adults and their caregivers will realize streamlined access to services which promote independent living, self-determination, and full participation in their communities.



Capital AAA	Number	% of Category Total
 Population - Total	2,178,038	
 Square Miles	8,437	
 Average Population Density of the AAA (people per square mile)	258.15	
 Population: Age 60+	344,527	
Population in Poverty: Age 60+	27,365	7.9 %
Number of 60+ Persons Receiving AAA Services	6,146	1.8 %
Number of 60+ Persons Living in Rural Areas	62,774	18.2 %



AREA SUMMARY

# CAPITAL AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 12

6800 Burleson Road, Bldg. 310, Suite 165, Austin, TX 78744

## Services Provided by the Capital AAA








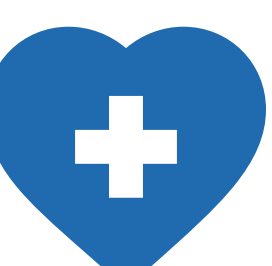

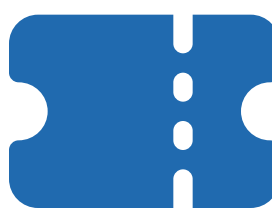


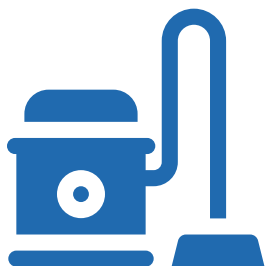



### Access & Assistance Services

 <b>1,994</b> Care Coordination (Hour)	 <b>1,300</b> Caregiver Support Coordination (Hour)	 <b>5,494</b> Information, Referral & Assistance (Contact)	 <b>652</b> Legal Assistance age 60 & Over (Hour)	 <b>88</b> Legal Awareness (Contact)
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### Nutrition Services

 <b>101,679</b> Congregate Meals (Meal)	 <b>266,651</b> Home Delivered Meals (Meal)	 <b>57</b> Nutrition Education (Contact)
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### Services to Assist Independence

 <b>9</b> Caregiver Education & Training (Contact)	 <b>1,425</b> Caregiver Respite Care Voucher (Hour)	 <b>1,827</b> Evidence Based Intervention (Hour)	 <b>81</b> Income Support (Contact)	 <b>34,007</b> Transportation Demand Response (One-Way Trip)
 <b>118</b> Caregiver Information Services (Activity)	 <b>143</b> Chore Maintenance (Hour)	 <b>938</b> Health Maintenance (Contact)	 <b>496</b> Personal Assistance (Hour)	 <b>747</b> Homemaker (Voucher)
 <b>9,466</b> Caregiver Respite Care In-Home (Hour)	 <b>334</b> Emergency Response (Month ERS Service)	 <b>3,848</b> Homemaker (Hour)	 <b>77</b> Residential Repair (Dwelling)	 <b>86</b> Health Screening (Contact)
 <b>25</b> Mental Health Services (Contact)				



AREA SUMMARY

# BRAZOS VALLEY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 13

6800 Burleson Road, Bldg. 310, Suite 165, Austin, TX 78744

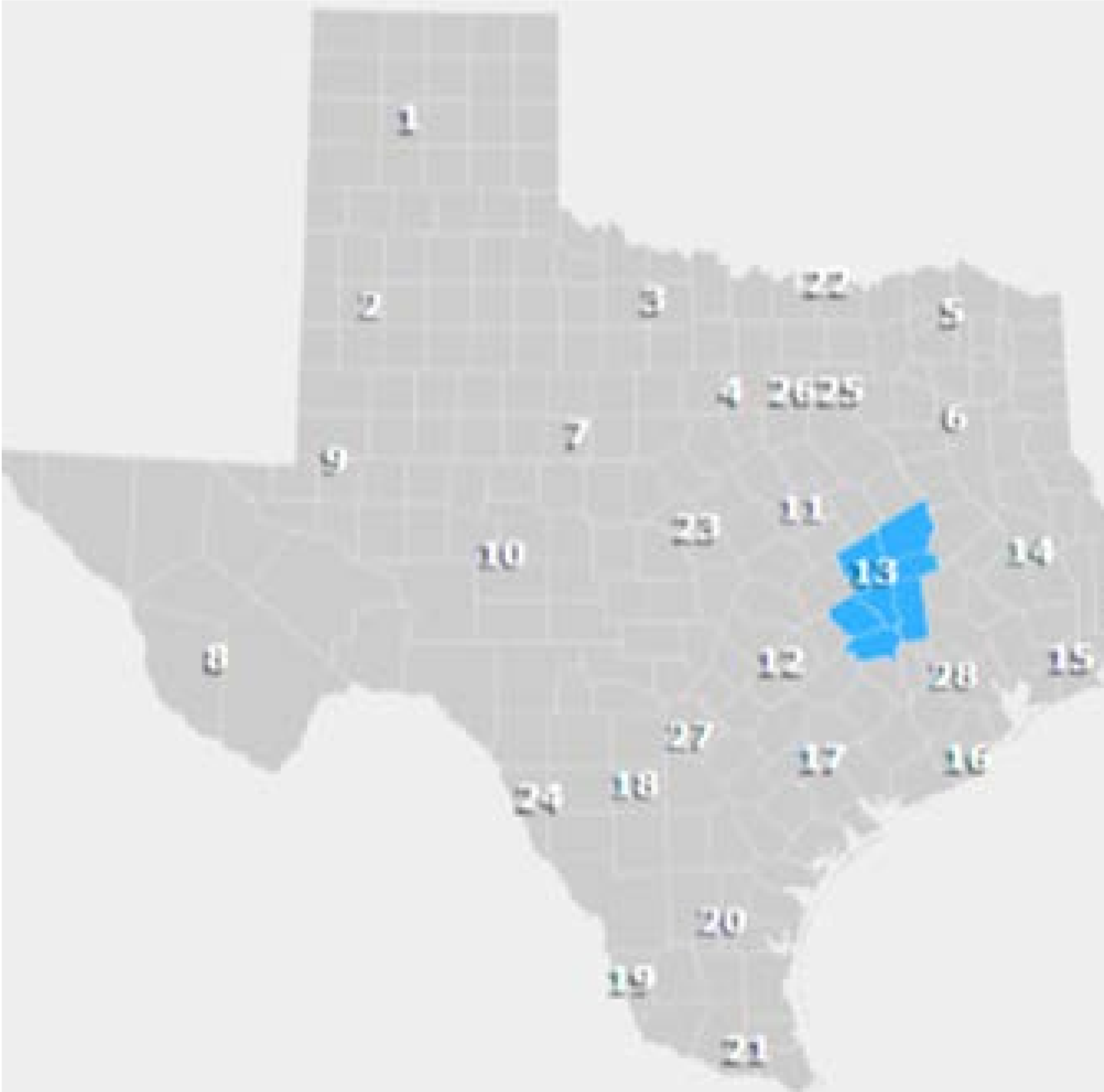






## MISSION

The mission of the Brazos Valley Area Agency on Aging is to be a visible advocate and leader in the planning, development and implementation of a system of comprehensive and coordinated services, which promote dignity, independence and quality of life for seniors in their own communities here in the Brazos Valley Region.

## VISION

- Provide diverse and inclusive services to meet as many needs of the 60 and older population as possible and/or be aware of where to refer them to be properly and respectfully served.
- Work with other service-oriented agencies in the region serving our same targeted population to provide a cohesive, comprehensive and complementary system of services for the 60 and older population.
- Continuously advocate for the 60 and older population wherever possible so that their needs are considered when regional plans are being made. Keep them foremost in the conversation as plans affecting them are being made!
- Make certain clients served feel engaged, fully assisted, and empowered to act on their own behalf as is possible.
- Assure that volunteers are provided opportunities to learn, be fully trained, and serve our seniors in a rewarding and enlivened environment. Be certain all are given the tools necessary to represent the Brazos Valley Area Agency on Aging successfully in a variety of settings, based on their particular calling.
- Enlighten the region on as broad a basis as possible about important issues facing senior citizens in our area, and the impact those issues may have on the broader community.



Brazos Valley AAA		Number	% of Category Total
	Population - Total	315,000	
	Square Miles	5,109	
	Average Population Density of the AAA (people per square mile)	61.66	
	Population: Age 60+	69,368	
	Population in Poverty: Age 60+	7,566	10.9 %
	Number of 60+ Persons Receiving AAA Services	1,538	2.2 %
	Number of 60+ Persons Living in Rural Areas	39,940	57.6 %



AREA SUMMARY

# BRAZOS VALLEY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 13

6800 Burleson Road, Bldg. 310, Suite 165, Austin, TX 78744

## Services Provided by the Brazos Valley AAA

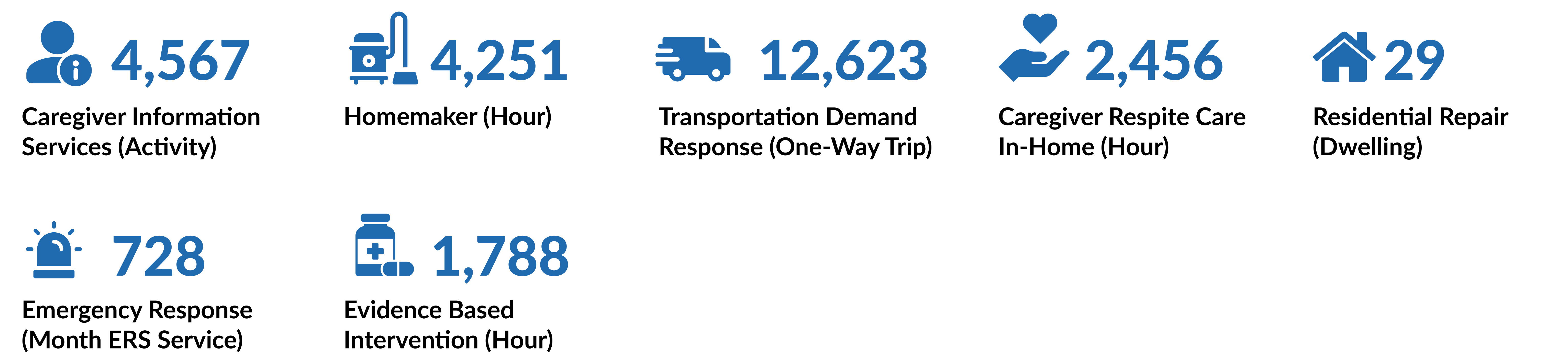
### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence





AREA SUMMARY

# DEEP EAST TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 14

1405 Kurth Drive, Lufkin, TX 75904

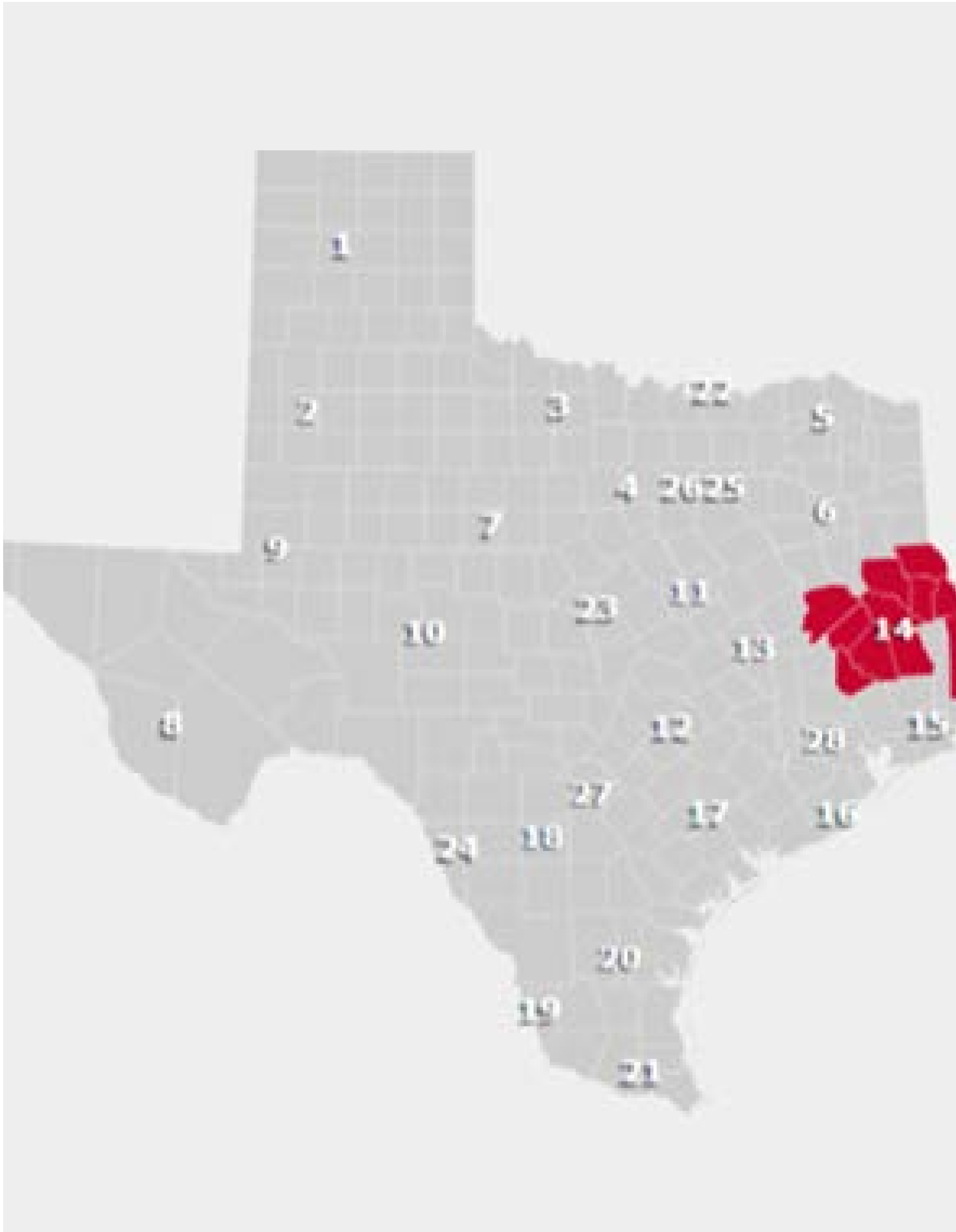






## MISSION

The mission of the Area Agency on Aging is to become the visible advocate and leader in providing for a comprehensive and coordinated continuum of services and opportunities so that older people can live dignified, independent, and productive lives.

## VISION

As an agency that services an elderly and rural population, we aim to provide equal access to all patrons through establishing an Area Agency on Aging website that offers individuals complete and transparent information on the services we provide. Additionally, we hope to be the bridge that connects our clients with the services and providers they need the most. We understand the complexity of the many geographical and physical barriers that the citizens in our service area encounter daily and our agency is striving to mobilize our services to those in rural communities as well as educate current and potential clients and providers of our services using online mediums such as social media platforms (Facebook) and additional future online services.



Deep East Texas AAA	Number	% of Category Total
 Population - Total	385,000	
 Square Miles	9,905	
 Average Population Density of the AAA (people per square mile)	38.87	
 Population: Age 60+	121,328	
Population in Poverty: Age 60+	12,955	10.7 %
Number of 60+ Persons Receiving AAA Services	3,146	2.6 %
Number of 60+ Persons Living in Rural Areas	65,344	53.9 %



AREA SUMMARY

DEEP EAST TEXAS AREA AGENCY ON AGING  
PLANNING SERVICE AREA (PSA) 14

1405 Kurth Drive, Lufkin, TX 75904

Services Provided by the Deep East Texas AAA

Access & Assistance Services



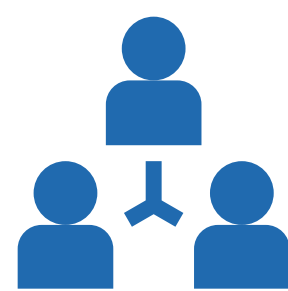
485

Care Coordination  
(Hour)



243

Caregiver Support  
Coordination (Hour)



11,136

Information, Referral  
& Assistance (Contact)



114

Legal Assistance  
age 60 & Over (Hour)



73

Legal Awareness  
(Contact)

Nutrition Services



89,782

Congregate Meals  
(Meal)



132,828

Home Delivered Meals  
(Meal)



235

Participant Assessment  
- NS (Assessment)

Services to Assist Independence



1

Caregiver Information  
Services (Activity)



1,038

Evidence Based  
Intervention (Hour)



67

Income Support  
(Contact)



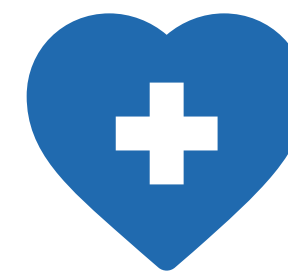
5,787

Transportation Demand  
Response (One-Way Trip)



2,565

Caregiver Respite Care  
In-Home (Hour)



5

Health Maintenance  
(Contact)



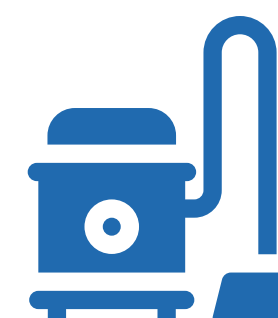
368

Physical Fitness  
(Contact)



13,597

Caregiver Respite Care  
Non-Residential (Hour)



1,392

Homemaker (Hour)



50

Residential Repair  
(Dwelling)



AREA SUMMARY

SOUTHEAST TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 15

2210 Eastex Freeway, Beaumont, TX 77703

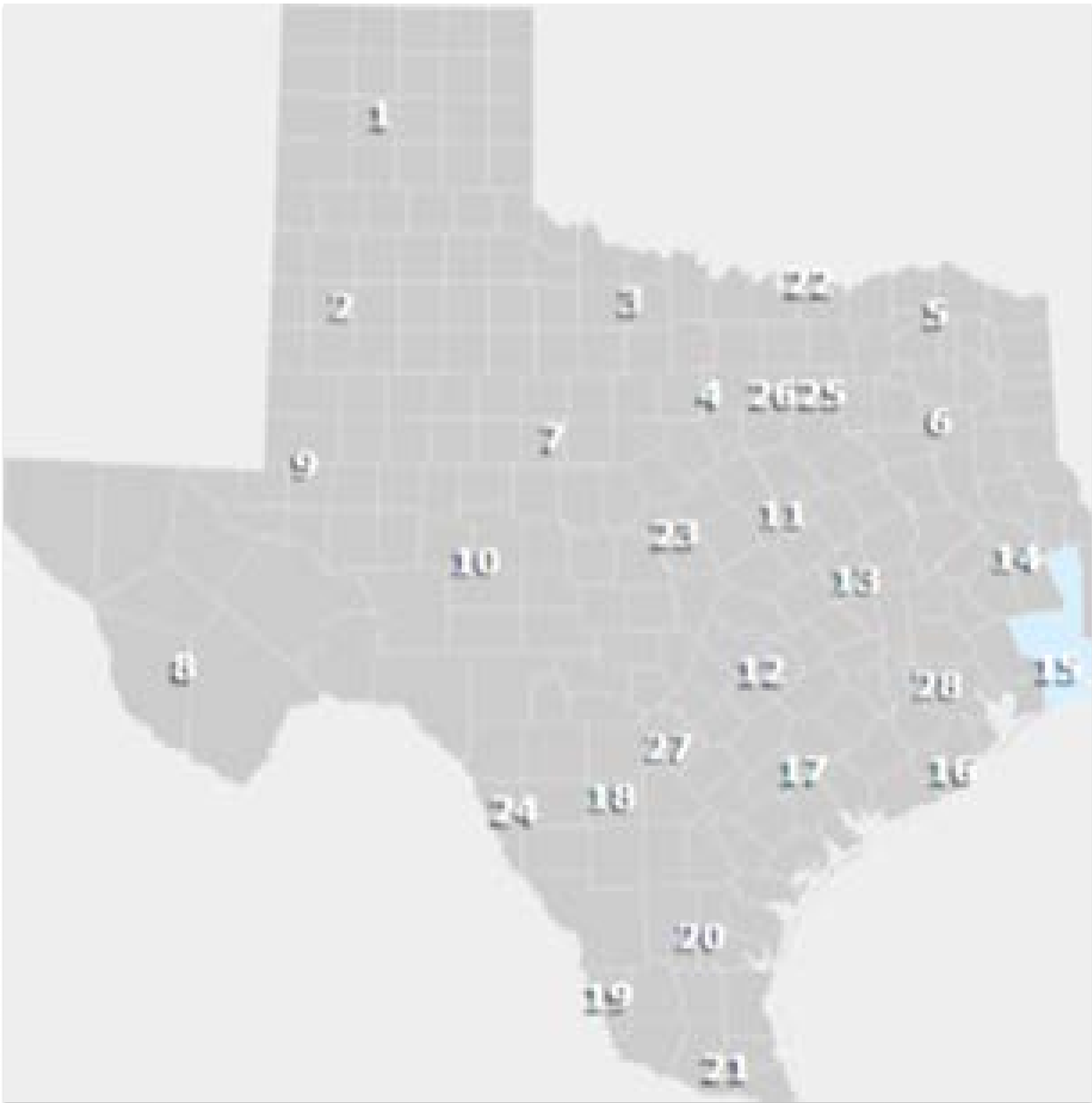






MISSION

The Southeast Texas Regional Planning Commission Area Agency on Aging is responsible, under Title III of the Older Americans Act, for the development and implementation of a comprehensive and coordinated service system to: Secure and maintain maximum independence and dignity in a home environment for older individuals capable of self-care with appropriate supportive services; Remove individual and social barriers to economic and personal independence for older individuals; and Provide a continuum of care for the vulnerable elderly.

VISION

The Area Agency on Aging of Southeast Texas strives to address the needs of today with a vision for tomorrow.



Southeast Texas AAA		Number	% of Category Total
	Population - Total	394,476	
	Square Miles	2,100	
	Average Population Density of the AAA (people per square mile)	187.85	
	Population: Age 60+	79,511	
	Population in Poverty: Age 60+	9,541	12.0 %
	Number of 60+ Persons Receiving AAA Services	1,843	2.3 %
	Number of 60+ Persons Living in Rural Areas	27,452	34.5 %



AREA SUMMARY

# SOUTHEAST TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 15

2210 Eastex Freeway, Beaumont, TX 77703



## Services Provided by the Southeast Texas AAA






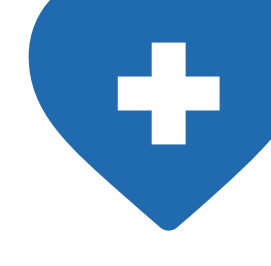


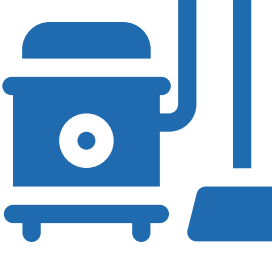

### Access & Assistance Services

 <b>1,315</b> Care Coordination (Hour)	 <b>932</b> Caregiver Support Coordination (Hour)	 <b>7,707</b> Information, Referral & Assistance (Contact)	 <b>680</b> Legal Assistance age 60 & Over (Hour)	 <b>1,858</b> Legal Awareness (Contact)
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### Nutrition Services

 <b>81,327</b> Congregate Meals (Meal)	 <b>62,763</b> Home Delivered Meals (Meal)	 <b>1,525</b> Nutrition Education (Contact)
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### Services to Assist Independence

 <b>49</b> Caregiver Education & Training (Contact)	 <b>44</b> Evidence Based Intervention (Hour)	 <b>84</b> Income Support (Contact)	 <b>6,724</b> Transportation Demand Response (One-Way Trip)	 <b>4,088</b> Caregiver Respite Care In-Home (Hour)
 <b>219</b> Health Maintenance (Contact)	 <b>1,717</b> Personal Assistance (Hour)	 <b>15</b> Emergency Response (Month ERS Service)	 <b>1,616</b> Homemaker (Hour)	 <b>122</b> Residential Repair (Dwelling)



AREA SUMMARY

# HOUSTON-GALVESTON AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 16

3555 Timmons Lane, Houston, TX 77227

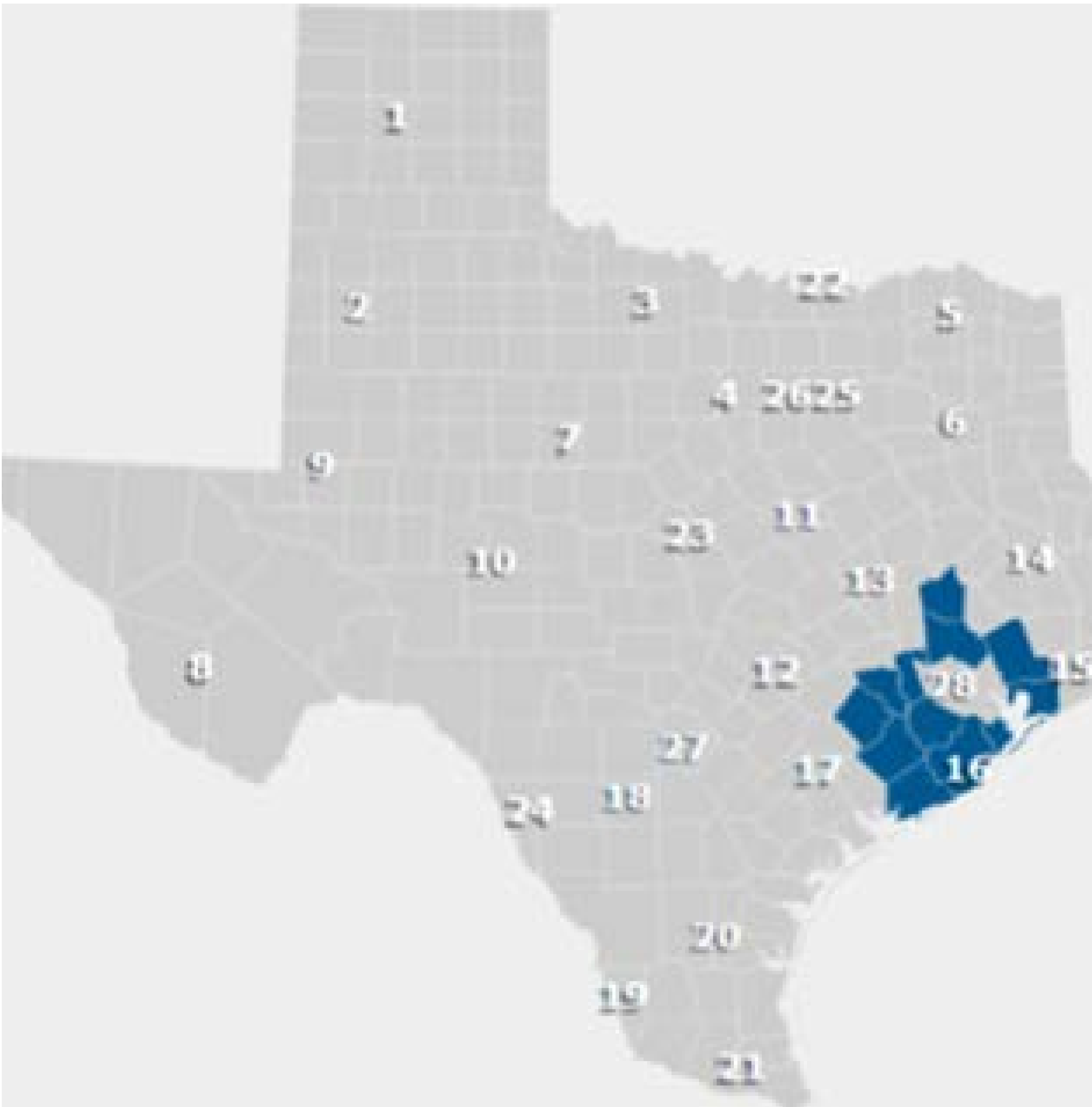






## MISSION

Our mission is to promote independence, choice, and dignity for adults aged 60 and older, adults with disabilities, and their families in our region through a comprehensive and coordinated system of home and community-based services and resource options.

## VISION

Our vision is that older adults, adults with disabilities, and family members in our region have access to information, programs, and services to help them thrive in their setting of choice.



Houston-Galveston AAA		Number	% of Category Total
	Population - Total	2,500,000	
	Square Miles	12,500	
	Average Population Density of the AAA (people per square mile)	200.00	
	Population: Age 60+	505,850	
	Population in Poverty: Age 60+	41,101	8.1 %
	Number of 60+ Persons Receiving AAA Services	6,125	1.2 %
	Number of 60+ Persons Living in Rural Areas	77,794	15.4 %



AREA SUMMARY

# HOUSTON-GALVESTON AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 16

3555 Timmons Lane, Houston, TX 77227



## Services Provided by the Houston-Galveston AAA

### Access & Assistance Services



Care Coordination  
(Hour)



Caregiver Support  
Coordination (Hour)



Information, Referral  
& Assistance (Contact)



Legal Assistance  
age 60 & Over (Hour)



Legal Awareness  
(Contact)



Participant Assessment  
(A&A - Assessment)

### Nutrition Services



Congregate Meals  
(Meal)



Home Delivered Meals  
(Meal)



Nutrition Education  
(Contact)

### Services to Assist Independence



Caregiver Information  
Services (Activity)



Evidence Based  
Intervention (Hour)



Transportation Demand  
Response (One-Way Trip)



Caregiver Respite Care  
In-Home (Hour)



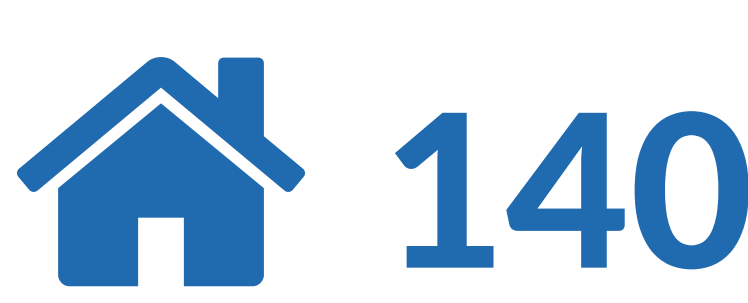
Health Maintenance  
(Contact)



Personal Assistance  
(Hour)



Emergency Response  
(Month ERS Service)



Residential Repair  
(Dwelling)



AREA SUMMARY

# GOLDEN CRESCENT AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 17

1908 N. Laurent, Suite 600, Victoria, TX 77901

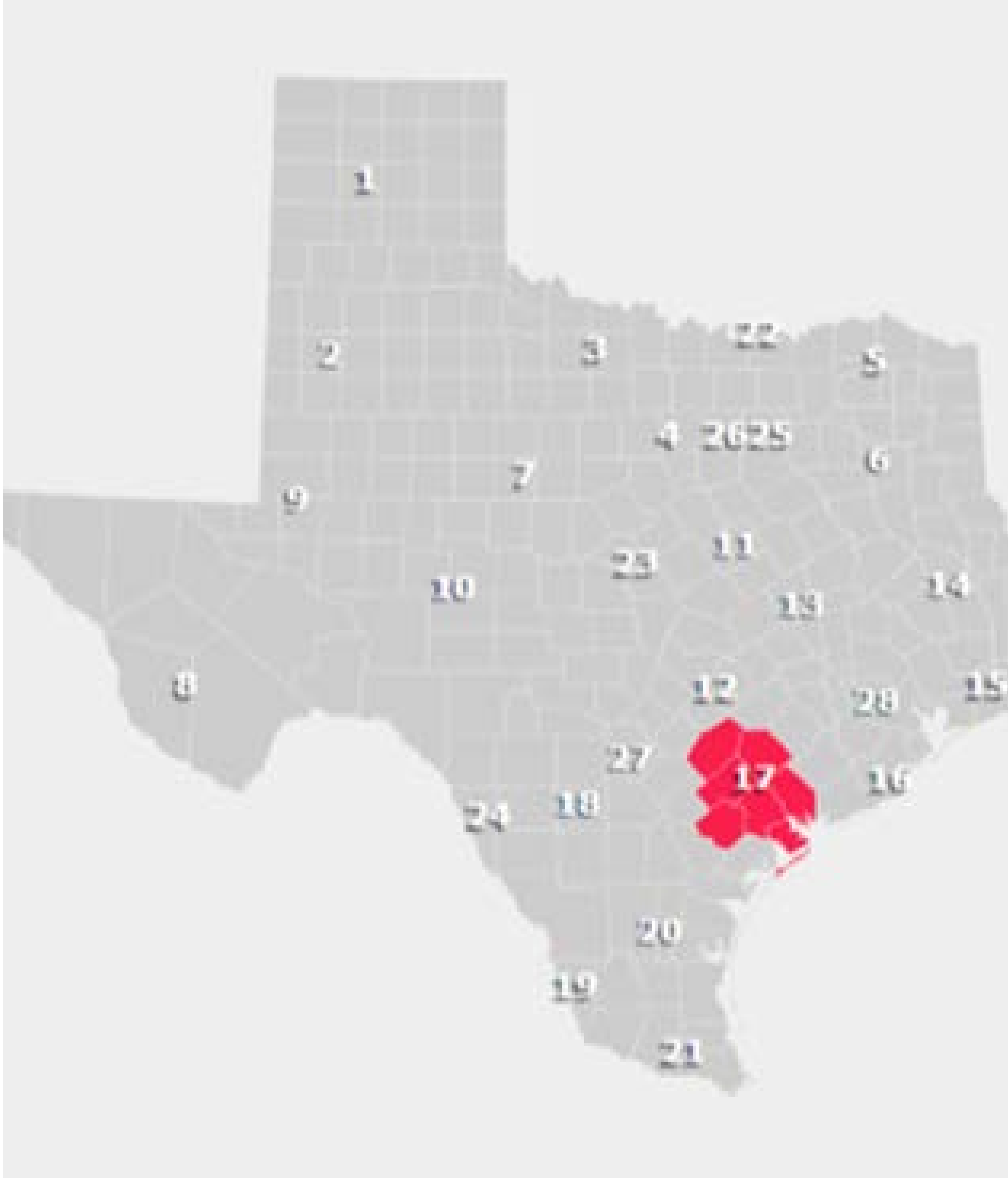






## MISSION

The overall mission of the Golden Crescent Area Agency on Aging echoes the guiding principles of the grantee organization which include: Optimize, Nurture, Innovate, Improve. Golden Crescent AAA strives to serve as an advocate for persons 60 years and older to achieve a better quality of life; to secure and maintain self- determination and dignity; and, to remove individual and social barriers to economic and personal independence. The Golden Crescent AAA will fund Title III Older Americans Act programs in an ethical, transparent, and fiscally responsible manner.

## VISION

A regional community with services and supports that enable older adults and their caregivers to flourish and thrive in an environment of self-sufficiency and independence.



Golden Crescent AAA		Number	% of Category Total
	Population - Total	197,830	
	Square Miles	6,097	
	Average Population Density of the AAA (people per square mile)	32.45	
	Population: Age 60+	53,527	
	Population in Poverty: Age 60+	5,480	10.2 %
	Number of 60+ Persons Receiving AAA Services	1,637	3.1 %
	Number of 60+ Persons Living in Rural Areas	31,796	59.4 %



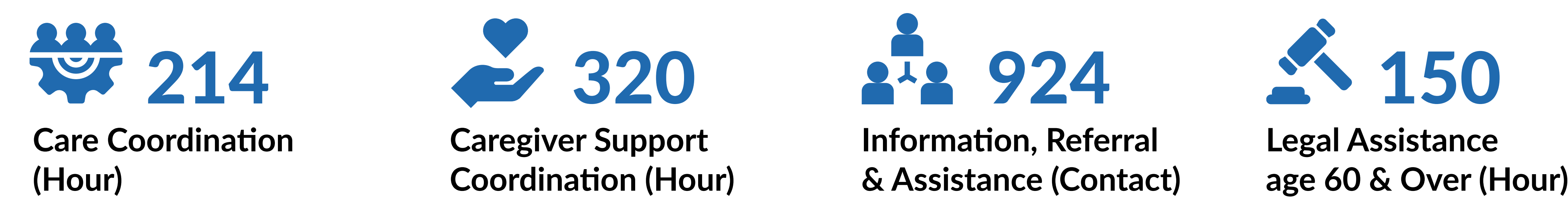
AREA SUMMARY

# GOLDEN CRESCENT AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 17

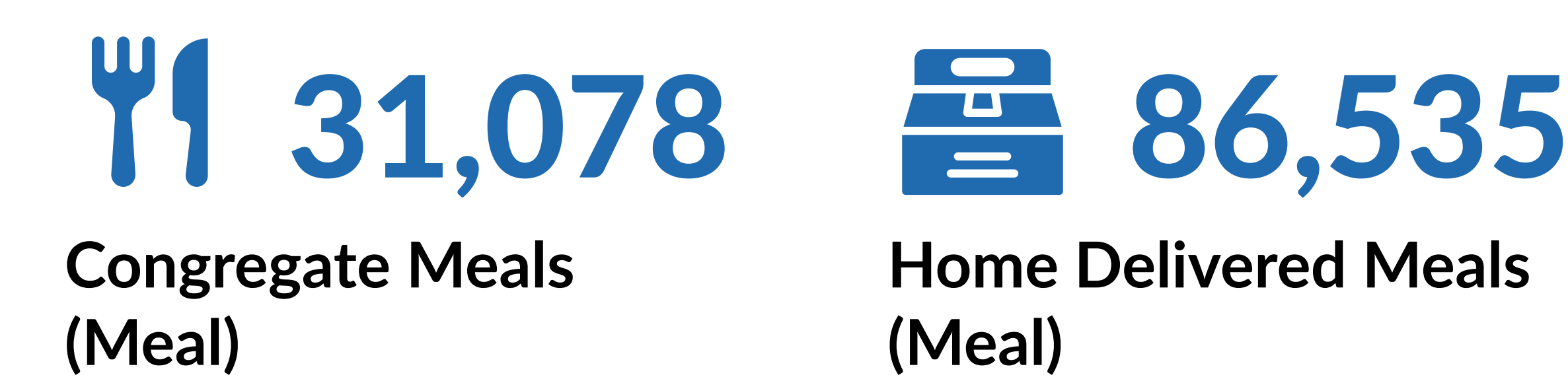
1908 N. Laurent, Suite 600, Victoria, TX 77901

## Services Provided by the Golden Crescent AAA

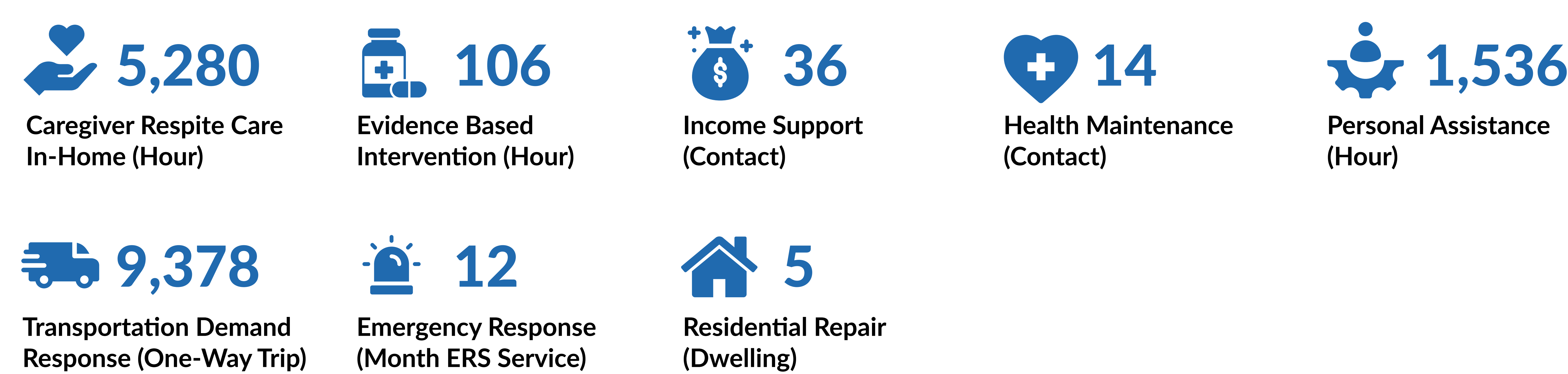
### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence





AREA SUMMARY

# ALAMO AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 18

8700 Tesoro Drive, Suite 160, San Antonio, TX 78217

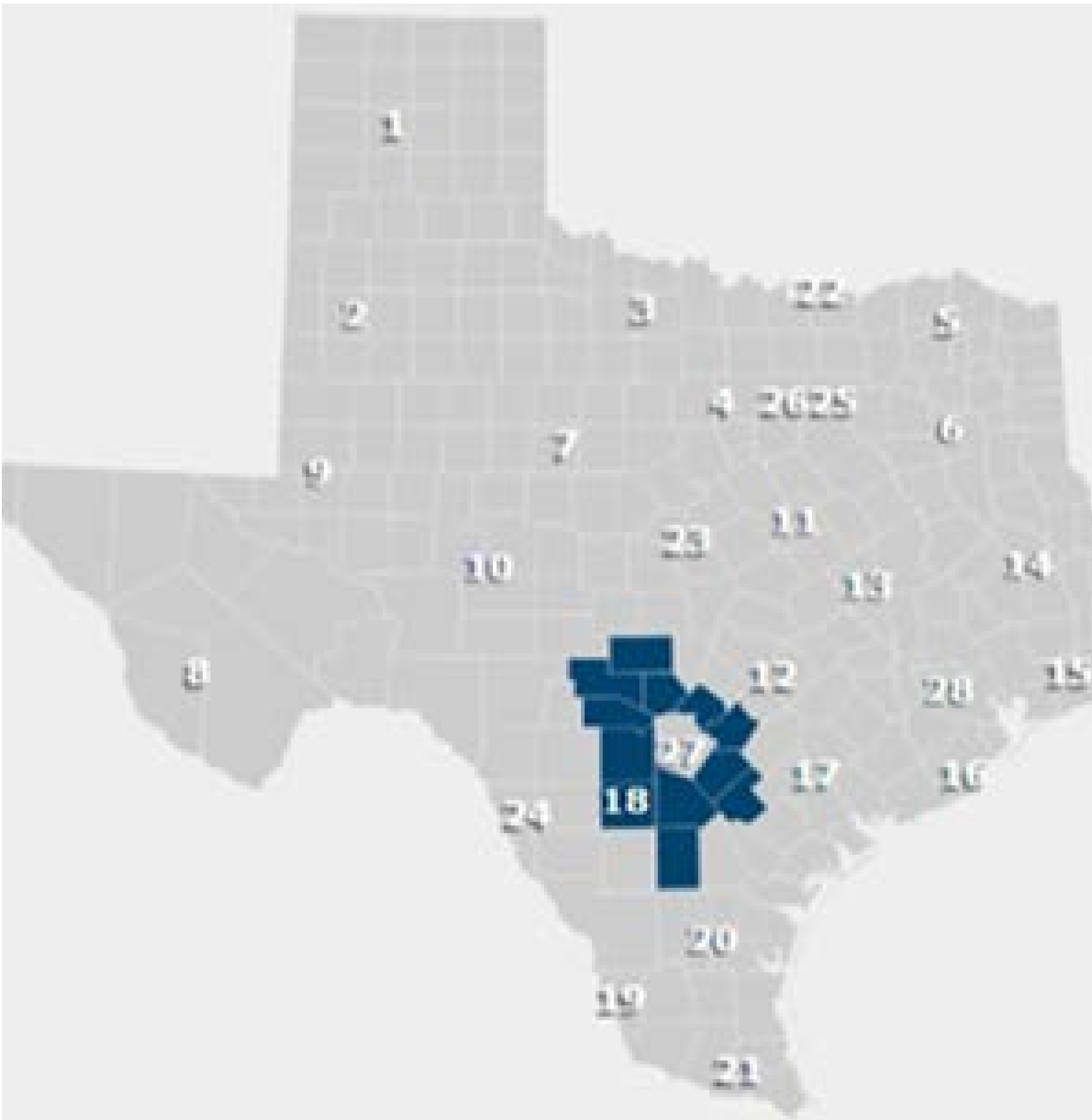






## MISSION

To build a community that supports older residents and allows them to age in place with dignity, security and enhanced quality of life.

## VISION

Ensure availability of high quality, efficient, community services for Older Adults in the AAAA counties of Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, McMullen, Medina, and Wilson.



Alamo AAA	Number	% of Category Total
 Population - Total	710,257	
 Square Miles	11,328	
 Average Population Density of the AAA (people per square mile)	62.7	
 Population: Age 60+	189,985	
Population in Poverty: Age 60+	15,933	8.4 %
Number of 60+ Persons Receiving AAA Services	4,493	2.4 %
Number of 60+ Persons Living in Rural Areas	189,985	100.0 %



AREA SUMMARY

# ALAMO AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 18

8700 Tesoro Drive, Suite 160, San Antonio, TX 78217

## Services Provided by the Alamo AAA

### Access & Assistance Services



Care Coordination  
(Hour)



Caregiver Support  
Coordination (Hour)



Information, Referral  
& Assistance (Contact)



Legal Assistance  
age 60 & Over (Hour)



Legal Awareness  
(Contact)

### Nutrition Services



Congregate Meals  
(Meal)



Home Delivered Meals  
(Meal)

### Services to Assist Independence



Caregiver Education &  
Training (Contact)



Caregiver Respite Care  
Institutional (Hour)



Evidence Based  
Intervention (Hour)



Income Support  
(Contact)



Transportation Demand  
Response (One-Way Trip)



Caregiver Information  
Services (Activity)



Caregiver Respite Care  
Voucher (Hour)



Health Maintenance  
(Contact)



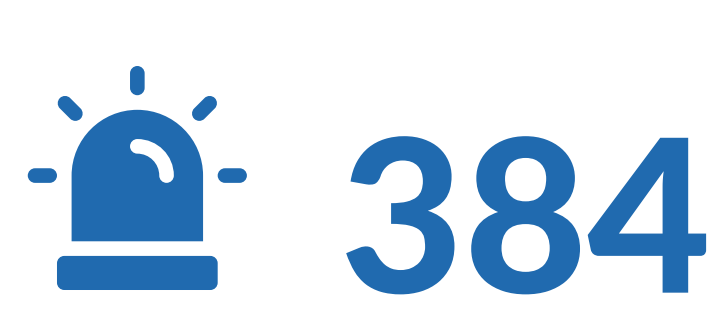
Personal Assistance  
(Hour)



Homemaker Voucher  
(Hour)



Caregiver Respite Care  
In-Home (Hour)



Emergency Response  
(Month ERS Service)



Homemaker (Hour)



Residential Repair  
(Dwelling)



AREA SUMMARY

SOUTH TEXAS DEVELOPMENT COUNCIL  
AREA AGENCY ON AGING PLANNING  
SERVICE AREA (PSA) 19

1002 Dicky Lane, Laredo, TX 78043

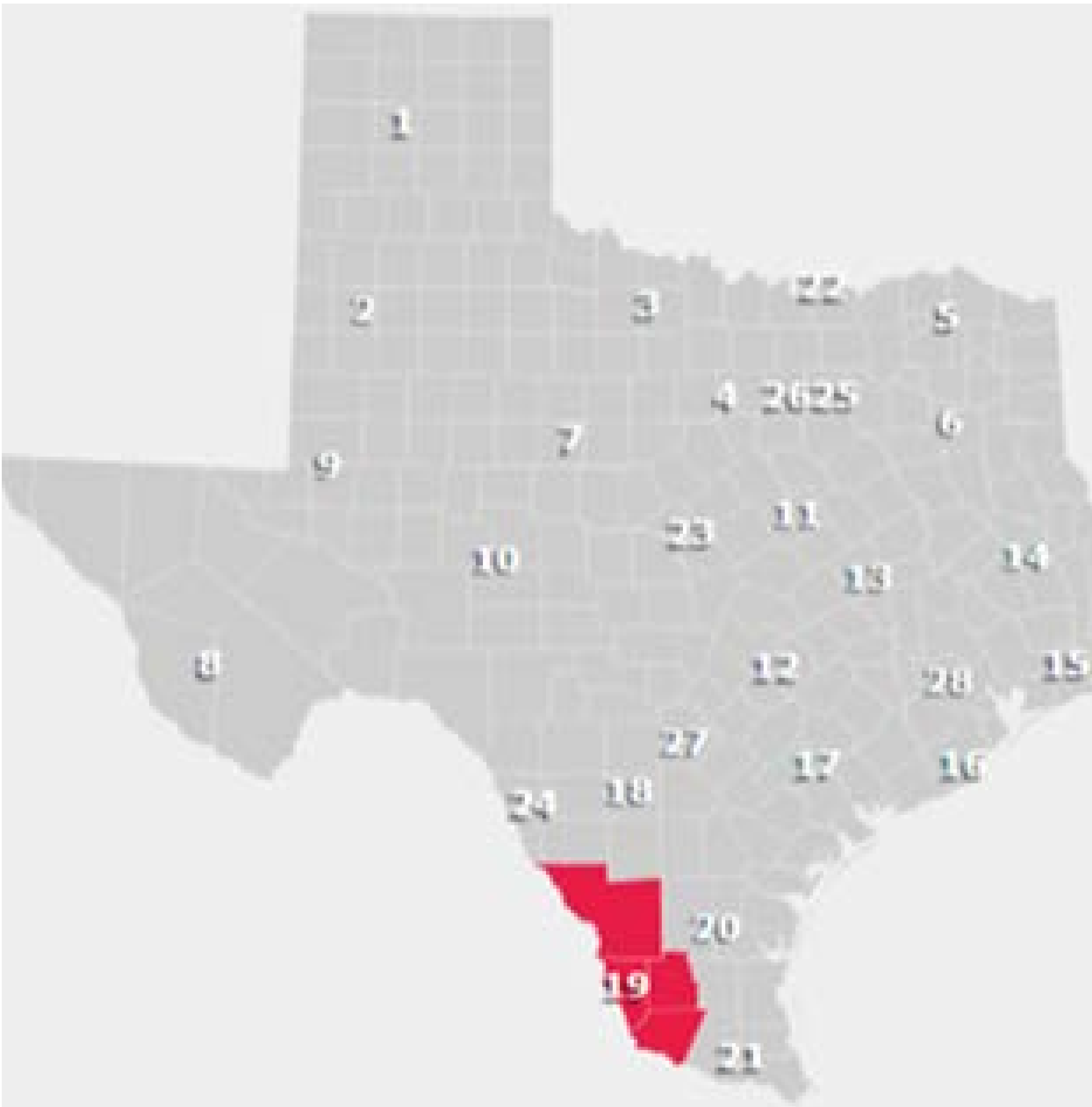






MISSION

Provide leadership and advocacy relating to all aging issues through the development and implementation of a comprehensive and coordinated social service delivery system which promotes to achieve self-determination, positive social outcomes and a high quality of life.

VISION

The AAA envisions a community where individuals have access to resources and services to maintain their health, quality of life, dignity and independence.



South Texas Development Council AAA		Number	% of Category Total
	Population - Total	330,590	
	Square Miles	6,799	
	Average Population Density of the AAA (people per square mile)	48.62	
	Population: Age 60+	58,929	
	Population in Poverty: Age 60+	14,912	25.3 %
	Number of 60+ Persons Receiving AAA Services	2,234	3.8 %
	Number of 60+ Persons Living in Rural Areas	17,465	29.6 %



AREA SUMMARY

# SOUTH TEXAS DEVELOPMENT COUNCIL AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 19

1002 Dicky Lane, Laredo, TX 78043

## Services Provided by the South Texas Development Council AAA


### Access & Assistance Services

 **1,207**  
Care Coordination  
(Hour)

 **939**  
Caregiver Support  
Coordination (Hour)

 **1,234**  
Information, Referral  
& Assistance (Contact)


 **276**  
Legal Assistance  
age 60 & Over (Hour)

 **136**  
Legal Awareness  
(Contact)


### Nutrition Services


 **156,820**  
Congregate Meals  
(Meal)


 **100,429**  
Home Delivered Meals  
(Meal)

 **1,623**  
Nutrition Education  
(Contact)

### Services to Assist Independence

 **1,155**  
Evidence Based  
Intervention (Hour)


 **52,404**  
Transportation Demand  
Response (One-Way Trip)

 **4,922**  
Caregiver Respite Care  
In-Home (Hour)

 **4,137**  
Homemaker (Hour)

 **154**  
Residential Repair  
(Dwelling)

 **125**  
Health Maintenance  
(Contact)

 **1,613**  
Personal Assistance  
(Hour)



AREA SUMMARY

# COASTAL BEND AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 20

2910 Leopard Street, Corpus Christi, TX 78408

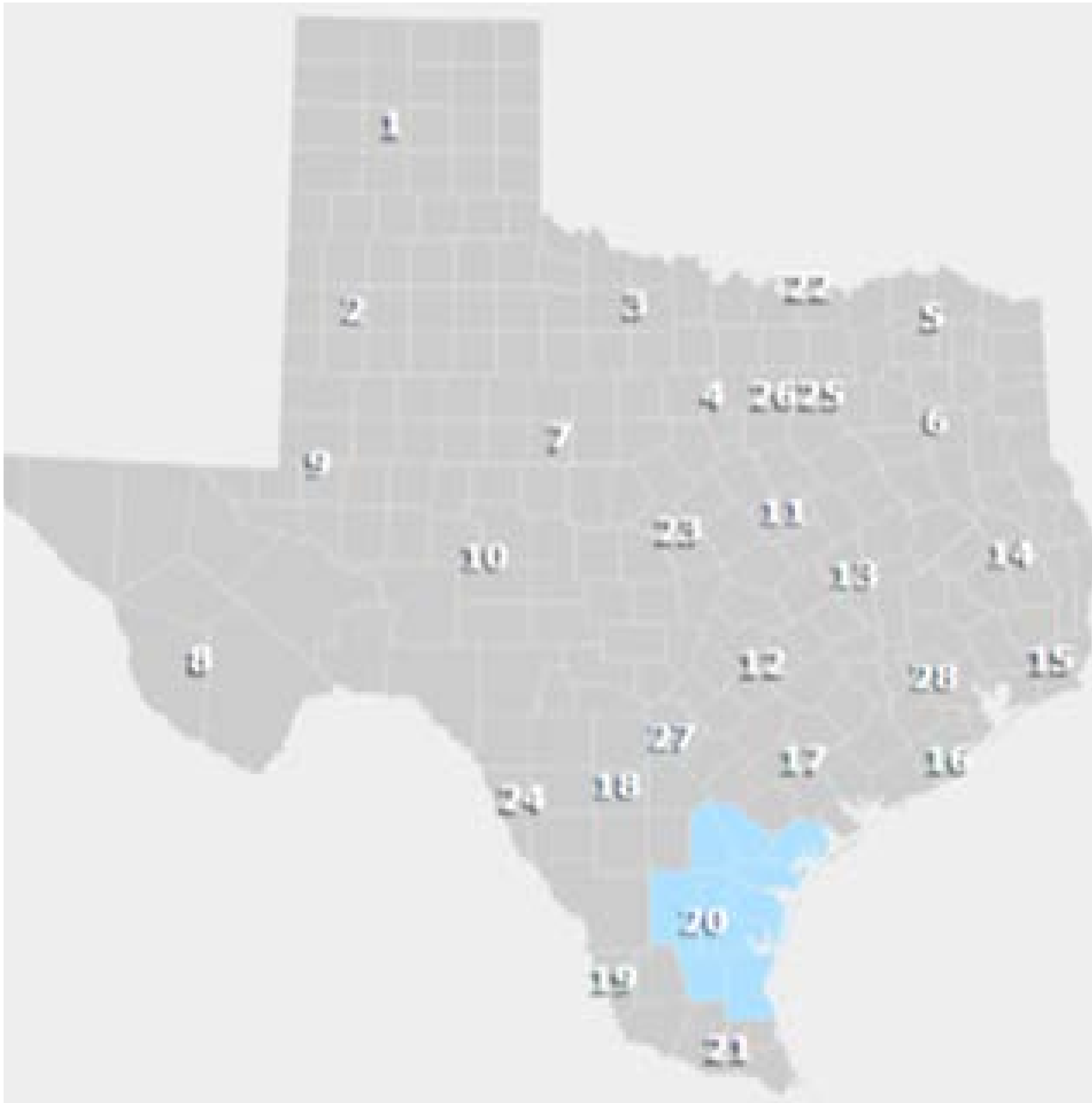






## MISSION

The mission of the Area Agency on Aging of the Coastal Bend is to plan and coordinate comprehensive, community-based programs which respond to those older persons in the Coastal Bend Region with the greatest social and economic needs, especially the frail, low income and minorities, enabling them to remain independent as long as possible.

## VISION

It is the vision of the Area Agency on Aging of the Coastal Bend to provide services to persons aged 60 and over with commitment to excellence and integrity utilizing a person-centered approach.



Panhandle AAA		Number	% of Category Total
	Population - Total	594,977	
	Square Miles	10,273	
	Average Population Density of the AAA (people per square mile)	57.92	
	Population: Age 60+	143,515	
	Population in Poverty: Age 60+	18,195	12.7 %
	Number of 60+ Persons Receiving AAA Services	3,838	2.7 %
	Number of 60+ Persons Living in Rural Areas	34,612	24.1 %



AREA SUMMARY

# COASTAL BEND AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 20

2910 Leopard Street, Corpus Christi, TX 78408

## Services Provided by the Panhandle AAA

### Access & Assistance Services



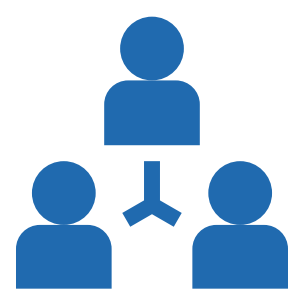
642

Care Coordination  
(Hour)



873

Caregiver Support  
Coordination (Hour)



5,152

Information, Referral  
& Assistance (Contact)



496

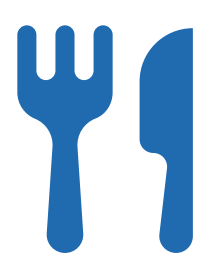
Legal Assistance  
age 60 & Over (Hour)



15,661

Legal Awareness  
(Contact)

### Nutrition Services



139,191

Congregate Meals  
(Meal)



181,983

Home Delivered Meals  
(Meal)



1,818

Nutrition Education  
(Contact)

### Services to Assist Independence



260

Caregiver Education &  
Training (Contact)



1,112

Evidence Based  
Intervention (Hour)



9,866

Transportation Demand  
Response (One-Way Trip)



193

Caregiver Information  
Services (Activity)



176

Caregiver Respite Care  
Voucher (Hour)



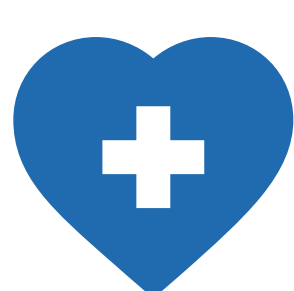
3,431

Personal Assistance  
(Hour)



4,655

Caregiver Respite Care  
In-Home (Hour)



30

Health Maintenance  
(Contact)



42

Residential Repair  
(Dwelling)



AREA SUMMARY

# LOWER RIO GRANDE VALLEY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 21

301 W. Railroad St., Weslaco, TX 78596

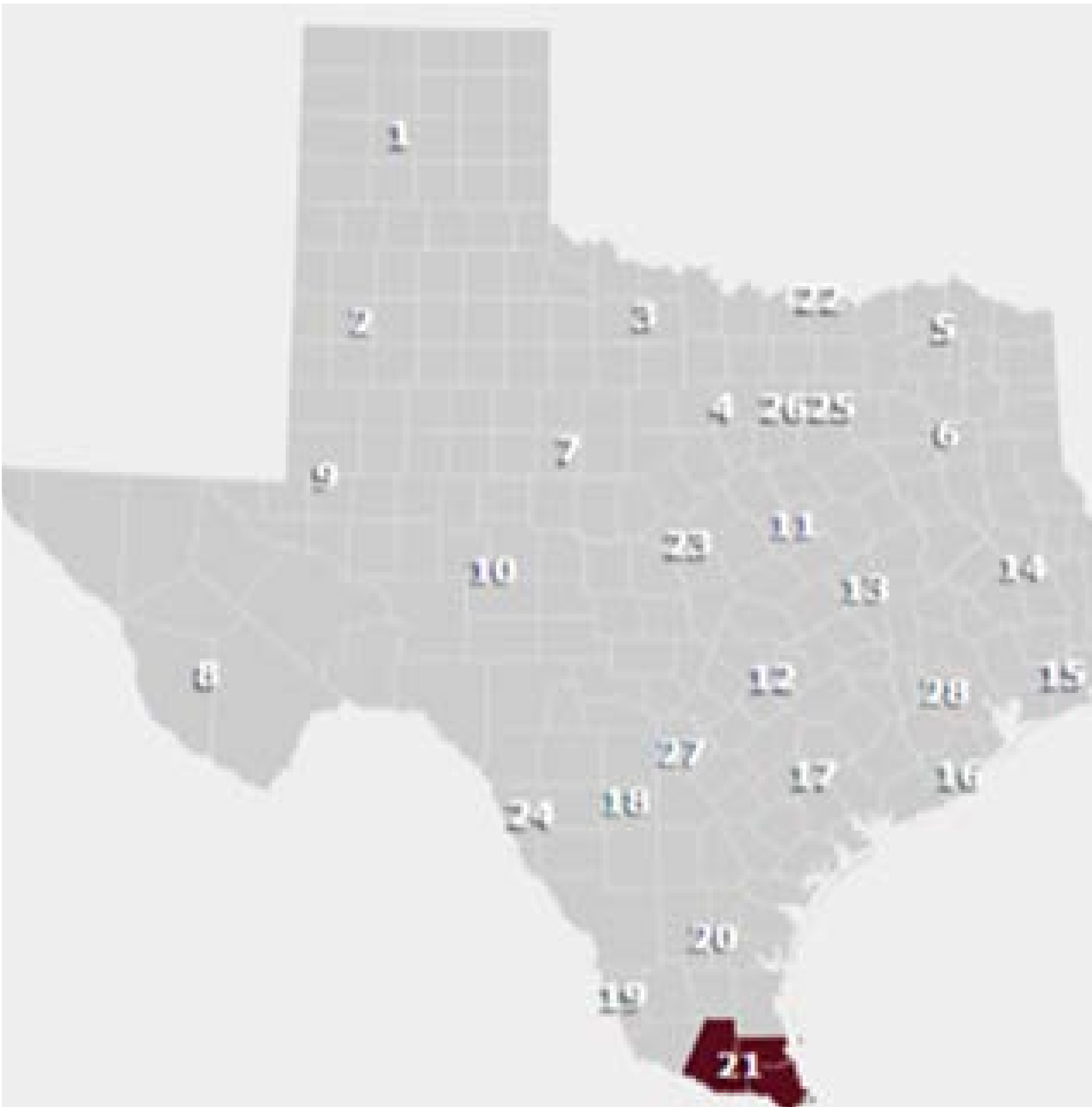






MISSION

Provide an opportunity for a high quality of life for older persons through the development and expansion of a comprehensive and coordinated social service delivery.

VISION

The Area Agency on Aging of the Lower Rio Grande Valley shall improve, coordinate and maintain a locally based system of resources and services such as access to quality health care, comprehensive care for vulnerable individuals, and accessible services to safeguard a livable, healthy, and safe community for persons of all ages.



Lower Rio Grande Valley AAA		Number	% of Category Total
	Population - Total	1,308,607	
	Square Miles	3,052	
	Average Population Density of the AAA (people per square mile)	428.77	
	Population: Age 60+	248,943	
	Population in Poverty: Age 60+	57,694	23.2%
	Number of 60+ Persons Receiving AAA Services	5,984	2.4%
	Number of 60+ Persons Living in Rural Areas	4,175	1.7%



AREA SUMMARY


# LOWER RIO GRANDE VALLEY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 21

301 W. Railroad St., Weslaco, TX 78596

## Services Provided by the Lower Rio Grande Valley AAA

### Access & Assistance Services

 **6,162**  
Care Coordination  
(Hour)

 **4,805**  
Caregiver Support  
Coordination (Hour)


 **4,842**  
Information, Referral  
& Assistance (Contact)


 **649**  
Legal Assistance  
age 60 & Over (Hour)

 **1,054**  
Legal Awareness  
(Contact)

### Nutrition Services

 **184,560**  
Congregate Meals  
(Meal)

 **267,369**  
Home Delivered Meals  
(Meal)


 **4,040**  
Nutrition Education  
(Contact)

### Services to Assist Independence


 **1,296**  
Caregiver Education &  
Training (Contact)


**199**  
Caregiver Respite Care  
Non-Residential (Hour)

 **229**  
Residential Repair  
(Dwelling)

 **301**  
Caregiver Information  
Services (Activity)

 **2,647**  
Evidence Based  
Intervention (Hour)

 **50,310**  
Transportation Demand  
Response (One-Way Trip)

 **25,806**  
Caregiver Respite Care  
In-Home (Hour)

 **768**  
Health Maintenance  
(Contact)

 **9,141**  
Homemaker (Hour)



AREA SUMMARY

# TEXOMA AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 22

1117 Gallaher Dr., Sherman, TX 75090

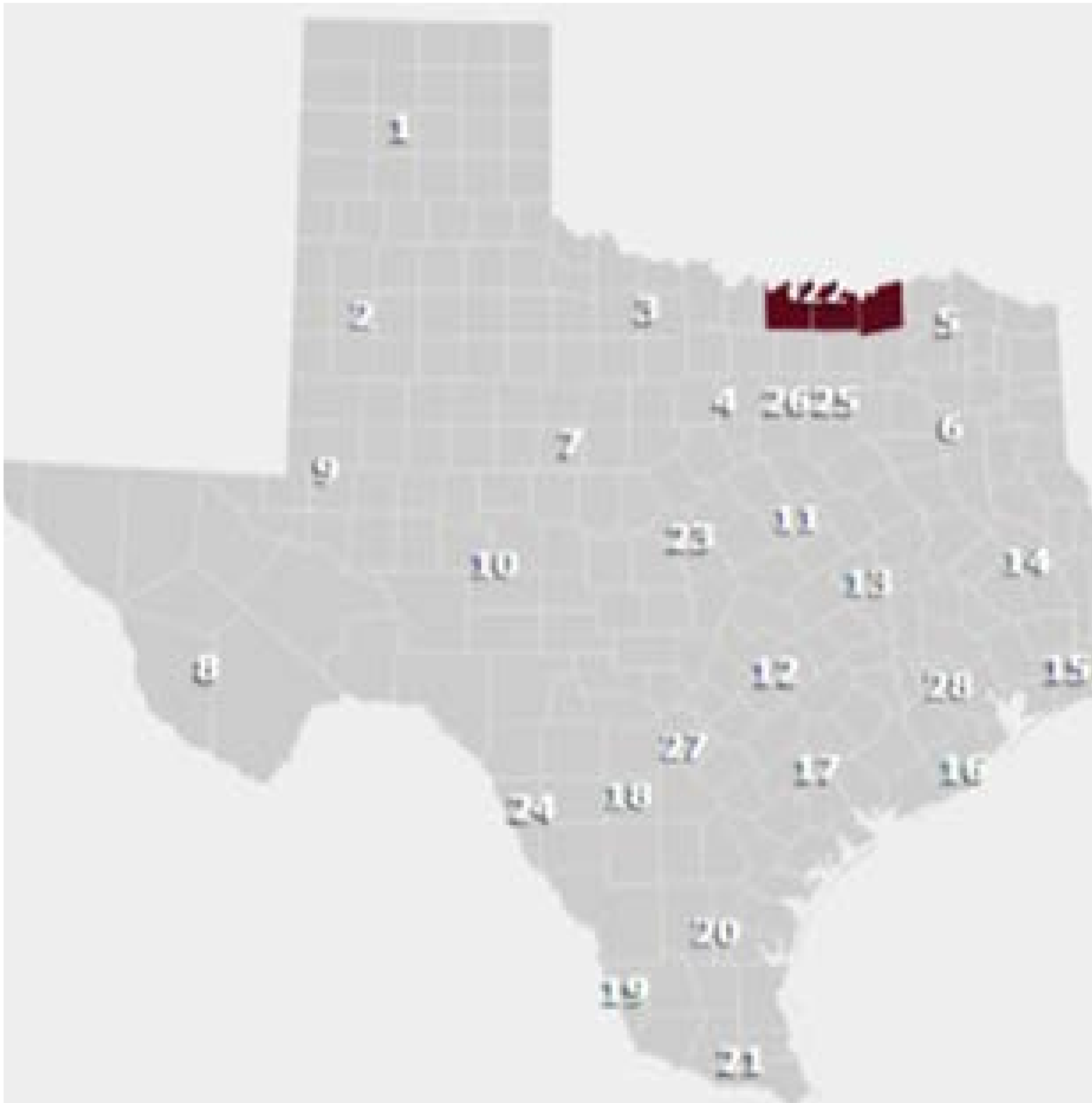






## MISSION

Promote and protect the well-being of the older person in Texoma. (Older Americans Act: §1321.53 Mission of the area agency).

## VISION

Assist individuals aged 60 and over, their caregivers and persons with a disability to be independently operational, healthy individuals fully engaged in the community to their ability and desire.



Texoma AAA	Number	% of Category Total
 Population - Total	202,306	
 Square Miles	2,774	
 Average Population Density of the AAA (people per square mile)	72.93	
 Population: Age 60+	48,021	
Population in Poverty: Age 60+	3,904	8.1%
Number of 60+ Persons Receiving AAA Services	2,495	5.2%
Number of 60+ Persons Living in Rural Areas	16,213	33.8%



AREA SUMMARY

# TEXOMA AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 22

1117 Gallaher Dr., Sherman, TX 75090

## Services Provided by the Texoma AAA


### Access & Assistance Services

 **1,056**  
Care Coordination  
(Hour)


 **202**  
Caregiver Support  
Coordination (Hour)


 **4,199**  
Information, Referral  
& Assistance (Contact)


 **479**  
Legal Assistance  
age 60 & Over (Hour)

 **85**  
Legal Awareness  
(Contact)


### Nutrition Services

 **38,639**  
Congregate Meals  
(Meal)


 **56,282**  
Home Delivered Meals  
(Meal)

 **216**  
Nutrition Education  
(Contact)

### Services to Assist Independence


 **432**  
Caregiver Education &  
Training (Contact)

 **19**  
Health Maintenance  
(Contact)

 **24**  
Caregiver Information  
Services (Activity)

 **23**  
Residential Repair  
(Dwelling)

 **117**  
Evidence Based  
Intervention (Hour)

 **32**  
Transportation Demand  
Response (One-Way Trip)



AREA SUMMARY

# CENTRAL TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 23

2180 N. Main Street, Belton, TX 76513

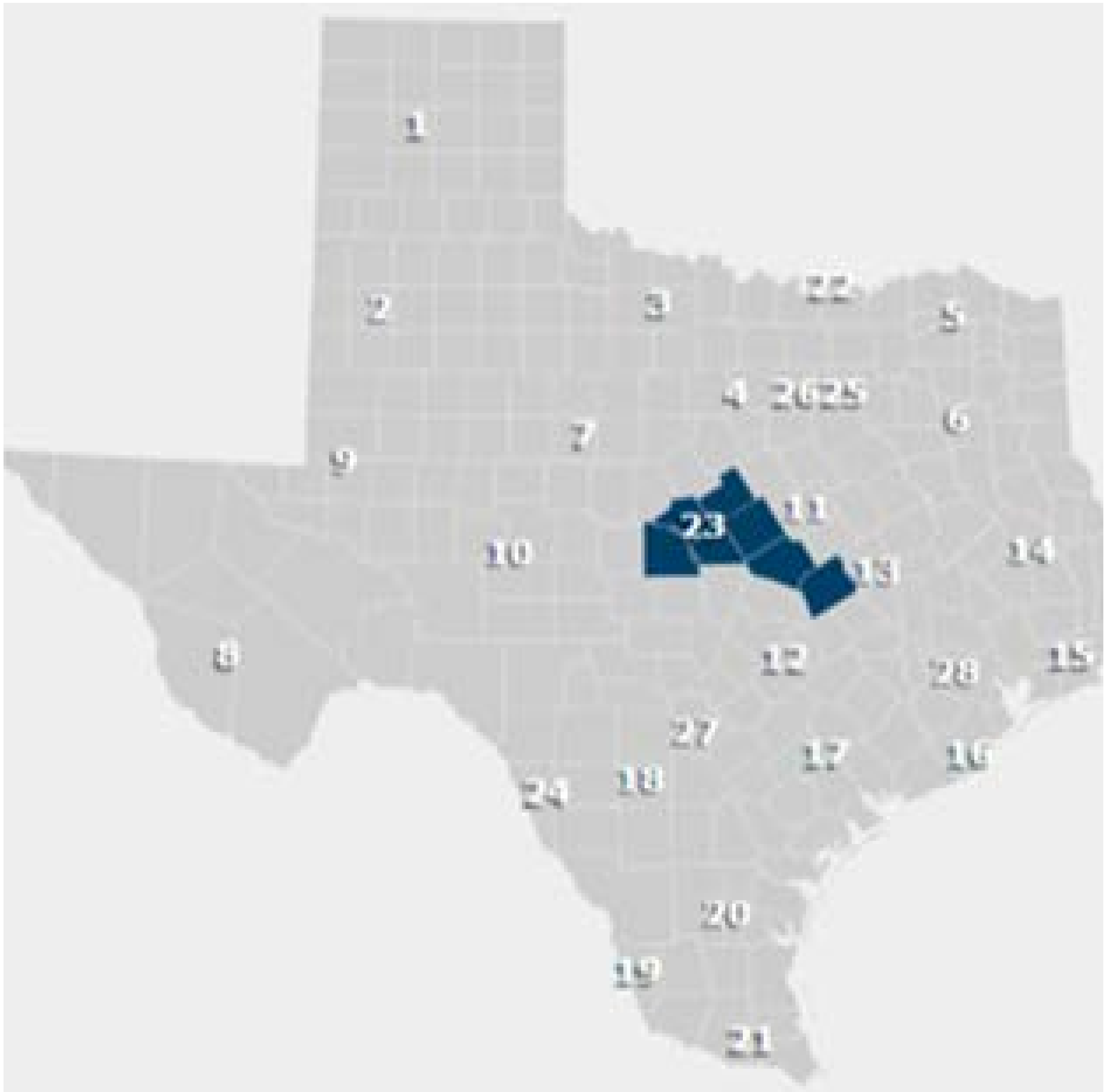






MISSION

To serve as the region’s focal point, advocate and leader in providing for a comprehensive and coordinated continuum of services and opportunities so that older persons and their caregivers can live dignified, independent and productive lives.

VISION

A trusted leader in Central Texas for accessing available services and support for aging at home, living independently with disabilities, specialized veterans’ programs, and assistance for family caregivers.



Central Texas AAA	Number	% of Category Total
 Population - Total	496,979	
 Square Miles	6,605	
 Average Population Density of the AAA (people per square mile)	75.24	
 Population: Age 60+	80,099	
Population in Poverty: Age 60+	6,953	8.7 %
Number of 60+ Persons Receiving AAA Services	1,222	1.5 %
Number of 60+ Persons Living in Rural Areas	43,145	53.9 %



AREA SUMMARY

# CENTRAL TEXAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 23

2180 N. Main Street, Belton, TX 76513

## Services Provided by the Central Texas AAA

### Access & Assistance Services



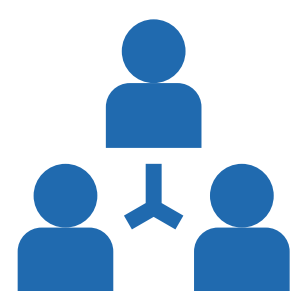
285

Care Coordination  
(Hour)



627

Caregiver Support  
Coordination (Hour)



29,269

Information, Referral  
& Assistance (Contact)



1,391

Legal Assistance  
age 60 & Over (Hour)



54,325

Legal Awareness  
(Contact)

### Nutrition Services



37,988

Congregate Meals  
(Meal)



88,246

Home Delivered Meals  
(Meal)



393

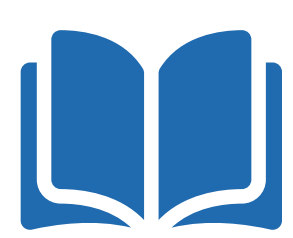
Nutrition Education  
(Contact)



220

Participant Assessment  
- NS (Assessment)

### Services to Assist Independence



164

Caregiver Education &  
Training (Contact)



571

Evidence Based  
Intervention (Hour)



145

Income Support  
(Contact)



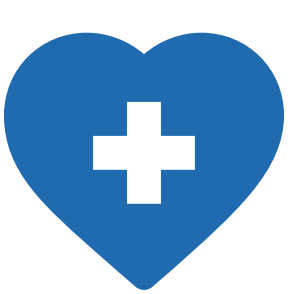
3,389

Transportation Demand  
Response (One-Way Trip)



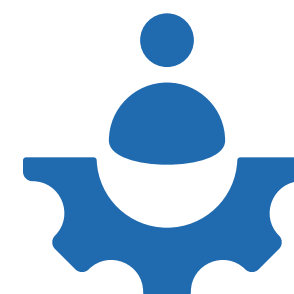
424

Caregiver Information  
Services (Activity)



26

Health Maintenance  
(Contact)



76

Personal Assistance  
(Hour)



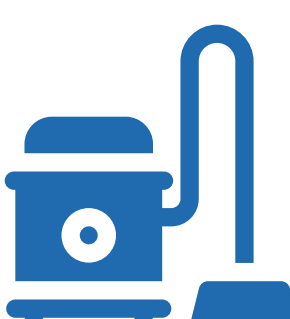
94

Emergency Response  
(Month ERS Service)



1,223

Caregiver Respite Care  
In-Home (Hour)



64

Homemaker (Hour)



1,318

Telephone Reassurance  
(Contact)



AREA SUMMARY

# MIDDLE RIO GRANDE DEVELOPMENT COUNCIL AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 24

307 W. Nopal Street, Carrizo Springs, TX 78834



MISSION

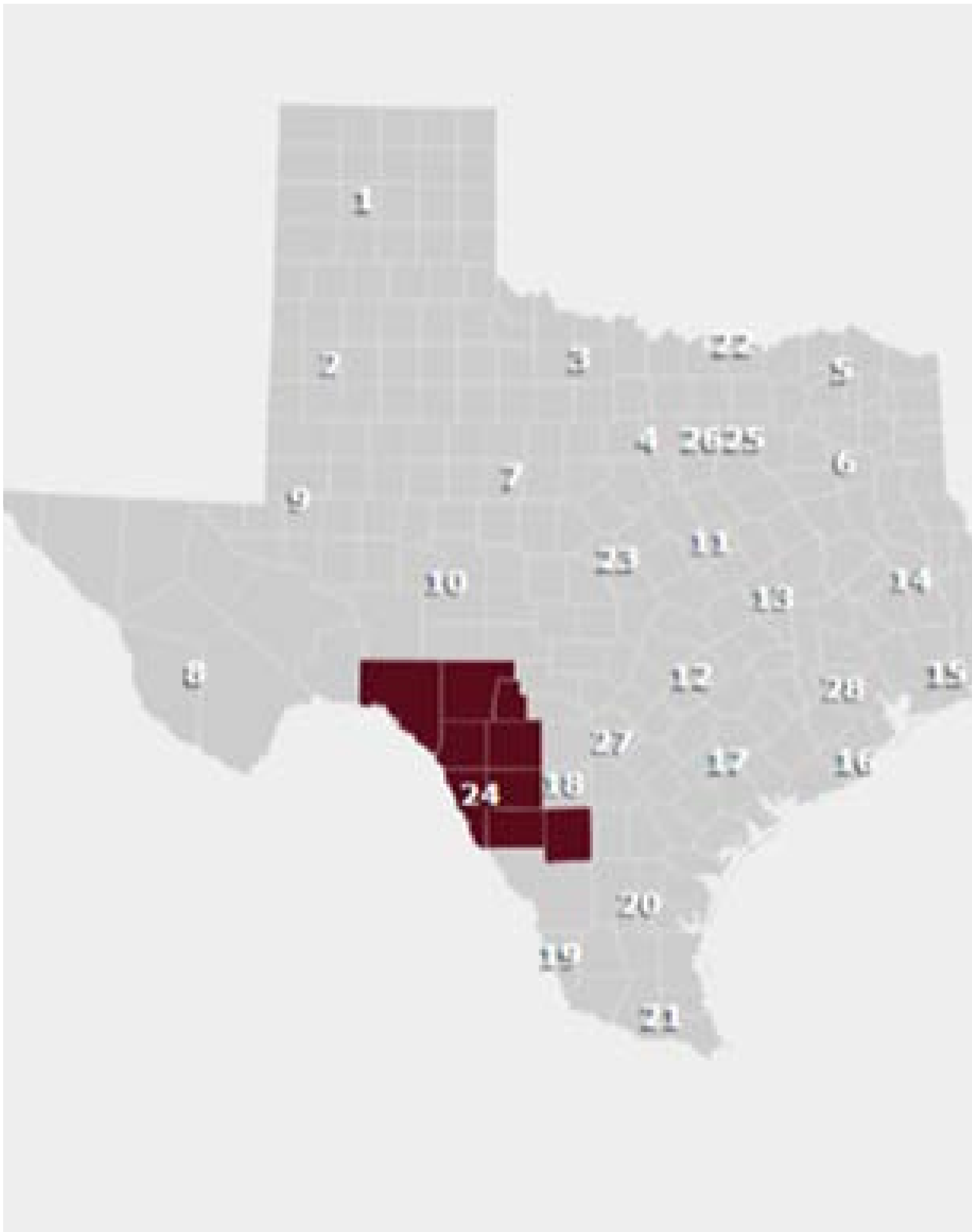
The AAA serves as the region’s advocate and leader in providing, to older adults, persons with disabilities, their families and caregivers, a comprehensive, consumer direct services and opportunities so that these individuals can live dignified, independent and productive lives with the freedom of choice.





VISION

To provide a comprehensive array of aging and disability services, supports, and opportunities that are easily accessed in local communities.

Our key responsibilities to the citizens of Texas include but not limited to:

- Working in partnership with consumers, caregivers, service providers, and other stakeholders;
- Developing and improving services service options that are responsive to individual needs and preferences; and
- Ensuring and protecting self-determination, consumer rights, and safety.



Middle Rio Grande Development Council AAA		Number	% of Category Total
	Population - Total	172,720	
	Square Miles	12,148	
	Average Population Density of the AAA (people per square mile)	14.22	
	Population: Age 60+	38,591	
	Population in Poverty: Age 60+	8,612	22.3 %
	Number of 60+ Persons Receiving AAA Services	1,703	4.4 %
	Number of 60+ Persons Living in Rural Areas	38,591	100.0 %



AREA SUMMARY

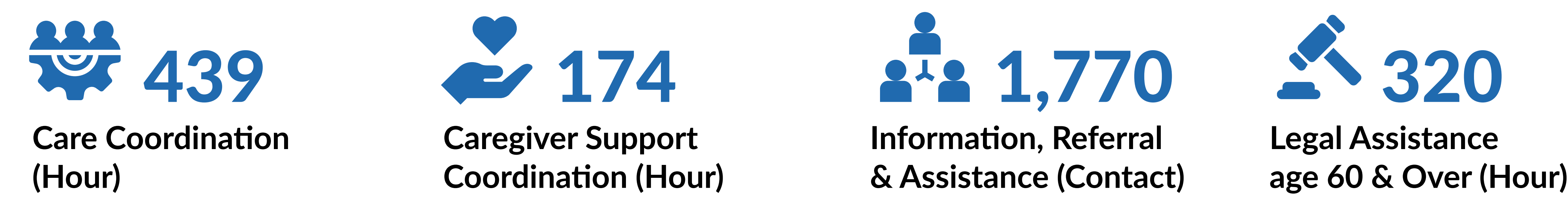
MIDDLE RIO GRANDE DEVELOPMENT  
COUNCIL AREA AGENCY ON AGING  
PLANNING SERVICE AREA (PSA) 24

307 W. Nopal Street, Carrizo Springs, TX 78834



Services Provided by the Middle Rio Grande Development Council AAA

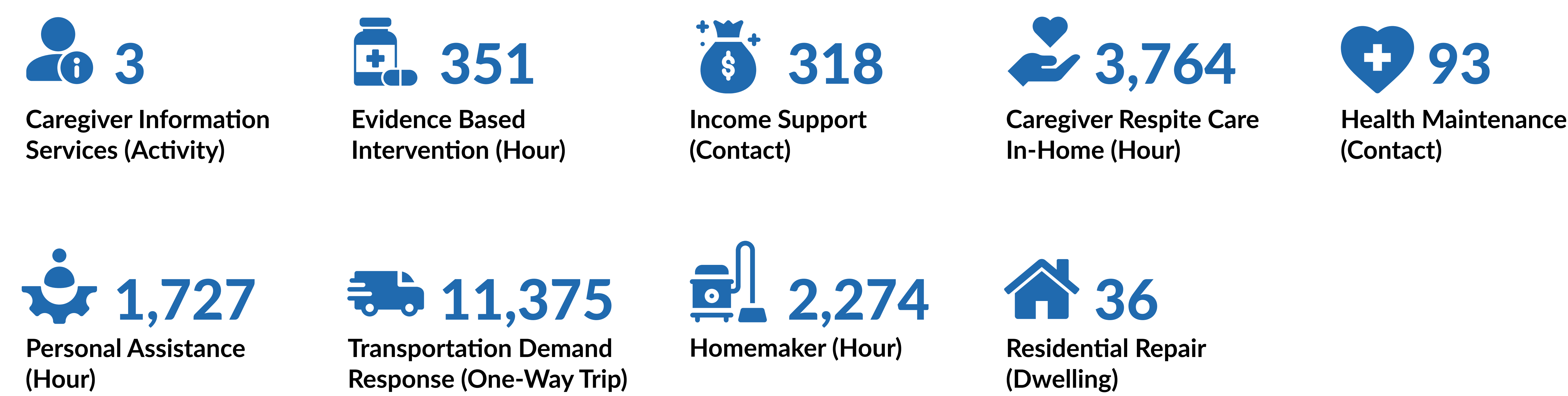
Access & Assistance Services



Nutrition Services



Services to Assist Independence





AREA SUMMARY

# DALLAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 25

1341 W. Mockingbird Lane, Suite 1000W, Dallas, TX 75247



## MISSION

The Dallas Area Agency on Aging is responsible for planning and coordinating services on behalf of older adults 60+ working to assure easy access to services provided to and for Dallas County older adults and their caregivers.

### Community Council Mission

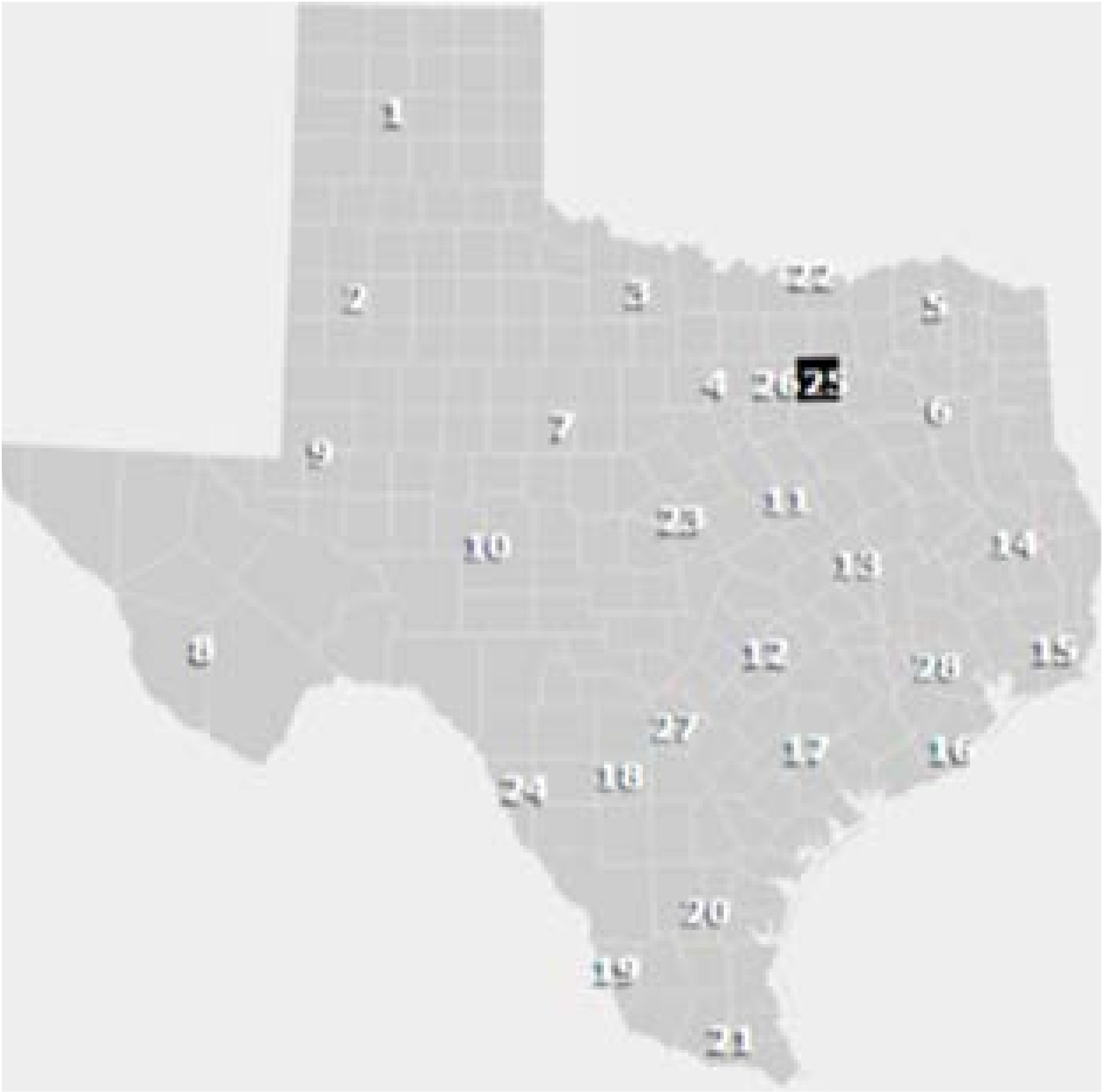
The Community Council serves the community by providing leadership in:





- Determining priority issues and solutions in the human services arena, with a focus on poverty alleviation
- Convening partners to significantly impact service delivery service delivery and improve outcomes for the most vulnerable populations in our community.
- Increasing awareness of, and access to services

## VISION

Community Council envisions vital communities which enable each individual to achieve his or her full potential:

- Vital communities in which individuals and families are stable and achieve economic security;
- Where people live healthy lives with maximum independence and resilience; and
- Where people are engaged in building opportunities.



Dallas AAA	Number	% of Category Total
 Population - Total	2,635,515	
 Square Miles	873	
 Average Population Density of the AAA (people per square mile)	3,018.92	
 Population: Age 60+	414, 619	
Population in Poverty: Age 60+	46,700	11.3 %
Number of 60+ Persons Receiving AAA Services	7,960	1.9 %
Number of 60+ Persons Living in Rural Areas	0	0.0 %



AREA SUMMARY

# DALLAS AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 25

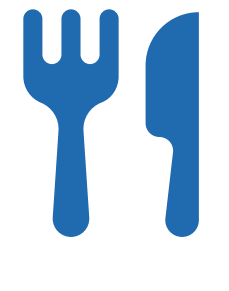



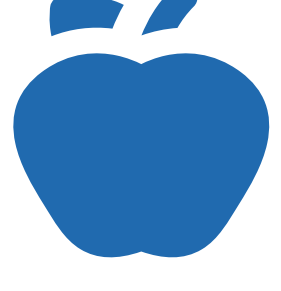
1341 W. Mockingbird Lane, Suite 1000W, Dallas, TX 75247

## Services Provided by the Dallas AAA






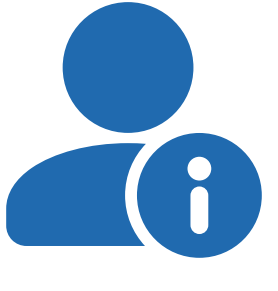

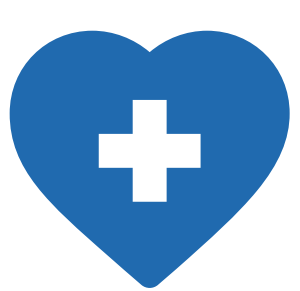





### Access & Assistance Services

 <b>4,351</b> Care Coordination (Hour)	 <b>3,185</b> Caregiver Support Coordination (Hour)	 <b>49,174</b> Information, Referral & Assistance (Contact)	 <b>375</b> Legal Assistance age 60 & Over (Hour)	 <b>228</b> Legal Awareness (Contact)
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### Nutrition Services

 <b>315,432</b> Congregate Meals (Meal)	 <b>238,656</b> Home Delivered Meals (Meal)	 <b>18,646</b> Nutrition Education (Contact)	 <b>737</b> Participant Assessment - NS (Assessment)	 <b>5</b> Nutrition Consultation (Contact)
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### Services to Assist Independence

 <b>2,858</b> Caregiver Respite Care Voucher (Hour)	 <b>3,555</b> Chore Maintenance (Hour)	 <b>3,201</b> Evidence Based Intervention (Hour)	 <b>75,989</b> Transportation Demand Response (One-Way Trip)	 <b>2,161</b> Instruction and Training (Contact)
 <b>425</b> Caregiver Information Services (Activity)	 <b>206</b> Income Support (Contact)	 <b>368</b> Health Maintenance (Contact)	 <b>397</b> Transportation Voucher (One-Way Trip)	
 <b>2,080</b> Caregiver Respite Care In-Home (Hour)	 <b>992</b> Personal Assistance (Hour)	 <b>405</b> Residential Repair (Dwelling)	 <b>93</b> Physical Fitness (Contact)	



AREA SUMMARY

# TARRANT COUNTY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 26

1500 N. Main Street, Suite 200, Fort Worth, TX 76164

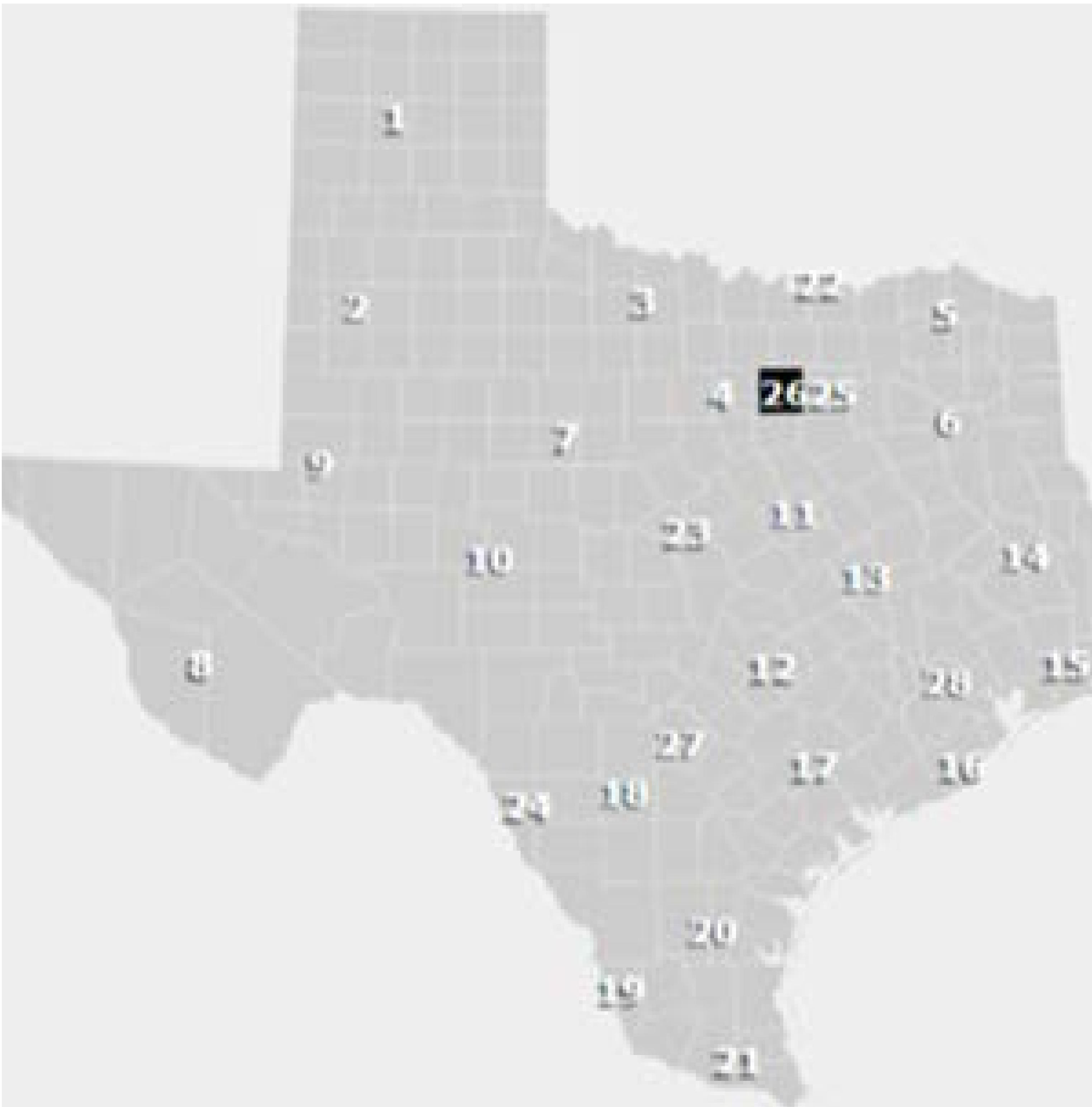






MISSION

Deliver vital services that improve the quality of life for older adults and caregivers.

VISION

The Area Agency on Aging of Tarrant County (AAATC) is a convener and leader of change in this community as well as nationally. We support and educate older adults and their caregivers by providing services to empower them to remain independent in our community and thrive with dignity.



Tarrant County AAA	Number	% of Category Total
 Population - Total	2,154,595	
 Square Miles	864	
 Average Population Density of the AAA (people per square mile)	2,493.74	
 Population: Age 60+	354,703	
Population in Poverty: Age 60+	29,925	8.4 %
Number of 60+ Persons Receiving AAA Services	7,013	2.0 %
Number of 60+ Persons Living in Rural Areas	0	0.0 %



AREA SUMMARY


# TARRANT COUNTY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 26

1500 N. Main Street, Suite 200, Fort Worth, TX 76164

## Services Provided by the Tarrant County AAA

### Access & Assistance Services


 **4,170**  
Care Coordination  
(Hour)

 **3,099**  
Caregiver Support  
Coordination (Hour)

 **25,535**  
Information, Referral  
& Assistance (Contact)

 **1,874**  
Legal Assistance  
age 60 & Over (Hour)


 **846**  
Legal Awareness  
(Contact)

 **1**  
Participant Assessment  
- A&A (Assessment)


### Nutrition Services


 **179,392**  
Congregate Meals  
(Meal)


 **1**  
Nutrition Consultation  
(Contact)

 **346,015**  
Home Delivered Meals  
(Meal)

### Services to Assist Independence

 **1**  
Caregiver Education &  
Training (Contact)

 **192**  
Caregiver Respite Care  
Institutional (Hour)

 **3,933**  
Evidence Based  
Intervention (Hour)


 **518**  
Income Support  
(Contact)


 **20,631**  
Transportation Demand  
Response (One-Way Trip)


 **713**  
Caregiver Information  
Services (Activity)


 **1**  
Caregiver Respite Care  
Non-Residential (Hour)

 **334**  
Mental Health Services  
(Contact)

 **1**  
Personal Assistance  
(Hour)

 **1**  
Telephone Reassurance  
(Contact)


 **23,019**  
Caregiver Respite Care  
In-Home (Hour)

 **1**  
Caregiver Respite Care  
Voucher (Hour)

 **1**  
Homemaker Voucher  
(Hour)


 **392**  
Residential Repair  
(Dwelling)

 **1**  
Day Activity and Health  
Services (Half Day)

 **1**  
Instruction and Training  
(Contact)

 **1**  
Recreation (Contact)

 **1**  
Physical Fitness  
(Contact)

 **1**  
Emergency Response  
(Month ERS Service)

 **1**  
Chore Maintenance  
(Hour)



AREA SUMMARY

# BEXAR COUNTY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 27

8700 Tesoro Drive, San Antonio, TX 78217

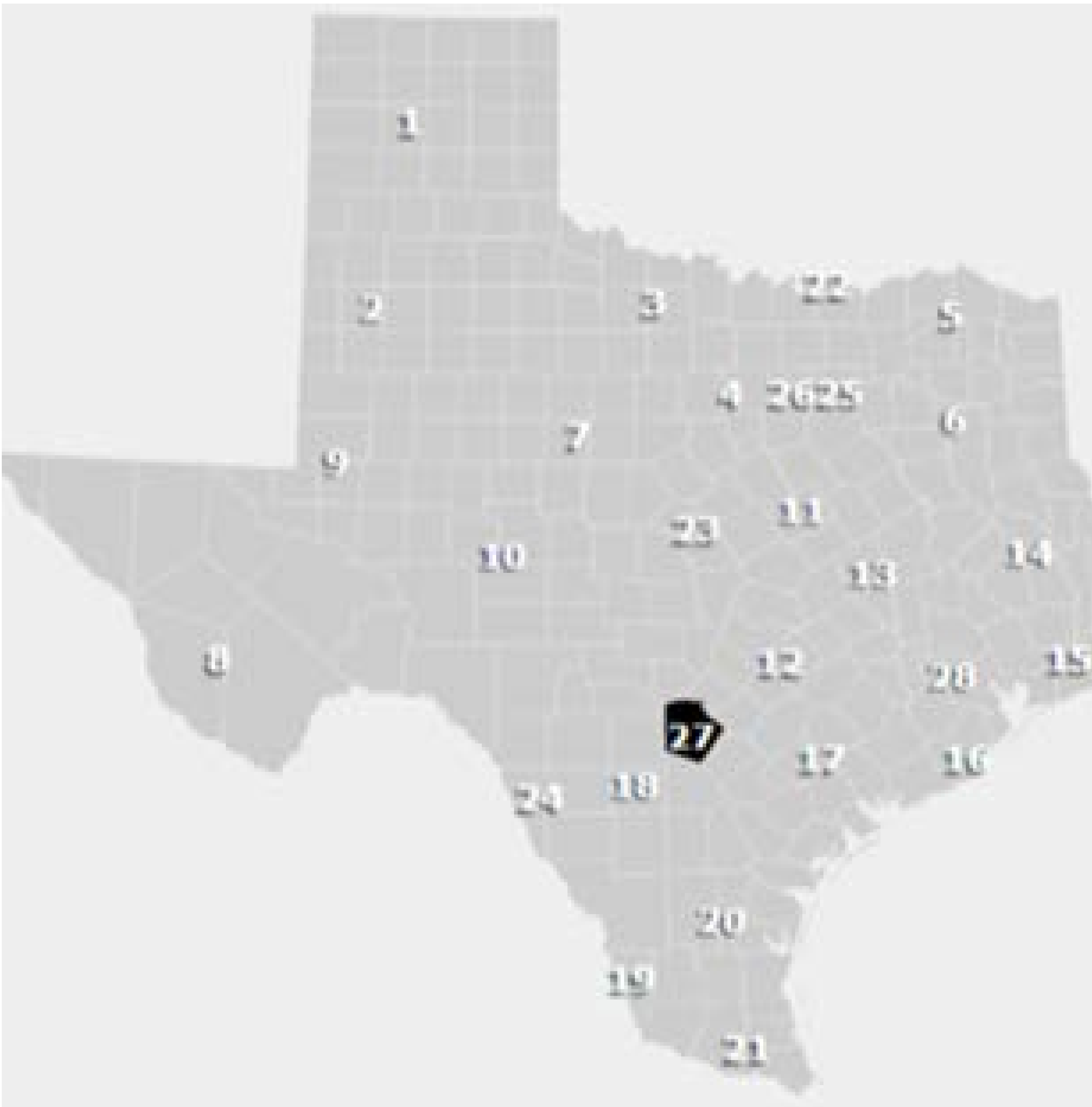






## MISSION

The mission of BAAA is to enhance the quality of life of all residents of Bexar County, in partnership with elected and appointed officials, funders, community partners, and beneficiaries.

## VISION

The forward-thinking vision of BAAA is to consistently provide services and support to older adults, people with disabilities, veterans and their family caregivers in the county, ensuring they live with dignity and independence for as long as possible.



Bexar County AAA		Number	% of Category Total
 Population - Total		2,059,530	
 Square Miles		1,247	
 Average Population Density of the AAA (people per square mile)		1,651.59	
 Population: Age 60+		323,000	
Population in Poverty: Age 60+		38,760	12.0 %
Number of 60+ Persons Receiving AAA Services		16,846	5.2 %
Number of 60+ Persons Living in Rural Areas		0	0.0 %



AREA SUMMARY

# BEXAR COUNTY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 27

8700 Tesoro Drive, San Antonio, TX 78217

## Services Provided by the Bexar County AAA

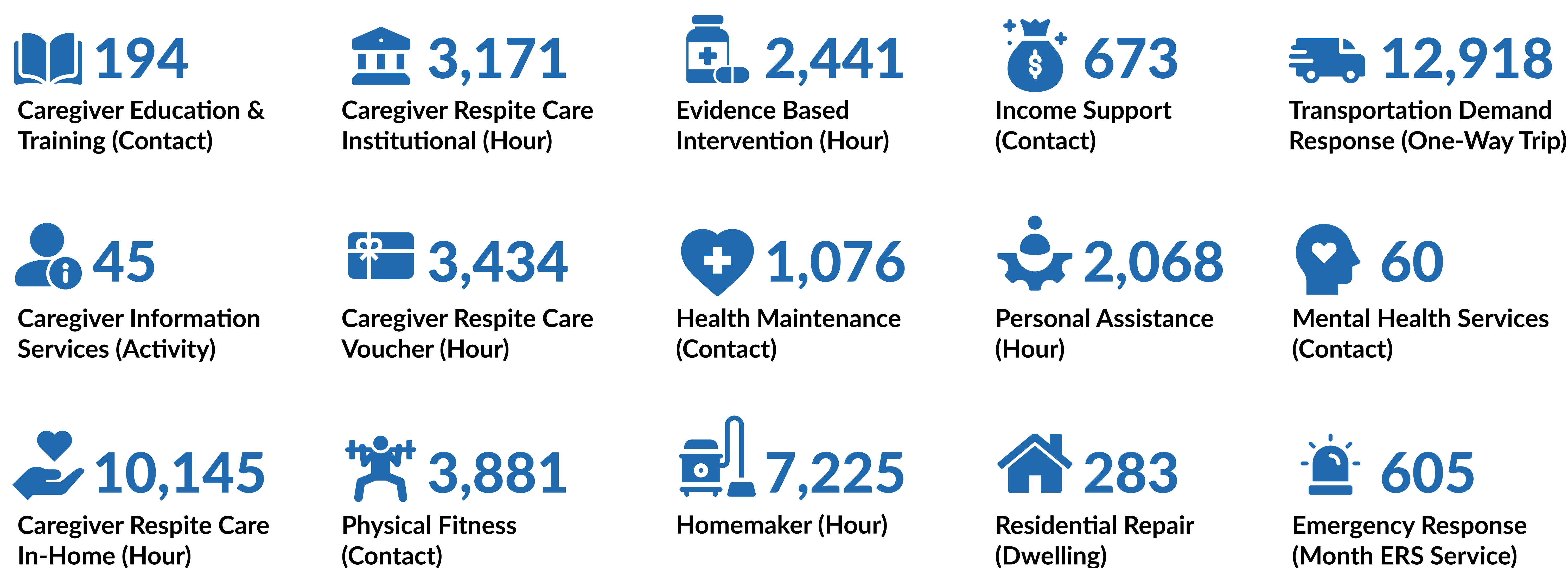
### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence





AREA SUMMARY

# HARRIS COUNTY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 28

8000 N. Stadium Drive, Houston, TX 77054

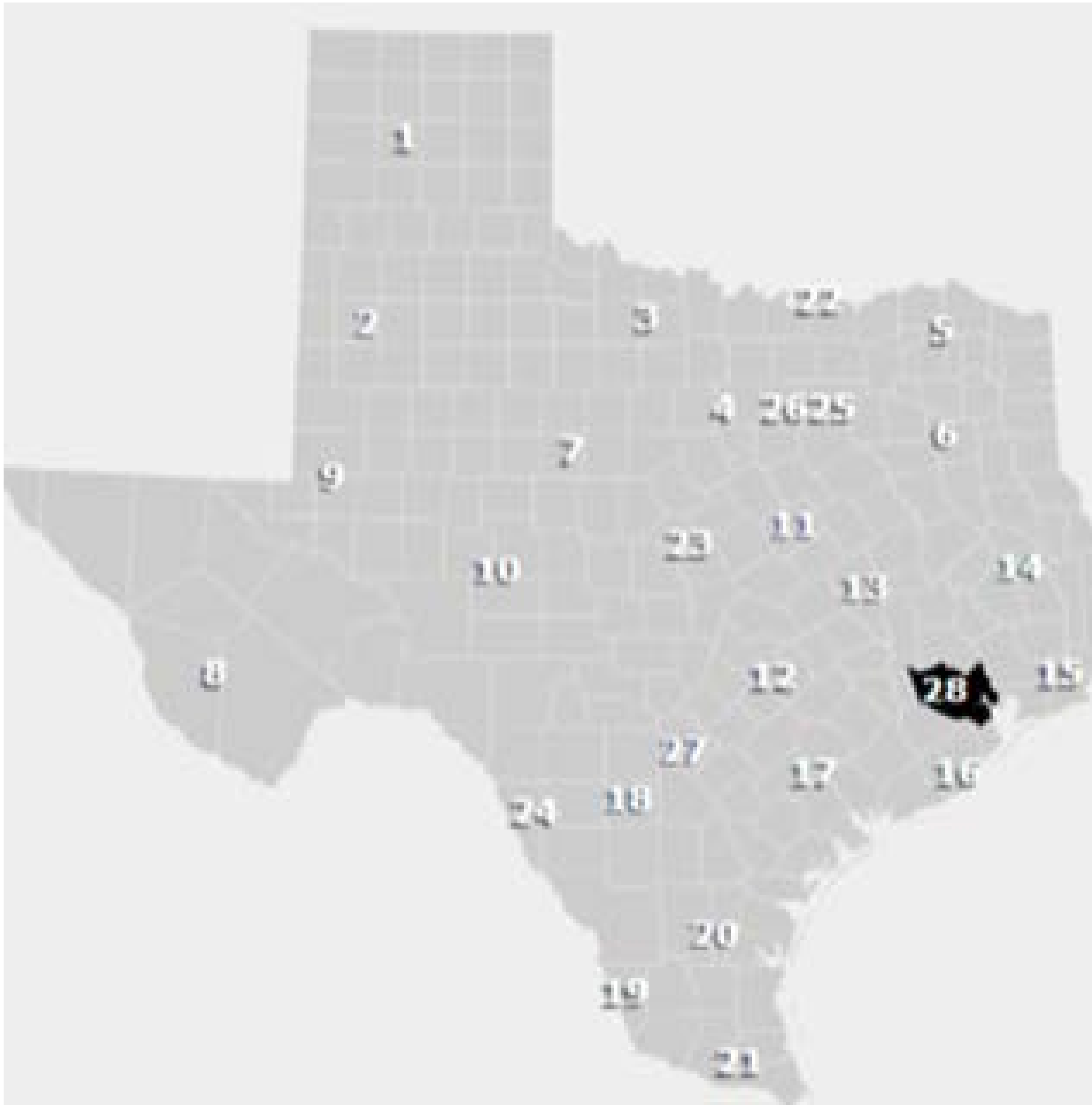






## MISSION

The mission of the Harris County Area Agency on Aging is to promote well- being and a quality of life for older adults through education and access to services that support aging in place with independence and dignity.

## VISION

Support the needs of a diverse older adult population that addresses both traditional and emerging needs of while ensuring client centered options and partnerships that support quality of life are priority.



Harris County AAA		Number	% of Category Total
	Population - Total	4,713,325	
	Square Miles	1,704	
	Average Population Density of the AAA (people per square mile)	2,766.04	
	Population: Age 60+	739,680	
	Population in Poverty: Age 60+	82,398	11.1 %
	Number of 60+ Persons Receiving AAA Services	13,540	1.8 %
	Number of 60+ Persons Living in Rural Areas	0	0.0 %



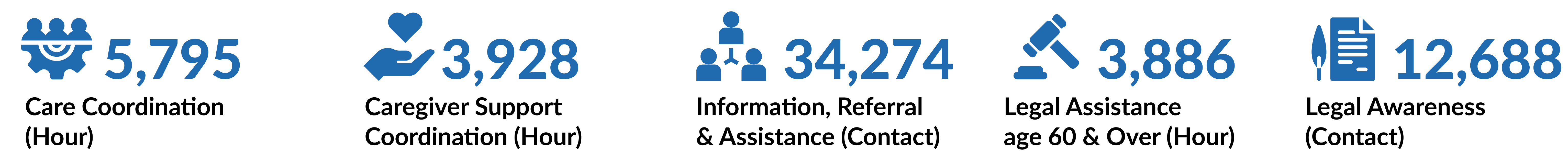
AREA SUMMARY

# HARRIS COUNTY AREA AGENCY ON AGING PLANNING SERVICE AREA (PSA) 28

8000 N. Stadium Drive, Houston, TX 77054

## Services Provided by the Harris County AAA

### Access & Assistance Services



### Nutrition Services



### Services to Assist Independence

