

**South Plains Association of
Governments Area Agency
on Aging
Area Plan**

FFY 2027 - 2029

**As Required by the Older Americans Act, As
Amended in 2020: Section 306, Area Plans**

**Pending Approval by HHSC
Office of Area Agencies on Aging May 2026**



Table of Contents

Executive Summary 2

Organizational Profile 4

Stewardship & Oversight 10

Key Topic Areas 13

Needs Assessment Activities..... 21

Goals, Objectives, Strategies, and Outcomes 25

Long Range Planning 28

Appendix A – Emergency Preparedness 39

Appendix B – Public Comment Activities 50

Appendix C – [Title] 51

Attachment 1: 2027-2029 Projected Distribution of Serviced by County... 52

Attachment 2: Verification of Intent & Assurances 52

Executive Summary

The Area Agency on Aging (AAA) is part of the South Plains Association of Governments (SPAG). Approximately every 3 years, the AAA completes a comprehensive Area Plan. The Area Plan describes in detail the specific services to be provided to older adults residing in the SPAG service area. The plan is developed by the AAA, based on needs for senior clients and their caregivers. The AAA will continue to provide services to seniors in order to assist with their needs in the SPAG service area. The SPAG AAA target populations including clients who live in rural communities, are elderly, low-income and minority with the greatest economic and social needs. Some of these seniors have a limited English proficiency as well.

The AAA has several methods that have been used to identify the needs of seniors 60 years and older residing in rural areas and with greatest economic need. Seniors provide feedback to the AAA regarding needs they may have by completing an annual survey at the senior citizen centers. The AAA has conducted a needs assessment survey with different local groups, such as, the Resources United meeting attendees, AAA staff, Senior Centers Directors and Bookkeepers, the AAA Advisory Committee, and the St. Vincent de Paul-faith based organization. Furthermore, some community events have been held, including health fairs, and outreach presentations to obtain comments from senior participants. The AAA works with staff from 211 Texas, IR&A and ADRC in reviewing and identifying top needs in the SPAG rural area. The AAA identified the top needs requested for seniors in 2025 to be utilities assistance, rent assistance, nutrition needs (access to a meal), financial management (daily expenses), residential repairs (plumbing, AC & heating), safety assistive devices (ramps, grab bars, durable medical equipment) and social connection (family or community). Other results in the South Plains of unmet needs show to be Health Maintenance (eye glasses, hearing aids, dental) Transportation, Chore Maintenance (lawn services and pest control).

Services provided to seniors by the AAA under the Care Coordination & Caregiver programs are, Transportation, Residential Repair, Health Maintenance, Homemaker and Respite Services. Residential repairs include heating & A/C, plumbing, electrical and building and installing ramps. In Health Maintenance, the AAA provides assistance to seniors with incontinence supplies, nutritional drinks, hearing aids, eye glasses and prescription medications. Additionally, the AAA has the Benefits Counseling program with LIS, MSP, and Food Stamp application. If the AAA is unable to provide a direct service to a client, the IR&A staff can provide a referral to another resource in the community.

The services provided by the AAA are short-term in nature to help individuals 60 and over to remain independent at home.

AAA MISSION STATEMENT

SPAG and 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.

- Provide information on various services available to older adults and their caregivers.
- Provide short-term services to help individual 60 and over to remain independent.
- Assisting seniors age 60 and older, as well as Medicare beneficiaries of any age, with public benefits and entitlements.
- Provide trained and certified staff or volunteers, who advocate for care in Nursing Homes and Assisted Living Facilities.
- Provide support and resources to help families in their Caregiver roles and provided temporary relief from their caregiver responsibilities.
- Provide hot, nutritious meals to senior citizens five days a week.

Vision Statement

In conjunction with the Older Americans Act SPAG, as the Area Agency on Aging (AAA) provides services for individuals age 60 and over to help maintain their dignity and independence.

Organizational Profile

Reference: [45 CFR 1321.57](#), [45 CFR 1321.63](#), & [45 CFR 1321.65\(b\)\(2\)](#)

Organization and staff composition.

The South Plains Association of Governments (SPAG) works with the Area Agency on Aging (AAA) for the designated planning and service area. The AAA operates within the organizational framework of SPAG and functions under the oversight of the Executive Director, ensuring alignment with the agency's mission, policies, and administrative procedures.

The AAA is structured to effectively carry out its mandated functions, including information and assistance, care coordination, caregiver services, benefits counseling, legal assistance, and other supportive services for older adults and their caregivers. The AAA staffed have qualified personnel with clearly defined roles and responsibilities to ensure efficient service delivery and program compliance.

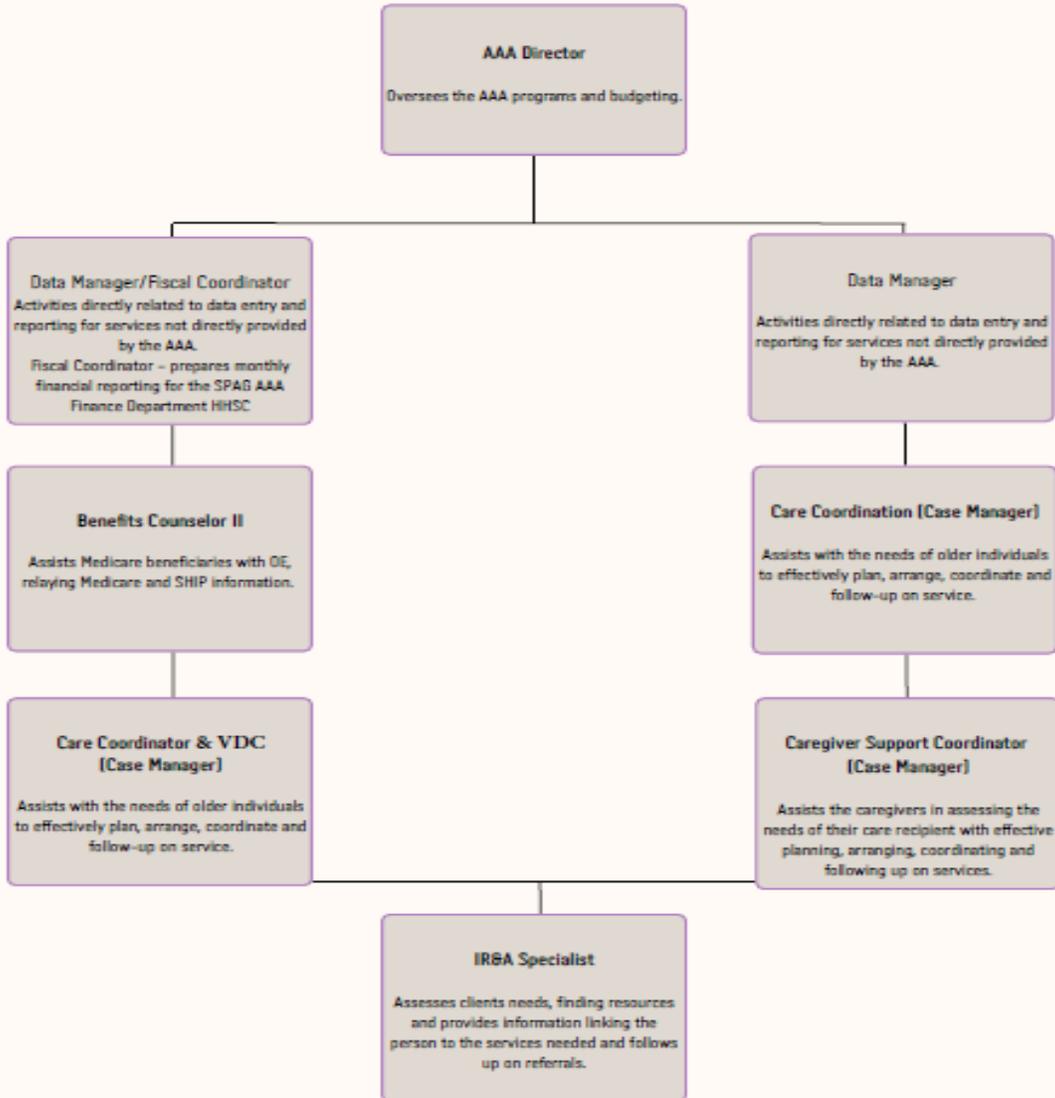
The AAA organizational structure includes program management, professional staff, and administrative support. Staff positions are organized to maintain appropriate supervision, accountability, and continuity of services. The AAA tries to maintain sufficient staffing levels to meet the needs of the planning and service area and to comply with state and federal requirements.

SPAG provides centralized administrative support services, including fiscal management, human resources, and information technology, which support AAA operations and ensure sound financial and programmatic oversight.

Organizational charts for both the Area Agency on Aging and the entire SPAG organization are included to illustrate staff composition, reporting relationships, and the placement of the AAA within the overall agency structure.

AAA STRUCTURE

SOUTH PLAINS ASSOCIATION OF GOVERNMENTS



The South Plains Area Agency on Aging (AAA) is an agency that provides services to people 60 years and older and family caregivers. The services are provided for a fifteen-county area in the South Plains, including Bailey Co., Lamb Co., Hale Co., Floyd Co., Motley Co., Cochran Co., Hockley Co., Lubbock Co., Crosby Co., Dickens Co., King Co., Yoakum Co., Terry Co., Lynn Co. and Garza Co. The AAA is mandated to provide services to qualified older Texans and Caregivers under the Older Americans Act of 1965 as amended, by section 305. The population is diverse in the South Plains, with the mix of Anglo, Hispanic and African-American cultures. Based on the Demographic Analysis Table provided by the Texas Health and Human Services Commission in 2023, the total estimated population of people 60 years and older in 2025, in the SPAG 15 county services area will be 95,502, making the composition of the different cultures 22,552 Hispanic, 4,214 African-American, 55,370 Anglo and 946 others to include Older Native Americans. Among these total population, seniors sixty years and older, 11.0% (8,405) are considered impoverished. Concentration of older minority adults with low income and socially isolated are mainly in the rural communities not including the city of Lubbock. In comparison, the senior population, 85 years and older changes in our service area as well. Based on the same Demographic Analysis Table provided by HHSC, in 2025, the estimated 85+ population for the South Plains counties is 9,491.

In the fifteen-county service area of the South Plains, the AAA is covering a radius of 13,737 square miles with services to the elderly. As the coverage area for the AAA is considerable sizeable, many challenges exist in the provision of services to the elderly. There is a lack of transportation services in the small and rural communities. Seniors find it difficult to go to doctor appointments especially when they have to travel 45 minutes to an hour and a half to the city-Lubbock. To assist with this problem, the AAA is currently working with five senior citizen centers in providing transportation to the seniors, i.e., doctor appointments, grocery shopping, and post office. In the rural areas, a large majority of the seniors are Spanish speaking. Sometimes that presents a problem as the seniors are not able to call and ask for help for services. The AAA has Spanish speaking staff to be able to communicate with clients who have a limited English proficiency.

Being that the majority of the service area of the South Plains is rural, seniors have limited activities to be involved with. Many seniors attend the Senior Centers in their communities for a congregate meal, fellowship, and activities. Others attend church and family events, throughout the year, like Cinco De Mayo, Juneteenth,

and Fourth of July celebrations. The City of Lubbock serves as the hub for people to visit, shop, dine and attend special Texas Tech events.

The region is currently facing several special needs and concerns. Among these is the need for more water resources, diversifying the economy, and access to and cost of health care. The population of the South Plains is growing, and the growth is concentrated in the Lubbock, Plainview, and Levelland metro areas. Rural populations continue to shrink, leading to decreases in size and services in the towns and communities surrounding Lubbock, Plainview, and Levelland. The overall increase in the region's population and the region's geography, classified as semi-arid, has led to concerns about future water supplies. Community and political leaders continue to have discussions and on several water projects. The region's economy has long been reliant on agriculture and this will continue. But as technology makes farming more productive, fewer people are needed to work in the farming business or its supporting service industries. More attention has been placed on developing the manufacturing sector of the economy, even as some dairy farms spring up around the region.

Although most seniors look forward to retirement, there are many that continue to work due to necessity. But the overall reliance on agriculture leaves few options for seniors who want to continue to work. The short-term trend is for communities to try to diversify their local economies. For example, several counties such as Yoakum, Terry and Hockley in the South Plains have seen an influx of oil & gas companies and wineries providing employment opportunities, not necessarily for seniors. The oil & gas companies and wineries will help improve the local economies. Bailey, Hale, Lamb, and Lubbock Counties have also attracted dairies to the region. Floyd County attracts visitors seasonally with their pumpkin festival as it boasts to be known as the pumpkin capital of the world. Other Counties such as Motley, King, Dickens and Hale depend heavily on farming and ranching for their local economies. Some communities have seen a growth in hotel development such as Lubbock, Levelland, Brownfield and Plainview. However, as one can tell, even these ventures are tied into agriculture. The long-range trend around the region is to diversify economies by continuing to develop and attract other types of businesses such as manufacturing, research, and service industries. The challenge is to overcome years of relying strictly on agriculture. If the local economy is not successful in diversifying, seniors will be left to rely solely on retirement savings, social security, and/or public assistance in their golden years.

Definition: of greatest economic and social need

Economic– Refers specifically to the need seniors have from an income level at or below the poverty line. It involves a lack of financial resources.

Social - Refers to seniors having a necessity for support that arises from non-economic factors, such as, physical or mental disability, language barriers, or cultural, social, or geographical isolation

SPAG Region Ages 60+

BAILEY (1,315) Muleshoe - 1,113	LAMB (2,986) Amherst - 202 Earth - 257 Littlefield - 1,171 Olton - 445 Springlake - 39 Sudan - 281	HALE (6,122) Abernathy - 556 Edmonson - 19 Hale Center - 686 Petersburg - 262 Plainview - 3,499	FLOYD (1,383) Floydada - 603 Lockney - 397	MOTLEY (422) Matador - 173 Roaring Springs - 107	
COCHRAN (585) Morton - 359 Whiteface - 76	HOCKLEY (4,363) Anton - 250 Levelland - 2,462 Opdyke West - 28 Ropesville - 70 Smyer - 76 Sundown - 202	LUBBOCK (54,947) Buffalo Springs - 149 Idalou - 466 Lubbock - 43,647 New Deal - 255 Ransom Canyon - 371 Shallowater - 686 Slaton - 1,229 Wolfforth - 702	CROSBY (1,300) Crosbyton - 423 Lorenzo - 162 Ralls - 381	DICKENS (547) Dickens - 70 Spur - 196	KING (43)
YOAKUM (1,232) Denver City - 628 Plains - 239	TERRY (2,307) Brownfield - 1,753 Meadow - 120 Wellman - 66	LYNN (1,302) O'Donnell - 202 New Home - 66 Tahoka - 549 Wilson - 86	GARZA (1,265) Post - 1,022	13,617.5 sq. miles in the region 80,119 residents in the region 60 years and over	

Data Source: Census 2020

Advisory Council composition.

Members of the ACOA (Advisory Council on Aging) shall be appointed by the SPAG Board of Directors. The ACOA shall be composed of no more than twenty-five (25) persons who are representative of:

1. Older Persons. At least thirteen (13) members of the ACOA shall be 60 years or older.

2. Minority Groups. At least four (4) members of the ACOA shall be persons of minority race.

3. Local Government At least one (1) member of the ACOA shall be an elected official on the policy body of a general-purpose local government.

4. Service Delivery Agencies. At least four (4) members of the ACOA shall be officials/employees of service delivery agencies whose clients are substantially composed of persons 60 years of age or older.

Membership terms shall be for a period of four (4) years with half the terms ending one year and the other half ending the next year.

The ACOA helps and advises SPAG in the development and administration of the Area Plan and represents the interests of the older persons and family caregivers in the South Plains. Members of the Advisory Committee provides input of services needed in the South Plains. The ACOA Committee members also review the AAA budget quarterly and advises staff on program funding. The committee members do a final review of the Area Plan for Board approval.

The ACOA members represent all fifteen counties of the SPAG service region. The AAA receives recommendation of the new ACOA members from the SPAG Board that represent all counties.

Stewardship & Oversight

Reference: [OAA of 1965, as amended through P.L. 116-131 \(3/25/2020\)](#), & [45 CFR 1321.59](#)

The AAA will continue to carry out administrative duties that are set by the Older American Act (OAA) and the Texas Administrative Code (TAC) by providing the high level of both fiscal responsibility and programmatic oversight to the Health and Human Service Commission (HHSC). The AAA Director will recruit, train, retain skilled and qualified personnel to enhance the quality of services delivered by staff. Furthermore, the AAA Director will ensure all AAA staff comply with AAA, ACL, TAC and HHSC policies and procedures. The AAA will continue to provide services through Information, Referral and Assistance, Care Coordination, Caregiver services, Benefits Counseling and Long-Term Care Ombudsman.

The AAA continues to maintain accurate documentation in the current statewide database to ensure accuracy in all reporting required by HHSC. The AAA will continue to meet the maintenance of effort, adequate proportion and to meet the

key measure within the 5% variance (high or low). The AAA will coordinate/participate in various coalitions, workgroups, community committees, and support aging advisory council activities to promote program development, and advance and to enable the AAA to serve as an advocate for older adults and their caregivers.

The target population for the AAA will continue to be people who are 60 years and older and includes clients who live in rural communities, that are low-income, minority, have economic and social needs and have a limited English proficiency. The AAA assesses the requests for services from senior adults in the different communities and provides services during business hours, which in most cases are 8:00am-5:00pm.

The AAA has policy and procedures in place that provide guidance to staff in fiscal and programmatic controls. The AAA Director sets budgets for distribution of funding for the different programs and services. The AAA Director also establishes annual goals of services for the staff to follow and meet. AAA staff continues training in different state requirements as things evolve.

The AAA targets different populations that include rural elderly, low-income, minority and individuals with limited English proficiency. As the number of elderly individuals has risen, the AAA has demonstrated success in reaching these targeted populations through local and other media (e.g., social media), presentations, and community events. The AAA is in constant contact with senior citizen centers positioned throughout the fifteen-county area as they have a history of reaching these people in need. The Senior Center providers are designated as focal points where seniors can go for help for services, such as congregate, home delivered meals and transportation, and for other resources and educational programs.

The region has designed a comprehensive and coordinated service delivery system for Older Americans Act Programs built around solid local support of local counties, cities, community action agencies, and other local non-profit agencies. The AAA has a vendor agreement with twelve (12) non-profit organizations (501c3) for nutrition and five (5) for transportation services. The AAA directly provides an Access and Assistance Program, which includes Information, Referral and Assistance, Care Coordination, Benefits Counseling, Long-Term Care Ombudsman Program, National Family Caregiver Support Program. The Older Americans Act activities are mostly provided through annualized vendor agreements utilizing a performance-based payment methodology for congregate and home delivered meals, transportation services, evidence-based programs, and medication management services.

Caregiver Support and Care Coordination services are on a cost reimbursement basis. Short-term services are provided on a client-by-client basis through vendor agreements with approximately three local home health agencies and twenty providers of service, giving consumers the opportunity to choose their service provider. Methods for quality assurance on the delivery of services by outside vendors is conducted in timely manner (i.e., desk reviews, customer satisfaction surveys, and random follow-up telephone calls). The majority of the requests for services come in via telephone, other are referrals and walk-ins.

AAA incoming calls are initially handled by IR&A staff where needs of the caller are assessed, evaluating appropriate resources and options providing enough information for the caller to make an informed choice. Follow-up contacts are made as deemed necessary to confirm that needs were identified and/or met. Benefits Counselors, Caregiver and Care Coordinators are available for in-office appointments; in-home appointments or presentations in the community can be scheduled as well. The AAA staff completes an assessment on each client being assisted addressing the Clients' Rights and Responsibilities, ensuring their dignity and respect are honored. Care Coordination and Caregiver Support services are arranged and approved by a coordinator and delivered by area vendors. The Care Coordination and Caregiver staff work close with HHSC, ADRC, Catholic Charities, Adult Protective Services, and Senior Citizens Centers on giving and receiving referrals. The AAA also provides direct outreach to home health agencies and hospitals and churches educating them on AAA services and appropriate referrals. The AAA staff has to be diligent and good stewards of the funding used to provide services. The AAA staff thorough screening on clients to avoid duplication of services from other agencies. The AAA has to prioritize and look at its budget to allocate funding for services in the areas that are most in demand while decreasing services that are no longer as urgently needed. The AAA has bilingual staff to assist or be a resource to clients with a limited English proficiency.

Key Topic Areas

Reference: [45 CFR 1321.65\(b\)\(5\)](#), [45 CFR 1321.65\(b\)\(2\)](#), & [45 CFR 1321.65\(c\)](#)

Supportive Services

While it may be hard to accept, most people as they grow older will need some type of care assistance to keep some level of independence. The AAA in the South Plains is such an agency that provides many services to help seniors maintain their independence. The AAA receives calls daily from clients themselves, family members, friends and even a neighbor inquiring about the services available for seniors. The AAA provides different supportive services to clients who are 60 years of age and older. The supportive services provided by the AAA are done through Care Coordination program. Some of these services are in the residential repair category and these services can be building & installing a ramp, electrical repairs, plumbing, and a/c & heating repairs done at their residence. Other services seniors receive are related to health maintenance like eye glasses, hearing aids, some limited dental work, incontinence supplies, and durable medical equipment. The AAA contracts with approximately 23 vendors to provide these services. Another important service the AAA in the South Plains helps with is the Emergency Response Services (ERS). The AAA helps elderly clients with the ERS as they find themselves living alone with several health issues, and may have experienced a fall. Seniors who have had a close call with falling and are not as strong as they use to be, will call the AAA to get on the list for the ERS services. Additional services provided by the AAA include Homemaker services. For these services, the AAA contracts with different Home Health Agencies to place a provider to help the elderly client with household chores like house cleaning, washing dishes, throwing out the trash, laundry, and meal preparation. The provider can also help by running errands like picking up groceries and medications

The AAA provides Supportive Services in the 15 County service area of the South Plains and targets people who are 60 years and older, and family caregivers and includes clients who live in rural communities. The AAA works to prioritize seniors who are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA also partners with other agencies to help senior with services. The AAA receives and sends referrals to agencies such as 211 Texas, ADRC, Adult Protective service, Catholic Charity, Back Yard Mission, City of Lubbock Community

Devolvement department, Lubbock Food Bank and other food pantries, Home Health agencies, the local HHSC office and the local Maximus, Superior and Wellpoint managed care organization.

The AAA works with seniors and helps them have essential goods, services, and resources.

Nutrition Services

Hot or other appropriate meals are served or delivered to eligible older adults through the Congregate Meals or Home Delivered Meals programs. Currently, the AAA is not providing any Grab and Go meals.

Congregate

The AAA in the South Plains partners with twelve (12) Senior Centers in providing Congregate Meals. A hot or other appropriate meal is served to an older person who is eligible in a congregate setting.

The AAA provides Congregate meals in the 15 County service area of the South Plains and targets people who are 60 years and older, and family caregivers and includes clients who live in rural communities. Clients may give voluntary contribution to the Senior Center for the meal, but no one will be denied services for non-payment. The AAA works to prioritize seniors who are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA partners with other agency to help senior with services. The AAA receives and sends referrals to agencies such as 211 Texas, ADRC, Adult Protective service, Catholic Charity, Back Yard Mission, City of Lubbock Community Devolvement department, Lubbock Food Bank and other food pantries, Home Health agencies, the local HHSC office and the local Maximus, Superior and Wellpoint managed care organization.

The Congregate meals services are provided in senior center facilities in the South Plains State Planning Region (2). When seniors and guests partake of a congregate meal, they are enjoying some fellowship as well. This help seniors combat loneliness and possibly depression.

The meal is provided on weekdays during normal business hours which can be 11:30am-1:00pm in most cases with a minimum of 250 service days per fiscal year.

The meal services are provided by contract with the following providers and the counties they serve: Bailey County Senior Citizens serving Bailey County, Cochran County Senior Citizens serving Cochran County, Crosby County Senior Citizens serving Crosby County, Garza County Trailblazers serving Garza County, Hale Center serving Hale County, Hockley County Senior Citizens serving Hockley County, Lorenzo Senior Citizens serving Crosby County, City of Lubbock serving Lubbock County, Lynn County Pioneers serving Lynn County, and Yoakum County Senior Citizens serving Yoakum County. In FY 2026 AAA contracted with a new Senior Center in Terry County to provide meal for Terry County seniors.

No provider is serving fewer than five meals per week or observing more than 10 holidays per year.

The AAA works with seniors and helps them have essential goods, services, and resources.

The AAA equally helps seniors with congregate meals who have a physical and mental health condition. Regarding other health care services like mental and behavioral for older individual in the South Plains, the AAA receives many inquiries. The AAA does not have a direct engagement with mental/health services. The AAA staff plays more of a resources and referral role. Through the Information, Referral and Assistance (IR&A) program, the AAA will refer clients for these services to other institutions here in the South Plains. Such as the StarCare hospital, the Oceans Behavioral Hospital and the Sunrise Canyon Hospital.

Home Delivered Meals

Another of the nutritional services the AAA partners with Senior Centers is the Home-Delivered meal plan.

A hot or other appropriate meal is delivered to the home of an older person who is eligible. Emergency shelf stable meals are also delivered for inclement weather days or other emergency situations.

The AAA partners in providing Home-delivered meals with ten (10) Senior Center providers in the 15 County service area in the South Plains and targets people who are 60 years and older, who are home bound and includes clients who live in rural communities, that are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA partners with other agencies to help seniors with services. The AAA receives and sends referrals to agencies such as 211 Texas, ADRC, Adult Protective Services, Catholic Charity, Back Yard Mission, City of Lubbock Community Development Department, Lubbock Food Bank, and other food pantries, Home Health agencies, the local HHSC office and the local Maximus, Superior and Wellpoint managed care organization.

The AAA works with seniors and helps them have essential goods, services, and resources.

Meals will be delivered on weekdays during regular business hours with a minimum of 250 service days per fiscal year. Sometimes, due to road conditions in outlying areas meal providers cannot find volunteers to deliver meals outside of city limits. Some individuals may not have access to a nutritional meal during weekends or holidays or have adequate transportation to a grocery store or food establishment. This is where the Senior Center works with the senior clients to deliver a shelf stable meal to have in case of an emergency. It is important to have this nutritional program as many seniors living alone depend on this one meal a day for their nutrition to stay healthy. Again, for many seniors, the visit by the delivery volunteer may be the only contact they have all day.

The service is provided by contract with the following providers and the counties they serve: Bailey County Senior Citizens serving Bailey County, Cochran County Senior Citizens serving Cochran County, Crosby County Senior Citizens serving Crosby County, Garza County Trailblazers serving Garza County, Hale Center serving Hale County, Hockley County Senior Citizens serving Hockley County, Lorenzo Senior Citizens serving Crosby County, Lynn County Pioneers serving Lynn County, and Yoakum County Senior Citizens serving Yoakum County. In FY 2026, the AAA contracted with a new Senior Center in Terry County to provide meal for Terry County seniors.

The AAA equally helps seniors with home delivered meals who have a physical and mental health condition. Regarding other health care services like mental and behavioral for older individual in the South Plains, the AAA receives many inquiries. The AAA does not have a direct engagement with mental/health service. The AAA staff plays more of a resources and referral role. Through Information, Referral and Assistance (IR&A) program, the AAA will refer clients for these services to institution here in the South Plains. Such as StarCare hospital, Oceans Behavioral Hospital and Sunrise Canyon Hospital.

Evidenced Based Disease Prevention & Health Promotion Services

The AAA provides services through the Evidence-Based Intervention (EBI) program. The programs the AAA is currently working with are Matter of Balance (MOB), and Homemed. The AAA is looking into other EBI program such as Tai Chi and Bingocize. Classes for MOB are scheduled in different locations like Churches, Senior Centers, and Assistive Living Facilities in the SPAG AAA service area. The Program instructors schedule classes during normal business hours. On the other hand, the Homemed program is taken care of by AAA staff.

The AAA will provide Evidenced Based programs to provide wellness education and enhance personal independence and safety, reduce medication risks and making behavioral changes intended to reduce the risk of injury, and falls for older individuals and their Caregivers. These programs have proven successful to participants to reduce the risk of falling and to identify and prevent medication-related problems.

The AAA provides Evidenced Based programs in the 15 County service area of the South Plains and targets people who are 60 years and older, and family caregivers and includes clients who live in rural communities. The AAA works to prioritize seniors who are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA partners with other agency to help senior with services. The AAA receives and sends referrals to agencies such as 211 Texas, ADRC, Adult Protective service, Catholic Charity, Back Yard Mission, City of Lubbock Community Devolvement department, Lubbock Food Bank and other food pantries, Home Health agencies, the local HHSC office and the local Maximus, Superior and Wellpoint managed care organization.

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Plans. Such as StarCare hospital, Oceans Behavioral Hospital and Sunrise Canyon Hospital. Through the EBI programs, the AAA equally helps seniors with the Matter of Balance classes and the Homemeds medications evaluations for those with physical and mental health conditions.

Family Caregiver Support Services

The AAA provides services through the Caregiver Program. The Caregiver coordinator helps the caregiver and the recipient process service requests which are direct and short-term in nature. The Family Caregiver Support program provides direct services such as respite care vouchers, ramps, eye glasses, hearing aids, nutritional drinks, prescription assistance, durable medical equipment/supplies (lift chair, shower chair, pull ups and bladder control pads). The AAA Caregiver Coordinator completes an assessment, by phone or as a home visit to assist the client with services.

The AAA has hosted a Caregiver Conference annually. The Caregiver Coordinator works to bring speakers on Alzheimer's and Dementia related issues. This free event is open to the public and aims to empower caregivers with essential training, education, and information to enhance their caregiving journey. The conference will focus on providing support and services, including respite care, to caregivers in the 15-county region.

The AAA provides Family Caregiver Supportive Services in the 15 County service area of the South Plains and targets people who are 60 years and older, and family caregivers and includes clients who live in rural communities. The AAA works to prioritize seniors and their family caregivers who are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA partners with other agency to help senior with services. The AAA receives and sends referrals to agencies such as 211 Texas, ADRC, Adult Protective service, Catholic Charity, Back Yard Mission, City of Lubbock Community Devolvement department, Lubbock Food Bank and other food pantries, Home Health agencies, the local HHSC office and the local Maximus, Superior and Wellpoint managed care organization.

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direct engagement with mental/health service. The AAA staff plays more of a resources and referral role. Through Information, Referral and Assistance (IR&A) program, the AAA will refer clients for these services to institution here in the South Plains. Such as StarCare hospital, Oceans Behavioral Hospital and Sunrise Canyon Hospital. Through the Family Caregiver Support program, the AAA equally helps seniors and families with the different caregiver services for those with physical and mental health conditions.

Legal Assistance

The AAA provides services in a 15 County service area in the South Plains and targets people who are 60 years and older which includes clients who live in rural communities, are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA Legal Assistance are direct service programs which educates, advocates, counsels, and empowers individuals to make informed benefit decisions. The Benefits Counselor, through the Legal Assistance, answers questions and eases the application process for programs such as Medicare, Medicaid for the Elderly and People with Disabilities, Nutrition, Social Security and Supplemental Insurance through telephone, office, and home appointments. Legal Assistance are provided when an individual contacts the Area Agency on Aging in-person, by telephone or through a referral which results in a client intake and a scheduled appointment for assistance.

The Legal Assistance Program of the South Plains Area Agency on Aging includes HICAP Assistance, HICAP Outreach, MIPPA Assistance and Outreach, Legal Assistance and Legal Awareness services providing assistance with access to public and private benefits. The HICAP and MIPPA Assistance provides all eligible Medicare beneficiaries of any age with Medicare navigation, Part D/MAPD plan comparisons and enrollment, Medigap counseling, Medicare Appeals (non-court level), and application assistance for programs that help low-income consumers with Medicare and Prescription drug costs. HICAP and MIPPA Outreach provides individuals and groups with education and information about Medicare benefits, Preventative Services, Low Income Assistance programs for Medicare and Prescription drug costs through direct mailings, presentations, and exhibits/booths at outreach events. Legal Assistance provides consumers 60 and over with one-on-one client specific advice, counseling and or representation on matters involving insurance, Medicaid

and Medicare appeals (court level), public/private consumer issues, financial and legal issues performed by a Certified Benefits Counselor II under the supervision and guidance of the Texas Legal Services Center managing Attorney. Legal Awareness provides individuals with educational information and awareness to services through direct mailings, presentations, and exhibits/booths at outreach events.

The AAA provides Legal Assistance programs in the 15 County service area of the South Plains and targets people who are 60 years and older, and family caregivers and includes clients who live in rural communities. The AAA works to prioritize seniors who are low-income, minority, have an economic and social need and have a limited English proficiency.

The AAA partners with other agency to help senior with services. The AAA receives and sends referrals to agencies such as 211 Texas, ADRC, Adult Protective service, Catholic Charity, Back Yard Mission, City of Lubbock Community Devolvement department, Lubbock Food Bank and other food pantries, Home Health agencies, the local HHSC office and the local Maximus, Superior and Wellpoint managed care organization.

The AAA works with seniors and helps them have essential goods, services, and resources.

Regarding other health care services like mental and behavioral for older individual in the South Plains, the AAA receives many inquiries. The AAA does not have a direct engagement with mental/health service. The AAA staff plays more of a resources and referral role. Through Information, Referral and Assistance (IR&A) program, the AAA will refer clients for these services to institution here in the South Plans. Such as StarCare hospital, Oceans Behavioral Hospital and Sunrise Canyon Hospital. Through the Benefits Counseling program, the AAA equally helps seniors and families with the different legal assistance services for those with physical and mental health conditions

Ombudsman Services page 60

The AAA provides services in a 15 County different service area in the South Plains and targets people who are 60 years and older which includes clients who live in rural communities, are low-income, minority, have an economic and social need and have a limited English proficiency. The AAA currently sub-contracts the Ombudsman program to Life Inc.

The Ombudsman services are available directly to all of the region's long-term care residents and their families on a regular basis. There is a Managing Local Ombudsman (MLO) that focuses a significant amount of time on nursing home complaint investigations, resolution and participation in surveys, resident rights, and advocacy trainings. They also help with development of family/resident councils, outreach projects regarding long-term care, assist with Home and Community Base services that enables nursing home residents to return to their community setting, if possible. At the AAA level, if clients call for L-T services, the staff will make a referral to HHSC to the Intake line. The Money Follows the Person is also a transitional program that helps clients establish themselves at home or with a family member after leaving a nursing home. Clients receive help with goods and services and other financial support. In the South Plains, the Money Follows the Person Program is administered by Life Inc.

Through the contract for Ombudsman program, the AAA requires the contractor, Life Inc. to meet all HHSC requirements to provide services.

Needs Assessment Activities

Reference: [45 CFR 1321.65\(b\)\(3\)](#) & [45 CFR 1321.65\(c\)](#)

The South Plains Area Agency on Aging (AAA) is an agency mandated to provide services to qualified older Texans and their family caregivers under the Older America Act of 1965 as amended, section 305. The climate is diverse in the South Plains. With the mix of Anglo, Hispanic, and African-American cultures, there are many different events throughout the region and over the course of the year. These include traditional holidays, plus special events such as Cinco de Mayo, Juneteenth, and 4th on Broadway celebrations. This leads to a friendly mix of races and cultures. Based on the Demographic Analysis Table provided by the Texas Health and Human Services Commission in 2023, the total estimated population of people 60 years and older in 2025, in the SPAG 15 county services area will be 95,502, making the composition of the different cultures 22,552 Hispanic, 4,214 African-American, 55,370 Anglo and 946 others to include Older Native Americans. Among these total population, seniors sixty years and older, 11.0% (8,405) are considered impoverished. Concentration of older minority adults with low income and socially isolated are mainly in the rural communities not including the city of Lubbock. In comparison, the senior population, 85 years, and older changes in our service area

as well. Based on the same Demographic Analysis Table provided by HHSC, in 2025, the estimated 85+ population for the South Plains counties is 9,491.

Furthermore, the Census Data Table provided by HHSC shows the population of seniors in the South Plains continue to increase. Lubbock County has 57,011 people 60 years and older, with 6,318 determined to be impoverished, that is 11% (2019-2023 period). Bailey County, a rural community in the South Plains has more than tripled the population of 60 years and older, below the poverty line.

Census Date Table

State-County FIPS Code	County	Area Agency on Aging	Population Age 60 And Over For Whom Poverty Status Was Determined (2019-2023 Period)	Population Age 60 And Over For Whom Poverty Status Was Determined Below Poverty (2019-2023 Period)	Percent of Population Age 60 And Over For Whom Poverty Status Was Determined Below Poverty (2019-2023 Period)
48017	Bailey	South Plains	1,426	197	13.80%
48079	Cochran	South Plains	573	147	25.7%
48107	Crosby	South Plains	1,243	159	12.8%
48125	Dickens	South Plains	570	80	14.0%
48153	Floyd	South Plains	1,337	306	22.9%
48169	Garza	South Plains	1,059	203	19.2%
48189	Hale	South Plains	6,196	1,008	16.3%
48219	Hockley	South Plains	4,407	636	14.4%
48269	King	South Plains	71	23	32.4%
48279	Lamb	South Plains	2,815	421	15.0%
48303	Lubbock	South Plains	57,011	6,318	11.1%
48305	Lynn	South Plains	1,229	169	13.8%

48345	Motley	South Plains	474	71	15.0%
48445	Terry	South Plains	2,039	276	13.5%
48501	Yoakum	South Plains	1,411	116	8.2%
		Total	81,861	10,130	

In the fifteen-county service area of the South Plains, the AAA is covering a radius of 13,737 square miles with services to the elderly. As the coverage area for the AAA is considerable sizable, many challenges exist in the provision of services to the elderly. There is a lack of transportation services in the small and rural communities. Seniors find it difficult to go to doctor appointments especially when they have to travel 45 minutes to an hour and a half to the city-Lubbock. To assist with this problem, the AAA is currently working with five senior citizen centers in providing transportation to the seniors, i.e., doctor appointments, grocery shopping, and post office. In the rural areas a large majority of the seniors are Spanish speaking. Sometimes that presents a problem as the seniors are not able to call and ask for help for services. The AAA has Spanish speaking staff to be able to communicate with clients who have a limited English proficiency.

During the month of October 2025, the AAA conducted needs assessment surveys to identify services needed by seniors, disabled clients, and their family caregivers. The AAA completed this task with different groups and meetings such as the Resources United meeting, Director and Bookkeepers meeting, AAA, 211 and ADRC staff and a faith-based organization. These were some of the results of the surveys. The top 10 needed services at the time are: Utility assistance, rent assistance, Nutrition services, Financial (daily expenditures), Residential repair (plumbing, A/C & heating, electrical), Safety (ramps grab bars, and DME), Social connection (family/community), Health Maintenance (glasses hearing aids & dental), Transportation, and Chore maintenance (lawn & pest control).

As the AAA identifies the top needs of services for seniors in the South Plains, the number of clients helped by the AAA continues to be steady. The AAA’s availability to help people 60 years and older depend on the notification of funds provided to

them by HHSC. This is where the AAA's not sees continuity of service being provided.

If the service is provided by the AAA, every effort is made to complete an initial intake and follow up with the client to complete an assessment for assistance. The AAA program coordinator prioritizes the needs of the client and provides that service first. Sometimes a client is assisted with multiple services. In an instance that the AAA cannot assist a client with a service needed, the AAA will provide different resources in the South Plains communities to avoid any gaps. Referrals for services not provided by the AAA are made often. As previously mentioned, the AAA conducted several Needs Assessment Surveys to obtain feedback on services needed in the service area. The AAA tabulated results to show the following: Top 10 Needs: Utility assistance, rent assistance, Nutrition services, Financial (daily expenditures), Residential repair (plumbing, A/C & heating, electrical), Safety (ramps grab bars, and DME), Social connection (family/community), Health Maintenance (glasses hearing aids & dental), Transportation, and Chore maintenance (lawn & pest control). Some constraints that limit the AAA from providing services requested by seniors, among many, can be the continuity of funds being available and adequate staffing.

Older adults are finding opportunities to further their education in different fields. The data provided previously shows some common trend regarding education opportunity for senior. In the South Plains, the population over 60 years old was approximately over 83,956 people with that, the seniors who have graduated high school was 20,400, that is 26.0% and those with a bachelor' degree was around 11,330, that is 14.4%. In comparison, the number of seniors with a degree of higher education, in the state of Texas is 820,285, that is 16.6%. Looking at the population of over 400,000 in our services area, the South Plains region has several opportunities for higher education. These opportunities exist with South Plains College in Levelland and Lubbock, a two-year community college. Texas Tech University in Lubbock, Lubbock Christian University in Lubbock, and Wayland Baptist in Plainview and Lubbock provide higher education leading to bachelors, masters, and doctoral degrees.

Being that the majority of the service area of the South Plains is rural, seniors have limited activities to be involved with. Many seniors attend the Senior Centers in their communities for a congregate meal, fellowship, and activities. Others attend church and family events, throughout the year, like Cinco De Mayo, Juneteenth,

and Fourth of July celebrations. The City of Lubbock serves as the hub for people to visit, shop, dine and attend special Texas Tech events.

Goals, Objectives, Strategies, and Outcomes

Reference: [45 CFR 1321.65\(e\)](#)

The South Plains AAA continues with the Aging Texas Well initiative of surveying to identify the current and future needs and priorities of older adults, family caregivers, and social service providers supporting older adults. The AAA has made several efforts to survey clients, social workers, AAA, 211, ADRC staff, senior centers, and others to identify what are the needs in the different communities. Below is the data analysis that identifies the following top priorities for older adults.

The top 10 needed services at the time are: Utility assistance, rent assistance, Nutrition services, Financial (daily expenditures), Residential repair (plumbing, A/C & heating, electrical), Safety (ramps grab bars, and DME), Social connection (family/community), Health Maintenance (glasses hearing aids & dental), Transportation, and Chore maintenance (lawn & pest control).

The AAA is working on goals, objectives, strategies, and outcomes to achieve helping seniors as much as possible, and provide other resources in the communities.

Short Term

In short-term, the AAA will continue to provide the services that are currently being provided. Some of these services include Residential repair, Health maintenance, Transportation, Nutrition services, Safety devices, and Social opportunities. The AAA staff goes through a process to provide these direct services to clients. An initial intake is completed and the AAA service coordinator will follow up to complete an assessment to help the senior client. In completing the detailed assessment, the AAA coordinator will prioritize what service(s) the senior is needing. Services like utility assistance, rental assistance, financial management and chore maintenance are services the AAA is not providing currently. These services needed are referred on to other agencies in the SPAG service area.

Intermediate

In the intermediate time, some changes by the AAA will have to be considered. The AAA IR & A staff will have to be proactive and educate the clients calling in for help of possible cuts in funds or if funding is just low for services. The IR& A staff will have to be conscientious and search to see if the clients have been helped recently, and refer them to other agencies for possible assistance. Some of the agencies that could help are Adult Protective Services (APS), Catholic Charities, Back Yard Mission, the City of Lubbock Community Development Department, and the local South Plains Community Action (SPCAA). Other education to clients and the community about possible services the AAA can help or not, is by attending meetings, making presentations to local entities and at Health Fairs.

Long-Term

Looking at Long-term solutions, the AAA has to make tougher decisions. Besides continuing to refer clients to other Agencies, the AAA make have to decide to stop providing some services. There may be cuts or inconsistencies in funds available for the AAA for services. In the last year or two, the AAA has encountered another issue. Some contractors that have provided services in the past have not continued with a new contract for the new Fiscal Year. Some contractors are not interested in having a contract with the AAA because of the delay for reimbursement for their services. The turnaround for payment for their services is too long.

The AAA has demonstrated working tirelessly to help older adults in the SPAG service region. Surveys were conducted at different times and places to receive feedback on services needed. The AAA continues to provide services to clients who are 60 years and older. The AAA is aligning its goals, objectives, strategies, and outcomes to that of the Texas State Plan on Aging.

Goal 1: The AAA continues to help and support clients who are 60 years with direct services for them older through the different programs such as Care Coordination, Caregiver, Benefit Counseling and the Information, Referral & Assistance (IR&A). In many instances, the client is not able get the help immediately or the service is not provided by the AAA. The IR& A staff and other services coordinators are ready to assist by making other resources available in the AAA South Plains Area, including HCBS. Some immediate resources clients can be referred to are Adult Protective Services, Catholic Charities, the City & County of Lubbock, the Senior Centers, Caprock Home Health and the local HHSC office. The AAA also provides other resources by providing education on services by hosting several Health Fairs in the rural communities.

Goal 2: One of the programs at the AAA is the Caregiving and Support for older adults and their families. Again, the AAA receives many calls for services where the household is considered caregiver. The IR & A staff will refer the client to the Caregiver Coordinator where the request is processed to help the client and the family caregiver. Since the services are always short-term in nature for the clients, the service coordinator always provides other resources for additional assistance. Increase awareness about services through the Caregiver program are made by presentations made at churches, hospitals, senior centers, the Resources United Meetings and by word of mouth. The Caregiver coordinator also has access to a list of support groups in the local communities and makes it available to the seniors and their families.

Goal 3: The AAA staff provides many opportunities for outreach to older adults in need of services. Through the efforts of the AAA continuing to educate and to provide resources to other local agencies, the AAA improves its communication and collaboration efforts. Many times, the AAA collaborates with other agencies such as Adult Protective Services, Catholic Charities and Back Yard Mission to share costs on services. The AAA also hosts 4-5 Health Fairs at Senior Center providers where attendees are informed about AAA services and other resources. Several AAA staff are available to make presentations and educate seniors and their families about the services available. Presentations can be made at churches, hospitals, at other agencies locales, and at the Resources Unite Meeting hosted by the AAA. The collaboration with other agencies to provide a direct service, partner to share cost or simply a referral for a service the AAA does not provide, is very important. The

AAA has good rapport working and collaborating with other agencies in the AAA service area.

Goal 4: As mentioned, several times before, the AAA works with other agencies directly or indirectly. This collaboration and sharing efforts help strengthen the Aging Services Network Infrastructure in the South Plains service and beyond. The AAA is helping the older adults in the South Plains with services and resources. The goal of the AAA is to help those older adults 60 years and older with the greatest economic and social need. These seniors are the most vulnerable in our communities.

Long Range Planning

Reference: [OAA of 1965, as amended through P.L. 116-131 \(3/25/2020\)](#)

The work completed by the local AAA in providing services to older adults in the South Plains communities is of great importance. The provision of direct services or resources to seniors by the local AAA is strong and helps our local Aging Services Network be solid and resilient.

As the number of older adults continue to grow in the next 5 to 10 years in the South Plains, the AAA will need to be ready for changes with the services being provided to senior adults. Based on the demographic Data Analytics compiled by the University of Texas in San Antonio, the South Plains will see an upward trend of older adults. The data shows that people 60 years and older will see an increase from 95,502 in 2025 to 100,839 in 2035 that being a 5.6% change. On the other hand, people who are 85 years and older within the same period, will see a much higher increase. The change in the 85 years plus population in the South Plain, will be from 9,491 to 12,902 that is a change of 3,411, 35.9%. We will see a trend of people 85 and older aging in place with a higher demand in in-home services such as Homemaker and Personal Assistance, as well as Transportation and Health Support. With the older adult population growth, the delivery of services will definitely be impacted. The AAA is working with the funding and staff available to continue to meet the demand for services. Many times, the AAA is limited with these same factors...not adequate funding or staff. Having adequate staff is vital for the AAA to have to improve quicker turnaround on services and more effective services output. This provides an opportunity to lean on and continue to have other partners in the community or family members to help these senior clients. As the AAA can provide some of these services, they are short-term in nature and the

senior clients are needing more hours daily and for long-term. The clients are often referred to call the local HHSC intake line to apply for possibly Medicaid or other help with a provider. Also, many times, the clients and family members are reminded to review their current insurance coverage to see if they have a benefit for provider services. In many instances, the client finds out they have coverage for provider they were not aware of.

With the growing senior population, the AAA will also experience more older adults calling for help for services. More people will be placed on an interest list waiting to be called to be assisted. Senior clients will have to wait longer periods of time to be helped with services or go without help. Many times, clients get frustrated when they call the AAA and are told they will be added to a waiting list. They have called several other agencies already for help and get referred to the AAA back because other agencies may be backed up as well, or may be short on funds. Funds are tight and the AAA staff has to be frugal and inventive in providing services. There are many seniors not familiar with many of the resources available in the different rural communities as they have been socially isolated. Some of these seniors don't have the family contact to get the help or guidance to find resources.

Looking now at services and resources being adjusted as the older population continues to grow: now and the distant future, one important factor that needs to be looked at is that of technology. Older adults who cannot get out of the house will have to depend on telehealth, emergency alert devices, and mobility aids. The AAA may have to focus more on technology services that will enable clients to receive education for example, in applying for benefits and services online, such as initial social security inquiries, Medicare applications and SNAP benefits. The important piece here is that of continued education. In 2026, many older adults still do not have a computer or know how to use one if they had it. This issue will be similar in the future. Finding an agency to help seniors obtain a laptop or a tablet to use to apply for these services will be important. It will be equally important to provide education to the seniors and their families on these technology products to know how to apply for services.

As seniors learn new technology skills and know how to complete applications online, there should be an easy way to follow up if corrections or changes must be made. It is vital for the AAA to develop a stronger working relationship with Social Security and the local Health & Human Services in order to assist clients resolving issues that require direct contact with these agencies. The AAA benefits Counselors

can be available to be the link for these seniors for direct assistance or educational purposes.

With the anticipated changes and growth in the senior population in West Texas, particular in rural communities, the South Plains AAA will have to make changes in building capacity to provide services and resources to older adults. Please the following:

Housing

The AAA does not provide a direct service for housing placement for senior clients in the South Plains service area. The AAA staff refers clients to the local Housing Authority for possible assistance with housing. The AAA does not provide payment assistance/rental for housing either. For rental assistance, the AAA will refer clients to some local agencies like Catholic Charities, Adult Protective Services (APS), Neighborhood House and South Plains Community Action (SPCAA). The AAA does provide seniors a list of senior housing for their choosing. Veterans are also referred to the Housing Authority where they are given a priority status when being considered for housing. The AAA also collaborates with the local 211 and ADRC services where seniors and others are provided advocacy when they are looking for housing or rental assistance.

Transportation

Throughout the state, there is a shortage in the provision of sufficient transportation services (medical and non-medical). The South Plains is not any different. The shortage of transportation services is more prevalent in the rural communities. The AAA provides assistance with medical Transportation services only within city limits. This past fiscal year, there was a period of time of about six months when the AAA was limited with transportation services because of lack of funding. The AAA was having to refer the clients to City of Lubbock-transit service for in-city transportation and to SPARTAN Transportation for rural services. The AAA works with City of Lubbock-transit (Citibus) to provide services provides within the city limits. The AAA also works with the following five Senior Centers to help with transportation services: Hockley County, Cochran County, Hale County, Bailey County Commissioners and City of Lubbock. All, with the exception of the City of Lubbock, provide transportation in the rural communities. Perhaps as more funding becomes available, vouchers can be issued for public transportation for seniors who

don't drive, have a vehicle, or have family to take them to doctor's appointments or to the grocery store.

Public Safety

Public Safety services are designed to ensure the safety of seniors and other family members. One of the services provided by the AAA for seniors consistently and for a very long time is the Emergency Response Service (ERS). The AAA contracts with vendors to provide the 24-hour monitoring service. Seniors are provided either a necklace or a bracelet where they can push a button in case of a fall or other emergency. The Vendor will respond 24-7 and contact either family members or the local Emergency Medical Services (EMS) for help. The AAA collaborates with Adult Protective Services when the need arises for help for seniors where abuse, neglect and exploitation is a concern. The state-wide 800 is available to call 24-7 for assistance with these matters.

The AAA has several Evidence Based Programs (EBI) that focus on safety for seniors and their families. The Matter of Balance (MOB) provides an opportunity for seniors to attend classes where they will learn about safety measures they can take at home or elsewhere. In the MOB classes the seniors, also perform physical exercises to improve their strength and balance. The other EBI program the AAA works with to help seniors, is Homemed. With this program, the AAA makes a list of medications and enters them into a database when the medications are analyzed for any duplication or other medical concerns for the client. This helps the client be safe when taking their medication and avoid taking a higher dose or duplication of any particular medication. A third EBI program the AAA used to have was the Tai Chi. In the Tai Chi clients attended different sessions (6) where the clients would learn exercises that would help them with balance as well. Presently the AAA does not have an instructor for Tai Chi, but is trying to recruit and contract with one. All these EBI programs are beneficial for having safety measures in place for seniors and their families. Additionally, the AAA provides direct assistance to senior clients with services in the Durable Medical Equipment (DME) category like a shower chair, a transfer bench, grab bars and even a lift chair. The AAA also helps clients with building and installing a ramp with hand rails for clients having difficulty getting up and down the stairs.

Workforce and Economic Development

Many communities in the South Plains have seen some growth in economic development in recent years. Economic development for the elderly in rural Texas brings critical benefits, including enhanced healthcare access via millions of dollars in annual federal funding, improved financial security through programs like the Senior Community Service Employment Program (SCSEP) for workers 55+, and increased local spending. These initiatives promote aging in place, reducing burdens on rural infrastructure.

Many communities in the South Plains have seen a growth in economic development. Recently, the South Plains has seen some economic infrastructure with the development of an industrial rail parks in Levelland, Plainview, and by the airport in the city of Lubbock. Some of these projects were a result of millions of dollars in grants by the US Economic Development Administration (EDA) In the last year, the City of Lubbock has attracted the Perina cheese factory. This has provided many employment opportunities for people of different ages, including some seniors. Because of some financial strains, many older adults have had to seek for employment as they cannot afford the cost of living because being on a fixed income.

Key benefits of economic development targeting rural Texas seniors include:

Improved Healthcare Infrastructure: A historic federal investment provides over \$1.4 billion over five years to transform rural health care, addressing shortages in underserved areas. This includes establishing minimum fee schedules for rural hospitals, which helps stabilize them financially.

Job Training and Employment: The SCSEP program, run by the Texas Workforce Commission, helps low-income individuals age 55 and older gain new skills and find part-time employment in 82 Texas counties.

Cost of Living Assistance: Programs like the Texas Simplified Application Project (TSAP) streamline access to food benefits (SNAP) for seniors. Additionally, initiatives are in place to lower prescription drug costs and provide assistance for energy bills.

Support for Caregivers: Economic initiatives support family members who act as caregivers, recognizing their role in the local economy.

Economic Stability and Growth: While the aging population increases demand for services, it also drives the "silver economy," which can foster growth in sectors like healthcare, technology, and local retail.

Recreation

Seniors can enjoy a variety of recreational activities that promote physical health, mental being, and social engagement. Currently, the AAA works with twelve Senior Centers where seniors can engage in different activities. The Senior Centers provides a congregate meal at their facility for seniors and serves as a healthy social environment. At the Centers, the seniors participate in activities like balloon volleyball, walking, shooting pool (billiards), and the use of exercise equipment to stay physical fit. As mentioned earlier, the AAA works with several EBI programs that provide seniors some social interaction. Currently the South Plains AAA works with the Matter of Balance (MOB) that provides an opportunity for social engagement. A couple of the Senior Centers will host a dance and invite all seniors for some lite horderves, dancing and some social visiting. Throughout the year, several of the Senior Centers also plan field trips for their participants. During the fall, the County Fairs is one of the field trips seniors participate in. Field trips to the different local museums like the Texas Tech museum and the Buddy Holly Museum is a favorite pastime. Senior also enjoys going to the different Texas Tech University athletic events like football, basketball & baseball.

Education

The South Plains region offers a variety of educational opportunities for seniors, including personal enrichment classes, career preparation programs, and continuing education courses. These programs cater to diverse interests and needs, ensuring that older adults can learn new skills, explore hobbies and engage in lifelong learning. Many older adults are going back to school to learn or get a refresher in skills they may have been fluent in before.

Personal enrichment classes provide a platform for seniors to learn new hobbies, such as pottery and quilting and the use of a computer. Career preparation programs help seniors brush up on their computer skills or delve into academic subjects, offering a chance to explore new career paths. In health care, some nurses have gone from being an LVN to going back to school to receive a degree for opportunities in Nursing Administration. After retirement, other older adults have gone into working in the retail world, maybe part-time or full-time. Still a good majority of retired people transition into providing consulting services. In these new career paths, older adults may work part-time or have fluidity in choosing their own work schedule. A This would be a schedule that fits their new life style. The City of Lubbock has several opportunities for seniors for adult education. These places are Literacy Lubbock, Adult Education Center and the Texas Workforce Commission. Literacy of Lubbock offers free classes and tutors for GED prep,

English as a Second Language (ESL), and Adult Basic Education. The Adult Education Center provides programs for those who need to finish high school or improve academic skills for work/college. This includes GED and high schools diploma options. The third educational & career resource is the Texas Workforce Commission that partners with local providers for job skills, GED and English language training.

Emergency Preparedness

People may think they have everything they need for an emergency during catastrophic weather, but experts warn that most older adults are not prepared as they should be.

The need for natural disaster preparedness for older adults in the South Plains is crucial. West Texas does not see the hurricane seasons like other areas in Gulf Coast and the Eastern United States. Other parts of the United States, will experience earthquakes, floods, and fires. The people of West Texas and the South Plains will see erratic weather patterns of strong winds and severe rain storms with heavy hail. The South Plains can also experience long periods of consecutive freezing days. With all types of natural disasters taking place around the world, people, especially older people, must be prepared for an emergency. Here are some things seniors should put in their sort of called "Emergency Box."

- Having shelf staple meals- these are food items that can be stored at room temperature without spoiling. These meals do not require refrigeration or need to be cooked. Having plenty of bottled water is also essential.
- Having a battery power source device or solar powered generator- to provide power for the residence. Having flashlights or lanterns are an easy and reasonable way for seniors to have a light source. Some seniors may need a power source if they are on oxygen. Having battery-powered radio is also important to keep up with the weather news.

- Medications/Medical supplies-Seniors or family member should find a way to prepare to have sufficient medications and supplies for a minimum of 2-3 weeks after a natural disaster.
- In extreme cases of very cold days, and the homes not having heat, older people should be prepared with lots of blankets and jackets for themselves.
- Everyone should be prepared for an emergency, especially older and disabled people. Preparing for an emergency will be different depending where people live and the type of disaster and the resources available.

The AAA would work with twelve (12) Senior Centers providers as focal points to help with distribution of meals to seniors during an emergency. The Senior Centers work to provide a daily hot meal to seniors in their communities. In the event of an emergency, shelf staple meals will be distributed to seniors by the Centers to have for those emergency days.

With residential repairs that may be needed for seniors, the AAA staff works to help with services like building a ramp, electrical, plumbing, gas leak, and heating & a/c repairs. The AAA staff will complete the process to help the elder client: complete an Intake, follow up and complete an assessment (CNE), schedule services for the client and follow through for completion of the services.

Staff Assignments - Preparation Phase

AAA Director will help coordinate responsibilities of the Planning and Service Area Emergency Coordinating Officer.

AAA Director will keep SPAG Executive Director, SPAG Board of Directors, Aging Advisory Council and HHSC informed about Area Agency on Aging's Disaster Preparedness Plan

AAA Director will notify HHSC of Agency's plans at time of impending disaster.

Local rules and regulations

The AAA follows the rules and regulations established by and for the South Plains Association of Government local Council of Governments.

FEMA recommendations for emergency preparedness

- The South Plains AAA will follow FEMA recommendations for emergency preparedness.

Protection from Elder Abuse, Neglect and Exploitation

Abuse can take many forms, ranging from neglect, manipulation to physical assault. Elders that may be most vulnerable to the different types of abuse, include those very elderly, living alone with dementia or other disabilities. No matter what form of abuse it is, you can find that abuse can occur at their own home, living with a family member or could be at a nursing home. Any kind of abuse to older adults is illegal and must be reported and abusers be held accountable. It has been surveyed by Center on Elder Abuse that elders who experience abuse have a 300% higher risk of death than those who have not been abused.

Incidents of abuse are rarely reported to the proper authorities. Residents may be reluctant to complain for fear of retaliation or embarrassment and family and friends of the victims might be unaware of the common warning signs.

The AAA staff is keenly aware that if they notice or hear of any abuse of clients they are helping, to encourage the elderly person to report to family they trust or the proper authorities. The AAA staff always completes home visits for clients for certain direct services like residential repair and Homemaker services. The AAA staff usually has many questions on the needs assessment form to complete when helping clients. At this points the seniors become comfortable with the case worker and trust them to share certain personal issues they may have. Some of the concerns the AAA staff hear about are financial exploitation where someone is stealing money via a debit card or forging a signature on personal checks. Many times, this can be done by a family member or a none-related caregiver. Another example of abuse can be unexplained physical injuries, or a fall. The AAA staff may also notice the malnutrition of the elderly person, as well, as unsanitary conditions at home or poor hygiene.

One agency that the AAA collaborates with when referring clients with abuse and exploitation issues is Adult Protectives Services (APS). APS is a state agency that investigates abuse, neglect and exploitation of adults who are elderly or have disabilities and who live in the community. Any adult who has a disability or who is age 65 or older that is in the state of abuse or exploitation, may be eligible to receive help from adult protective services. In a way to help seniors with some direct services, the AAA often receives referrals from APS to help the client if funds

are not available by their agency. The AAA also collaborates with APS by sharing cost with services that may be too high for either agency to afford on their own.

The South Plains region has several collaborative agencies that continue to provide services to help seniors who may be in state of neglect or may be exploited.

Besides the two agencies previously mentioned, the Area Agency on Aging (AAA) and Adult Protective Services (APS), there is another notable agency who helps seniors with services as well, and that is, South Plains Community Actions (SPCAA). These agencies work together to help provide a direct service, support or serve as a resource to seniors in the South Plains region. To be able to continue and sustain this level or more for seniors, other resources will have to be recruited to be part of this joint effort. The Lubbock Community also has many assistive communities like Raider Ranch, Legacy of the South Plains, Brookdale, and Carillon Retirement homes that are available for seniors.

Assistive Technology devices and services

At the beginning of this section, it was mentioned that one main topic to be discussed to help seniors would be technology driven, like assistive technology devices and services. Assistive technology devices and services for seniors are designed to help them maintain independence, safety, and dignity as they age. These devices can range from mobility aids like walkers and canes to communication devices, memory aids, and home safety systems. They are essential for seniors who want to age in place and continue living safely at home.

More of the services and resources being adjusted as the older population continues to grow in the distant future are technology related. Older adults who are homebound and not able to get out of the house will have to depend on telehealth, emergency alert devices, and mobility aids. The AAA may have to focus more on technology services. Presently, the AAA provides help with the Emergency Response Services (ERS) where a contractor is available to respond to emergency calls, 24-7 from seniors needing help. The AAA helps pay for the monitoring services for the seniors. In the South Plains, many of the medical services are available via telemedicine and teleradiology. Other key assistive technology devices and services available:

- Mobility Aids (DME): Walkers, canes, and wheelchairs are designed to help seniors maintain stability and independence while moving around. The DME equipment comes in various styles and sizes to suit different needs and preferences. Currently, the AAA helps senior clients who do not have

insurance coverage for direct services like a shower chair, a transfer bench, a walker, and even a lift chair

- **Communication Devices:** Speech devices, hearing aids, and communication aids can assist seniors with speech disabilities or hearing impairments, enabling them to communicate effectively with caregivers and loved ones. Again, the AAA helps seniors with a hearing evaluation and if needed, will help provide hearing aids for the client.
- **Home Safety Systems.** This can be a smart home safety system, including smoke alarms, carbon monoxide detectors, doorbells, and automated lighting. All these services can help seniors stay safe and secure at home. The AAA does not have a direct service for the client in this category. Senior clients can be referred to the Red Cross for help with installing smoke detectors. The AAA also partners with another local agency, named the South Plains Texas Air Conditioning Association (TACCA) to check the heaters and carbon monoxide detectors for seniors as well. TACCA will check the heaters and repair them if possible and will install a carbon monoxide detector if the senior does not have one. Many times, TACCA will also check the fire detectors for the seniors and will clean them and replace batteries and sometimes will replace them completely.

Sustainability Planning

The AAA is always on the lookout for services and resources to help older adults in the South Plains service area. Organizational sustainability planning involves a range of activities and efforts aimed at achieving long-term social and financial stability for seniors. Here is a concise and practical list of undertakings and efforts tailored to sustainability planning for programs serving seniors citizens. These focus on enduring long-term impact, financial stability, and community trust.

That would be: Program & Service Continuity. The AAA can continue to survey seniors and community partners to identify needs (for example, health, nutritional, mobility, and social engagement). At the same time, identify new resources from among partners to continue to help seniors.

Service Diversification: Offer a mix of in-person, virtual and outreach programs to adapt to changing participation levels. Seniors can learn how to participate with on-line activation of services. There are applications on smartphone that can be used to access services. Many resources can be found on-line by seniors.

Quality Standards: Implement consistent evaluation metrics for program effectiveness and satisfaction. The AAA can work with other agencies in the community to assure there is not duplication of services or helping some clients more than once in the same fiscal year. Many clients go from agency to agency inquiring about services multiple times in one year. Presently, the AAA does due diligence helping the clients who are in most need. When helping a client, the AAA double checks the database to make sure the client has not been helped previously, especially in the same fiscal year.

Financial Sustainability: Multi-source Funding/Cost Efficiency- Continue to work and finding new funding resources among different agencies to help in cost-sharing. Seek grants and client participation in paying for partial services like residential repairs. The AAA currently works with APS, Catholic Charities and Back Yard Mission in sharing cost on big ticket items, like plumbing, heating & a/c, electrical repairs, and building & installing ramps. The AAA can also possibly work with older clients learning some financial planning. Help seniors create a budget so they can learn a little bit more on ways to save a percentage of their monthly income to use in the future on an emergency.

Technology & Innovation. Offer training methods on smartphones, telehealth platforms, and on-line services

Appendix A – Emergency Preparedness

Reference: [45 CFR 1321.103](#)

1. Attach Emergency Preparedness Plan for which the AAA is included.
2. Provide a summary narrative on the following:
 - a) List activities to be conducted specifically by the AAA in an emergency.
 - b) Describe collaborative efforts with local emergency management partners.

SPAG AAA NATURAL DISASTER/EMERGENCY PREPAREDNESS PLAN

The AAA coordinates with the South Plains Association of Governments Homeland Security Emergency Preparedness Coordinator to provide information and assistance when it comes to responding to needs of older individuals. The AAA is not a first responder; however, it would respond to requests made by such professionals in assisting victims who meet the Older American Acts eligibility requirements.

The AAA director has contact information for all vendors, media outlets, major emergency responders, and AAA employees if an emergency arises during non-working hours. If unable to access the physical office, the director has a remote desktop to gain access to computer files from home. Also, the client database, is a web-based system which allows access to all client's demographic information at all times.

Emergencies which are more likely hazards associated with the South Plains region would be tornados, hail storms, snow or ice storms, fires, flooding, and hazardous spills. Other less likely hazards include: plant explosions (oil refineries, cotton seed oil refineries in the South Plains area), earthquakes, utility outages, or terrorist attacks.

PROCEDURE:

The Emergency Plan will be activated when there is a disaster significant enough to cause widespread damage, or when an emergency significantly impacts SPAG's services (including AAA) or client population. The emergency plan will be activated by the first of the following that is available to do so: Executive Director, Director of Aging, Finance Director, 2-1-1 Director, and any available supervisor, any other staff person.

According to the Texas Administrative Code, when a disaster occurs, AAA must notify HHSC of its needs to provide for emergency management activities, provide information to HHSC regarding the impact of the disaster on the older population in its service area, provide emergency management services in accordance with current Administration on Aging disaster relief guidelines, and collect pertinent data necessary to submit reimbursement requests for disaster services.

The Role of South Plains Association of Governments Area Agency on Aging.

This notification will be initiated by the Director of Area Agency on Aging.

Additional procedures include partnering with 2-1-1 Texas to establish contact referrals and information.

Contact the service providers in advance of an event to ensure they are ready and to help determine what they may need.

Contact media, if appropriate. The media will be notified by the Public Information Officer when deemed necessary.

Stay in close contact with clients, local/regional agencies, HHSC, etc., to effectively assist qualifying victims with disaster/emergency services.

Try to make contact with interpreters as needed for those in the Spanish-speaking communities.

Information regarding identifying supply chain to determine "A" level suppliers so they can be given "Priority" status for electrical and fuel needs: information will be gathered and furnished to local emergency management coordinators.

Local Emergency Management Director can help in providing senior centers and the elderly with meals during the natural disaster and beyond.

Through the decision of the Emergency Management Director, the Emergency Management Coordinator and AAA Director will contact and determine if frail, home alone seniors are to be relocated to another facility.

Should transportation or communication be limited or destroyed service capabilities will be determined by the emergency management director.

The Role of SPAG AAA

The Department of Health and Human Services (HHS) and the Office of the Area Aging on Aging (OAA) represent a coordinated system of local community service agencies within Texas which serve and protect adults sixty years and older. The South Plains Association of Governments (SPAG) Area Agency on Aging (AAA) is a contractor with HHSC; the AAA is the local planning and administrative structure dedicated to this age-specific population. As requested by local emergency management director, the AAA will be ready to assist with whatever role deemed necessary to assist the older population during a disaster.

One of the functions of this Area Agency is to serve as the local coordinating body for the aging network in preparing for and recovering after a disaster. Following a

disaster, emergency assistance will be coordinated and services delivered to help normalize elders' lives as quickly as possible.

The scope of SPAG AAA's involvement in disaster relief efforts will depend greatly upon the magnitude of the disaster and the capacity of the local service providers to respond, as determined by staff availability, resources, and damage and disruption caused by the disaster. Not only will the AAA assist service providers in their relief efforts, but HHSC will assist both the AAA and its service providers in recovery efforts until local operations are "normalized."

It will be the role of the AAA to:

- 1.The AAA will work with the Emergency Management Coordinators (EMC) in the communities affected as a resource for the dissemination of emergency preparedness updates, information and other materials to its local service provider network, community senior groups, and any other senior-related agency/organization which could be affected;
- 2.Each Senior Center provider will maintain an emergency preparedness plan in the South Plains fifteen county region and will verify their plan with their county Emergency Management offices and provide the South Plains Area Agency on Aging a copy of the plan.
- 3.The AAA will support local emergency management in meeting the needs of the seniors as addressed in local emergency management plan.
- 4.The AAA will maintain coordinated disaster preparation and recovery procedures for the provider network; and
- 5.The Finance Coordinator will receive and keep copies of all records of financial transactions related to the event. The South Plains Finance Director will also maintain payroll information that may be needed for reimbursement. This includes payment of overtime hours, per diem information as well, as to develop a cost recovery plan which will include formula for computing emergency-related expenses and forms to be used to capture accurate cost figures.

Requirements for Congregate (C1) and Home Delivered Meal (C2) Service Providers

The local service providers represent the most visible and accessible component of the aging network. Normally, aging network services can assist only a small portion of the general population of senior citizens. However, older adults who would never approach a service provider under ordinary circumstances will call for information

and assistance after an emergency. Family and friends, who have always provided the support services, needed by an older adult, will now turn to community services for action.

Disaster-planning requirements for local service providers in each county:

- 1.A designated Planning and Service Area Emergency Coordinator serves under direction of the county judge.
- 2.Emergency coordinator is responsible for contacting all at-risk AAA provider consumers, on a prioritized basis prior to and immediately following a disaster. The coordinator should determine the focal points of Senior Centers for the elderly affected in the county. In most counties of the South Plains region, Senior Centers participating in Home Delivered meal programs have emergency meals delivered to clients.
- 3.The AAA will collaborate with 2-1-1 Texas needing emergency relief assistance
- 4.An alternative location should be established of an area emergency base such as senior center.
- 5.The Area Agency on Aging Director will work to keep Senior Center providers disaster plans, updated.
- 6.The AAA Director will work with the Emergency Operations Centers and/or disaster assistance centers to ensure that older Texan victims in the disaster area receive help, as coordinated through local officials if and when requested.
- 7.If computer access and cell phone towers are down, a runner will be requested to coordinate contact with HHSC and 2-1-1 through the affected Emergency Management Coordinator.
- 8.The Area Agency on aging will take a supportive role in the coordination of services to seniors for the region in disaster preparation and recovery as needed.

FOCAL POINTS

Below you will find the Focal Points for the South Plains Area Agency on Aging. The Focal points are where older individuals can go for assistance with services such as Congregate meals, Home Delivered meals, Transportation, EBI programs (MOB), educational actives, and other resources. The Focal Points also serves as gathering location in case of a natural disaster.

**THE SOUTH PLAINS ASSOCIATION OF GOVERNMENTS REGION
AREA AGENCY ON AGING
FY 2025-2026**

CENTER: Bailey County Commissioners Court(A-020)
DIRECTOR: Judy Coffman
BOOKKEEPER: Judy Coffman
ADDRESS: 300 South First Street Room 110
CITY: Muleshoe, Texas 79347 **Fax: (806) 272-4656**
PHONE: (806) 272-3647 **E-mail: jcoffman@co.bailey.tx.us**
DAYS & HRS. OPEN: Mon.-Thur. 8:30-12:00, 1:00-5:00; Fri. 8:00-1:00
SERVICES: TRANS.
COUNTY: Bailey

CENTER: Bailey County Senior Citizens Assoc., Inc. (A-007)
DIRECTOR: Annette Orozco
ASSISTANT: Annette Orozco
ADDRESS: 319 S. Main St / PO Box 292
CITY: Muleshoe, Texas 79347
PHONE: (806) 272-4969 **E-mail: muleshoeseniors@gmail.com**
DAYS & HRS. OPEN: Mon. – Fri. 8:00 – 4:00 Fax: (806) 272-4460
SERVICES: CONG.
COUNTY: Bailey

CENTER: Brownfield Senior Citizens Inc. (A-0xx)
OPERATIONS MANAGER: Tina Powell
BOARD PRESIDENT: Adrian Martinez
BOOKKEEPER: Donna Sellers
ADDRESS: 1201 Tahoka Hwy
CITY: Brownfield, Texas 79316
PHONE: (806) 637-6933 **E-mail: terrycountyseniors@gmail.com**
DAYS & HRS. OPEN: Mon. – Fri. 8-3:00 Fax #: 266-9027
SERVICES: CONG., HD
COUNTY: Terry

CENTER: Cochran Co. Senior Citizens Assoc., Inc. (A-045)
DIRECTOR: Alexis Alvarez
BOOKKEEPER: Megan Hordge Tucker
CITY: Morton, Texas 79346
PHONE: (806) 266-5121 E-mail: ccscigriffith@gmail.com
DAYS & HRS. OPEN: Mon. – Fri. 8-3:00 Fax #: 266-9027
SERVICES: CONG., H.D, TRANS.
COUNTY: Cochran

CENTER: Crosby Co. Senior Citizens Assoc., Inc. (A-050)
DIRECTOR: Lenette Fowler
ASSISTANT: vacant
ADDRESS: 119 North Berkshire
CITY: Crosbyton, Texas 79322
PHONE: (806) 675-2107 E-mail: 119ccsc@gmail.com
DAYS & HRS. OPEN: Mon. – Fri. 8-3
SERVICES: CONG., H.D.
COUNTY: Crosby

CENTER: Garza County Trailblazers, Inc. (A-070)
DIRECTOR: Billie Williams
BOOKKEEPER: LaGayluah McReynolds
ADDRESS: 205 E. 10th
CITY: Post, Texas 79356
PHONE: (806) 495-2998 E-mail: garzatrailblazers@yahoo.com
DAYS & HRS. OPEN: Mon. – Fri. 8-1
SERVICES: CONG., H.D.
COUNTY: Garza

CENTER: Hale Center Senior Citizens Assoc., Inc. (A-075)
DIRECTOR: Karen Boyce
ASSISTANT: ADDRESS: P.O. Box 205 (416 West 2nd St.)
CITY: Hale Center, Texas 79041
PHONE: (806) 839-2428 E-mail: hcsrcenter@sbcglobal.net
DAYS & HRS. OPEN: Mon. – Fri. 8-3
SERVICES: CONG., H.D., TRANS.
COUNTY: Hale

CENTER: Hockley County Senior Citizens Assoc., Inc. (A-085)
DIRECTOR: Shelly Baigen
ASSISTANT: Jalee Vera
ADDRESS: 1202 Houston
CITY: Levelland, Texas 79336
PHONE: (806) 894-2228 E-mail: hcsca@aol.com
DAYS & HRS. OPEN: Mon. – Fri. 8-4:00
SERVICES: CONG., H.D., TRANS.
COUNTY: Hockley

CENTER: Lorenzo Senior Citizens Assoc., Inc. (A-095)
DIRECTOR: Petra Saucedo
INTERM DIRECTOR: Christina Cavazos
ADDITIONAL CONTACT: Earlene Rampy
ADDRESS: P.O. Box 571 (606 6th St.)
CITY: Lorenzo, Texas 79343
PHONE: (806) 634-5957 E-mail: lorenzosreentr@mvctechology.com
DAYS & HRS. OPEN: Mon. – Fri. 8-2
SERVICES: CONG., H.D.
COUNTY: Crosby

CENTER: Lubbock - City of Lubbock (A-100)
DIRECTOR: Karen Penkert, Supervisor:
Donavon Hailey
ADDRESS: P.O. Box 2000 (1010 9th St.)
CITY: Lubbock, Texas 79457
PHONE: (806) 775-2678
E-mail: KPenkert@mail.ci.lubbock.tx.us
Kestrada@mail.ci.lubbock.tx.us
DAYS & HRS. OPEN: Mon. – Fri. 8-5 Fax: 806-775-2686
SERVICES: CONG., TRANS.
COUNTY: Lubbock

Mae Simmons – (806) 767-2708, Alvin Hargers (2004 Oak Avenue 79404),
Copper Rawlings – (806) 767-2704, (213 40th Street 79404), (40th & Ave. B),
Maggie Trejo – (806) 775-2661, Cecilia Gonzalez (3200 Amherst 79415),
Lubbock Senior Center – (806) 767-2710, Katy Estrada (2001 19th Street, 79401) FAX
806-765-0820

CENTER: Lynn County Pioneers (A-110)
DIRECTOR: Sandra Norwood
BOOKKEEPER: Sandra Norwood
ADDRESS: P.O. Box 223 (1612 Lockwood St.)
CITY: Tahoka, Texas 79373
PHONE: (806) 561-5264 E-mail: lynncopioneers@gmail.com
DAYS & HRS. OPEN: Mon. – Fri. 9-3 Fax: 561-5571
SERVICES: CONG., H.D.
COUNTY: Lynn

CENTER: Slaton Senior Citizens Assoc., Inc. (A-135)
DIRECTOR: Misti Kallas
BOOKKEEPER: TBA
ADDRESS: 230 West Lynn
CITY: Slaton, Texas 79364
PHONE: (806) 828-2000 #6 E-mail: slatonseniors@gmail.com
DAYS & HRS. OPEN: Mon. – Fri. 8-4
SERVICES: CONG., H.D.
COUNTY: Lubbock

CENTER: Yoakum County Senior Citizens Assoc., Inc. (A-150)
DIRECTOR: Caitlynn Goff
BOOKKEEPER: Amber Cline
ADDRESS: 709 W. Broadway (Mail Only to Box 519)
CITY: Denver City, Texas 79323
PHONE: (806) 592-8000 E-mail: - ycsc60@windstream.net
Fax: (806) 592-2835
DAYS & HRS. OPEN: Mon. – Fri. 9-3
SERVICES: CONG., H.D.
COUNTY: Yoakum

Disaster Planning and Recovery Efforts

Directly or through the service providers, the Area Agency will work with each county's Emergency Management Office in order to provide support under the appropriate county

I. Emergency Operations Plan

AAA agency will have staff to serve as an effective communication link in the aftermath of a local disaster that occurs on a weekend or holiday.

II. Most Common Local Disaster Events – Terminology

TORNADOES

A tornado is a violent, rotating column of air extending from the base of a thunderstorm to the ground. Tornadoes usually develop from strong thunderstorms. A tornado often takes the shape of a funnel but it can also appear as a twisting rope. The path of a tornado is anywhere from 10 to 40 miles long; the average width is about 400 yards but some have been as much as a mile wide. They travel about 25 to 40 mph with wind speeds as high as 300 mph within the tornado. A Water Spout is essentially a tornado over water. It may arise very close to land and/or enter a land mass.

In the Event of a Tornado Warning:

Should there be a warning issued for the vicinity of the Area Agency on Aging office, staff will be alerted to take immediate cover in an interior room, away from windows - crouching on the floor, and as possible, under the tables as specified in SPAG Disaster Recovery Plan. Immediate response to the affected area(s) will most likely be for emergency shelter, clothing and feeding.

FLOODS

There are several types of floods:

General widespread flooding from the rising of rivers and streams;

Flash floods which occur generally on a local basis when strong rains and narrow drainage channels combine to overburden runoff routes, causing sudden and dramatic water rises; and

MAN MADE THREATS SUCH AS TERRORISM, BIOLOGICAL, CHEMICAL AND RADIATION AGENTS:

Like nuclear fallout events, there will likely be no warning for these types of attacks. Having a family plan is critical. Be sure you know where/how to find each other in a disaster. If you are interested, you can become part of a community emergency response team that is specially trained to respond to and help recover from a major emergency or disaster situation.

HEAT WAVE

Prolonged periods of extremely high temperatures pose a serious health hazard to the South Plains residents, but in particular, to seniors. Heat waves are most dangerous when there is no relief from the heat, when both day and night temperatures remain above 90 degrees and when the humidity is high. Those persons with respiratory conditions are very vulnerable. Many of the South Plains elderly residents live without air conditioning, either by choice, or inability to afford it.

Seniors must be reminded to spend as much time as possible in cooler surroundings, whether that is a cooler room in the house, library, shopping mall or senior center? Keeping properly hydrated are essential, and older persons should be reminded to drink water regularly, before feeling thirsty. Loose fitting, lightweight clothing is more comfortable in the hot weather. Hats and umbrellas should also be used.

The AAA has programs to provide funding for the purchase of fans for those persons without air-conditioned homes.

Common heat related illnesses are:

- 1.Heatstroke - A medical emergency requiring immediate attention and treatment by a doctor. Primary symptoms are a body temperature of more than 104 degrees and an altered mental state, such as confusion. Other symptoms include: faintness, dizziness, headache, nausea, loss of consciousness, rapid pulse and flushed skin.
- 2.Heat Exhaustion - Takes longer to develop than other heat-related illnesses. It results from a loss of body water and salt. The symptoms include: weakness, heavy sweating, nausea and giddiness. Treatment - resting in bed away from the heat and drinking cool fluids.

III. Staff Assignments - Preparation Phase

- AAA Director will help coordinate responsibilities of the Planning and Service Area Emergency Coordinating Officer.

- AAA Director will keep SPAG Executive Director, SPAG Board of Directors, Aging Advisory Council and HHSC informed about Area Agency on Aging’s Disaster Preparedness Plan

- AAA Director will notify HHSC of Agency’s plans at time of impending disaster.

Local rules and regulations

The AAA follows the rules and regulations established by and for the South Plains Association of Government local Council of Governments.

FEMA recommendations for emergency preparedness

The South Plains AAA will follow FEMA recommendations for emergency preparedness.

Appendix B – Public Comment Activities

Reference: [45 CFR 1321.65\(b\)\(4\)](#) and [45 CFR 1321.29](#)

Describe activities conducted in development of the plan that demonstrate compliance with the minimum time period (at least 30 calendar days) for public review and comment of the AAA’s draft AP. Include information that demonstrates compliance with input, review, and approval by the AAA’s Aging Advisory Council. Provide description or images of activities (e.g., flyers, posts, or announcements sharing the public comment period.)

The AAA is part of the SPAG Council of Governments that provides services and resources to people who are 60 years and older in a 15-county service area of the South Plains. Approximately, every 3 years the AAA works on and submits an Area Plan to Department of Health and Human Services. The Area Plan provides a big picture of the services and resources available to seniors, 60 years, and older and caregiver families. The AAA is making the Area Plan draft available for public review and comments for a period of 30 days starting 3/11/27. The AAA Advisory Council has reviewed and approved the Area Plan. On April 14, 2026 the SPAG Board will review the Area Plan for final approval.

See Appendix B I - ACOA Meeting-Agenda

See Appendix B II – ACOA Meeting-Sign-in-sheet.

See Appendix B III- AAA Staff Meeting - Agenda

Appendix C – [Title]

Additional information/attachments to be added at the discretion of the AAA. Note: this is an optional attachment for the AAA to add individualized detail to their Area Plan. Additional attachments are optional at the discretion of the AAA.

No additional attachments at this time

Attachment 1: 2027-2029 Projected Distribution of Serviced by County

Separate Excel spreadsheet attachment (template provided) is to be completed based on projected distribution of service by assigned counties for the area plan cycle (2027-2029). Spreadsheet is required with the 2027-2029 Area Plan submission.

Purpose of Spreadsheet: Demonstrate projected distribution of services. ACL regulatory requirements include that an AP must identify how services will be distributed within the PSA to address populations identified as greatest economic and social need.

Implementation of Spreadsheet: The initial submission of the spreadsheet accompanies the AP and is based on projections at the time of AP submission. Subsequent to the 2027-2029 AP approval, updated spreadsheet versions of the projections made are to be submitted annually with the working budget.

See Attachment 1

Attachment 2: Verification of Intent & Assurances

Reference: [OAA of 1965, as amended through P.L. 116-131 \(3/25/2020\)](#)

Separate attachment (template provided) requires signature by one authorized representative of AAA.

By an authorized official signing the Verification of Intent and Assurances, the AAA is assuring the written activities included in the plan will be completed during the effective period with amendment submission as required.

Certification of such assurances include the following:

- **Input through a 30-calendar day public comment period.**
The AAA will post a draft copy of the Area Plan for a 30-day period for public review and comments. The period will be from March 11, 2026 to April 13, 2026
- **Input from the AAA advisory council.**

The AAA Director presented the Area Plan to the Advisory Council on Aging (ACOA) on February 19, 2026. The ACOA committee approved the Area Plan with favorable comments.

- **Composition requirements of advisory council are met.**

The AAA has met the requirements for membership of the Advisory Council.

- **Approval from the AAA's governing board.**

The final draft of the Area Plan will be presented to the SPAG Board on April 14, 2026 for their review and final approval.

- **Active policies and procedures are in place to identify both organizational and individual conflicts of interest.**

The AAA follows the policies established by SPAG regarding organizational and individual conflicts of interest.

- **Direct Service Waiver will be submitted as required.**

No waivers are needed at this time.

- **Annual budget process will include submission of number of individuals served, type and number of units provided, and corresponding expenditures.**

The AAA will include the number of individuals served, type and number of units provided, and corresponding expenditures.