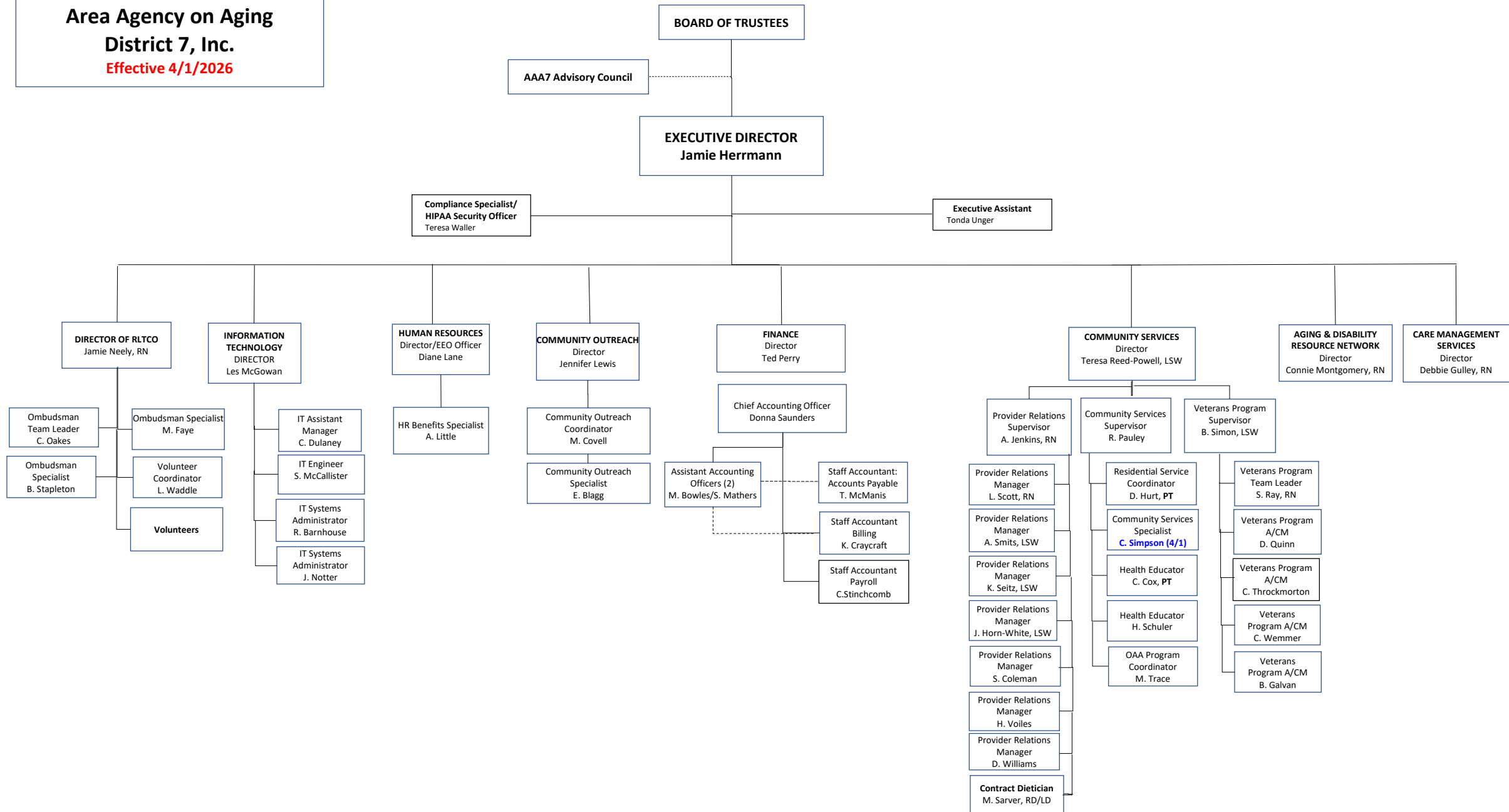
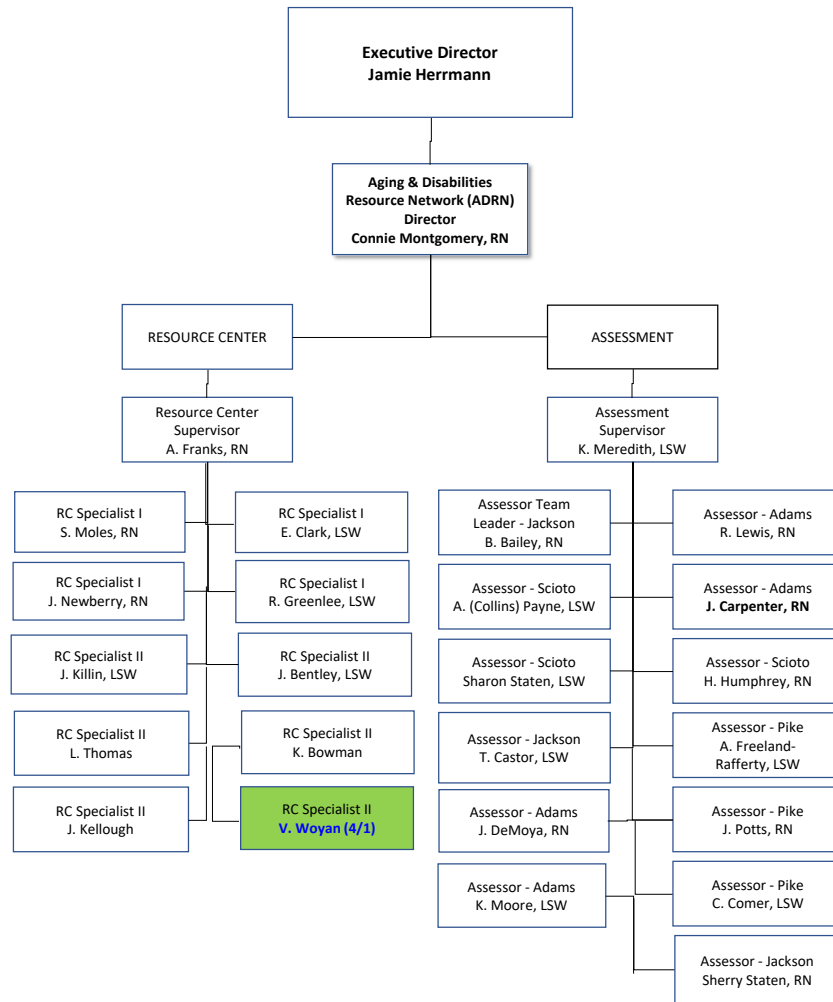
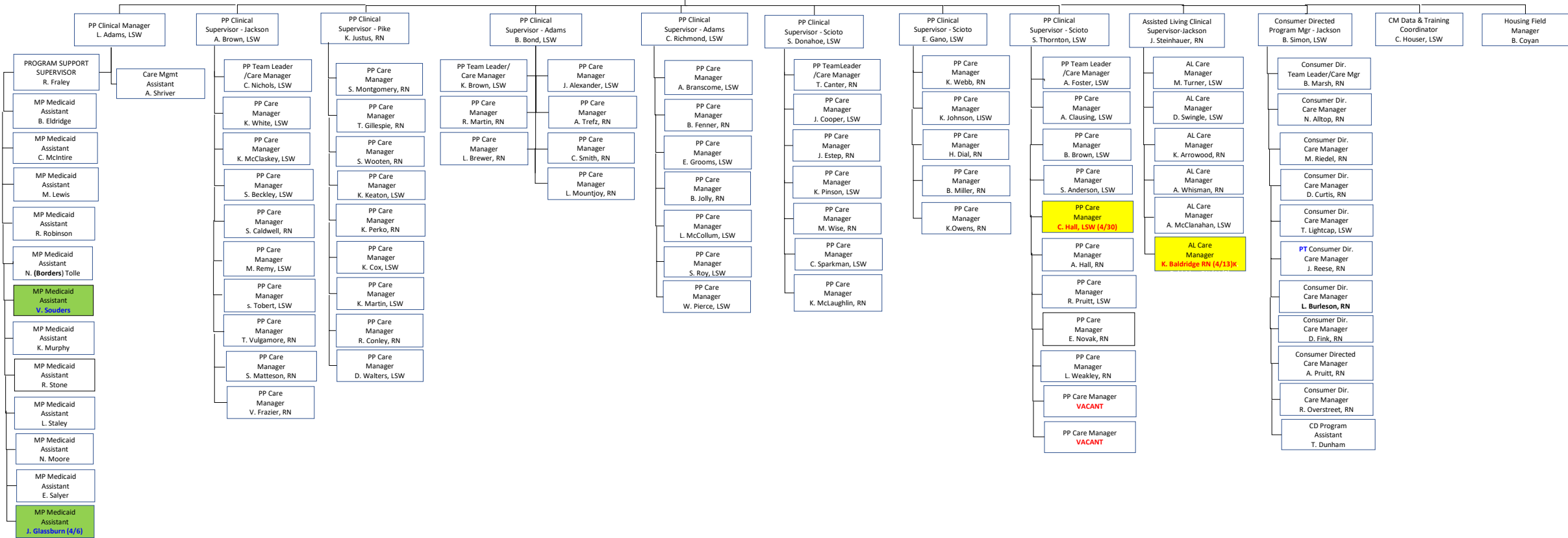


**Area Agency on Aging
District 7, Inc.**
Effective 4/1/2026





**Care Management Services
Director
Debbie Gulley, RN**



AAA7 ADVISORY COUNCIL MEMBERS

Name	Occupation/Affiliation	County	Member Since	Current Term of Office
Wanda Paul	Retired	Adams	01/26	01/26-12/26
Rose Waltz	Retired	Brown	01/26	01/26-12/26
Chris Brooks	Retired	Brown	01/24	01/26-12/26
Kathy Jordan	Retired	Gallia	01/25	01/26-12/26
Jane Rubenstein-Leach	Retired	Jackson	01/24	01/26-12/26
Joan Thompson	Retired	Pike	01/25	01/26-12/26
Susan Wisecup	Retired	Ross	01/26	01/26-12/26
Karen Schuman	Retired	Scioto	01/24	01/26-12/26
Daryl Gray	County Commissioner	Brown	01/24	01/26-12/26
Marla Haller	Doctor	Jackson	01/24	01/26-12/26
James Lowe	County Commissioner	Ross	01/24	01/26-12/26
Pamela Perry	Retired	Lawrence	01/26	01/26-12/26
James Shinkle	Retired	Scioto	01/24	01/26-12/26
Lissa Warrens	Jackson County JFS	Jackson	01/24	01/26-12/26
Marlana Hopkins	OVRDC	All ten	01/26	01/26-12/26

PROVIDERS:

Name	Position	Organization
Elaine Cady	Nutrition Services Manager	Adams-Brown Counties EOI
Mary Stout	Executive Director	Adams County Senior Center
Sue Lang	Executive Director	Brown County Senior Center
Marlene Stout	Executive Director	Gallia County Council on Aging
Julia Wise	Executive Director	Highland County Community Action
Mike Payne	Senior Services Director	Ironton-Lawrence County Community Action
Susan Morgan	Executive Director	Jackson County Board on Aging

Karla Lindsey	Senior Services Director	Pike County Community Action Committee
Jodi Houghland	Executive Director	Ross County Committee for Elderly
Angela Davis	Social Services Director	Scioto County Community Action
Renee Ellis	Executive Director	United Scioto Senior Activities
Rhoda Price	Executive Director	Vinton County Senior Center
Michelle Pratt	Division Director	Mulberry Street Management
Kathleen Garvey	Executive Director	Legal Aid of Southeast & Central Ohio
Dimity Orlet	Executive Director	Pro Seniors
Amanda Cleary	Director	Third and Center

2027-2030 STRATEGIC PLAN AAA7 NEEDS ASSESSMENT

The Area Agency on Aging District 7, Inc. (AAA7) conducted its Needs Assessment using two primary methods. First, AAA7 collaborated with The Center for Community Solutions to complete a thorough analysis of the demographic, economic, social, and health characteristics of older adults across the region. This analysis examined key subpopulations, including those with the greatest economic and social needs, low-income minority older adults, individuals with limited English proficiency, and residents of rural communities. While the full report is included at the end of this document, relevant findings are woven throughout this narrative to support the discussion of both the contracted analysis and AAA7's independent assessment.

In addition to this comprehensive study, AAA7 administered an online Needs Assessment survey over a three-month period in late 2025. The survey consisted of 50 questions addressing demographics, perceptions of service availability and use, and viewpoints on emerging needs in the region. The purpose of the survey was to identify priorities that would best support the aging population in the years ahead. A total of 161 individuals participated, including 125 older adults, 17 caregivers or family members, and 18 professionals. Eighty-four percent of respondents were female, and all but 26 were age 60 or older. Reflecting regional demographics, 99 percent identified as White and non-Hispanic. Veterans represented 11 percent of respondents, and nearly half, 47 percent, reported living alone.

AAA7's ten-county service area, Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto, and Vinton, is defined by the unique characteristics of southern Ohio's rural Appalachian region. The population includes a notably high proportion of older adults, shaping the agency's mission and priorities. Many residents rely on Medicare, Medicaid, or a combination of federal and state programs to meet basic health and daily living needs. These counties share common Appalachian attributes, including low population density, substantial economic constraints, an aging population, and strong community networks. Although there are small pockets classified as urban, most lack the resources typically available in urban areas, particularly in health care, transportation, and food access. As a

result, the region functions as overwhelmingly rural in terms of service availability and access challenges.

According to The Center for Community Solutions, the ten-county region is home to 107,819 adults age 60 and older, representing 25.5 percent of the total population. This growth reflects longer life expectancy and a preference among older adults to remain in their homes as they age. The most pronounced increase is expected among adults age 85 and older, a group projected to grow by 30 percent by 2050. Even though the overall older adult population may decline slightly by 2050, the increase in the 85+ population, expected at 23 percent, will significantly heighten the need for supportive services such as home-delivered meals, home modifications, in-home care, and social-connectedness programs.

Although most older adults in the region, more than 97 percent, speak only English, 352 individuals age 60 and older have limited English proficiency. Common languages include Asian and Pacific Island languages, Indo-European languages, and Spanish. To support these individuals, AAA7 contracts with an organization in Chillicothe that provides language interpretation services.

Living alone is a significant factor affecting social isolation and vulnerability among older adults. The Center for Community Solutions found that 43 percent of adults aged 60 and older live alone, which aligns closely with the 47 percent reported in AAA7's survey. Veterans make up more than 14 percent of the region's older adult population, a slightly higher proportion than the 11 percent reflected in the survey sample.

Although technology access remains a challenge, the analysis indicates that more than 70 percent of adults age 65 and older have broadband access. However, many still lack computers or other devices needed to participate fully in online services, telehealth, and digital resources.

Economic challenges remain significant. Nearly 15 percent of adults aged 60 and older live below the federal poverty line, and an additional 23 percent are near poverty. The region's poverty rate of 13.6 percent exceeds the statewide rate of 9.5 percent. Food insecurity continues to be a pressing concern, with Feeding America reporting that more than 8 percent of adults aged 60 and

older in the region are food insecure. Over 13,000 households with an older adult rely on SNAP benefits to meet basic nutritional needs.

Housing stability and affordability also present ongoing challenges. In AAA7's survey, 21 percent of respondents reported their housing costs to be completely unaffordable, while 39 percent described them as slightly unaffordable. Although 80 percent of older adults in the region are homeowners, many lack the resources to perform routine maintenance or major repairs. Forty percent of survey respondents indicated a need for home repairs or modifications to support their health and safety. AAA7 continues to pursue Housing Trust Fund grants and allocates Senior Community Services funds to address these needs, yet long waiting lists demonstrate the need for additional resources and low-cost partnerships. Survey respondents also identified difficulty paying rent or mortgage costs and managing utility bills within the past year. When asked to select their primary need among personal care, household tasks, yard work, and home repair, home repair emerged as the top need at 34 percent.

While most adults age 65 and older have health insurance, primarily Medicare, many continue to struggle with uncovered medical and prescription costs. The Center for Community Solutions found that more than 41 percent of non-institutionalized adults age 60 and older have at least one disability, with ambulatory limitations being the most common. Many also experience challenges with independent living, reinforcing the need for transportation, in-home assistance, and social engagement opportunities, particularly for those who are homebound.

Over 10 percent of adults aged 60 and older in the region are affected by Alzheimer's disease or related dementias. AAA7 utilizes Alzheimer's Respite funds and resources from the National Family Caregiver Program to provide respite services and personal care, though demand continues to exceed capacity, as demonstrated by waitlist trends.

Rurality presents significant barriers to accessing services, particularly specialized health care and transportation. Although the region is officially classified as 73 percent rural, AAA7 observes that even the small urban-designated areas often lack sufficient resources. Many older adults must travel an hour or more to reach specialty care, yet transportation

options are limited. In AAA7's survey, 64 percent of respondents reported that public transportation is unavailable in their area. Even where transportation exists, out-of-county trips may not be offered, despite available funding support such as T3B. The Ohio Association of Community Action Agencies' 2025 State of Poverty Report notes that 76 percent of Ohio counties contain at least one census tract classified as a food desert, particularly in high-poverty rural Appalachian areas, making it likely that most AAA7 counties contain at least one food desert. For these reasons, AAA7 believes the region functions as close to 100 percent rural with respect to service availability.

General well-being indicators reflect the ongoing impact of economic pressures. Sixteen percent of survey respondents stated that rising costs for housing, utilities, food, and health care had a major impact on their quality of life over the past year, while 32 percent reported a moderate impact. Chronic health conditions remain prevalent, with arthritis being the most common condition reported. AAA7 has expanded its evidence-based health programming to include Tai Chi for Arthritis and Falls Prevention, A Matter of Balance, and Bingocize, with Stepping On scheduled to begin in mid-2026. The agency plans to increase participation between 2027 and 2030 by offering both in-person and virtual access.

Nearly 30 percent of survey respondents identified themselves as caregivers for family or friends, expressing a strong need for respite and assistance with everyday household tasks. AAA7 continues to explore opportunities to expand caregiver resources. The agency's partnership with Trualta, a web-based caregiver support platform, has been highly successful, with nearly 700 registered users accessing printed materials, educational webinars, and support groups. Many participants are considered high users due to their active engagement with the platform. Given the strong outcomes, AAA7 intends to continue investing in Trualta and expanding outreach to ensure greater awareness of available resources.

Emergency preparedness also emerged as an area of need. Only 40 percent of survey respondents reported having an emergency plan. AAA7 intends to collaborate with local Emergency Management Agencies and community partners to increase education, promote preparedness, and improve access to emergency planning resources. Many respondents also noted caring for

pets, reinforcing the need to incorporate pet care considerations into emergency planning.

Senior centers play a vital role in the region. Nearly 70 percent of respondents indicated they have visited a senior center, with more than a quarter attending weekly and many others attending monthly. Senior centers ranked among the preferred places for social interaction, following personal residences and restaurants. However, when asked where they turn for information on aging topics, respondents were more likely to consult a healthcare provider, AAA7, or the internet. AAA7 plans to collaborate with senior centers to strengthen their visibility as key resources for aging-related information and services.

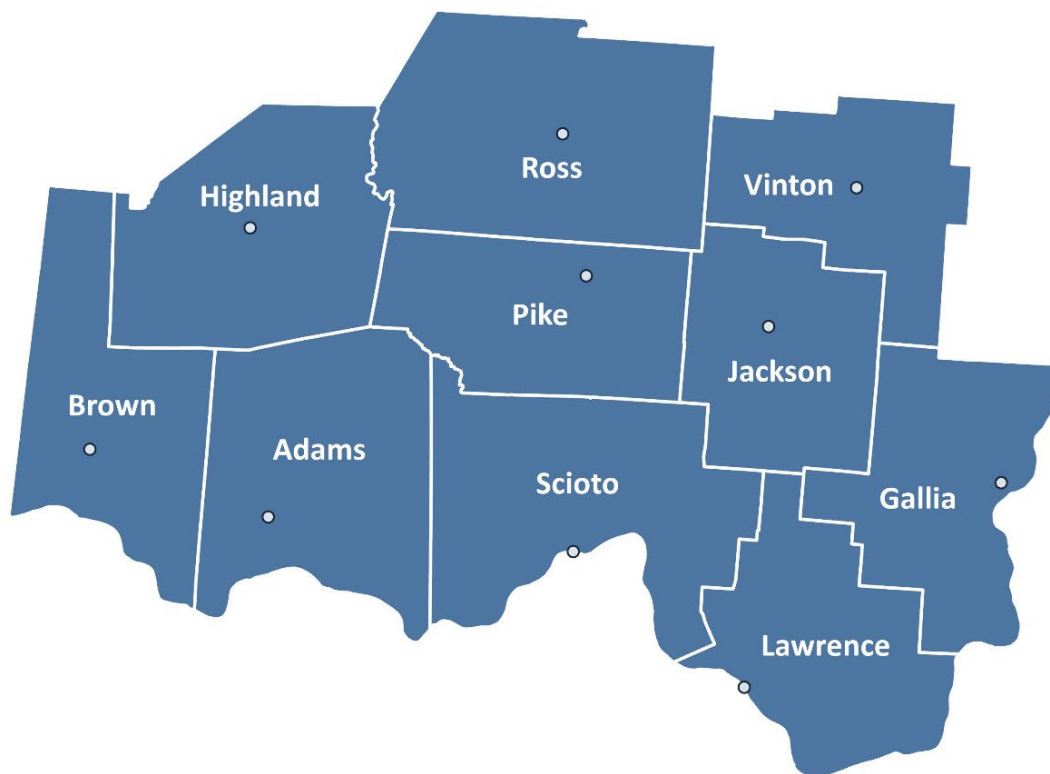
In the final question of the Needs Assessment, respondents were asked to select the five most needed services out of a list of 24. The most frequently selected services were chore services, home repair, affordable housing, transportation, and home-delivered meals. These needs will guide AAA7's goals and strategies for 2027–2030.

Area Agency on Aging District 7, Inc. Data Profile

Introduction and Methodology

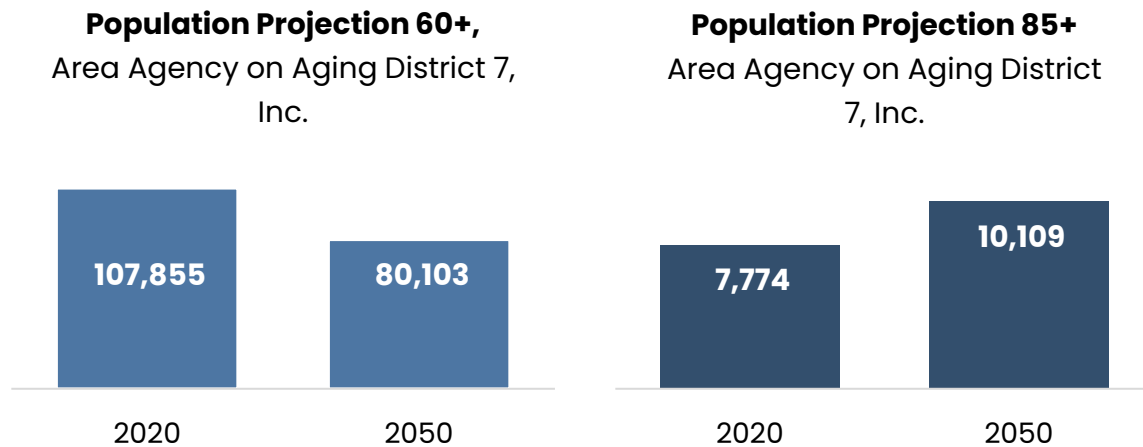
Area Agency on Aging District 7, Inc., serving the Ohio Area Agency on Aging PSA7 region, covers an area encompassing ten counties in Ohio: Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto, and Vinton.

Area Agency on Aging District 7, Inc., PSA7 Senior Center Locations



The area is home to 107,819 older adults over the age of 60, accounting for 25.5 percent of the total population of the ten counties. Following state and national trends, the number and share of older adults has been growing in the region. Past projections showed this increase to peak around 2025. This increase is the result of generational demographics and the fact that people are living longer lives and remaining in their homes and communities as they age. The growth is particularly pronounced among the population ages 85 and above, which is projected to increase 30 percent by 2050 compared to 2020.

Increasing numbers of the oldest residents is expected to increase demand for supportive services including home-delivered meals, housekeeping, home modification, in-home care, and social connectedness. Area Agency on Aging District 7, Inc. and the entire community will need to adapt to these changes.



Secondary data analysis for this assessment was compiled by The Center for Community Solutions on behalf of Area Agency on Aging District 7, Inc. We relied on the latest available data for the civilian, non-institutionalized population. Unless otherwise noted, the data source is the U.S. Census Bureau’s American Community Survey 2023 5-Year estimates.

Data was compiled for each county within the region, then aggregated for the region as a whole. When possible, data is reported for ages 60 and older. However, due to data availability, some indicators are for the population ages 65 and older.

In some cases, data is available for all of the counties for the population 60 and older except Vinton, due to its size. Where this is the case, the data is noted with an asterisk to indicate Vinton is not included, while still reporting valuable data for the other nine counties.

All the data carry margins of error. For smaller geographies and subpopulations, margins of error can be substantial, and differences should be interpreted with caution.

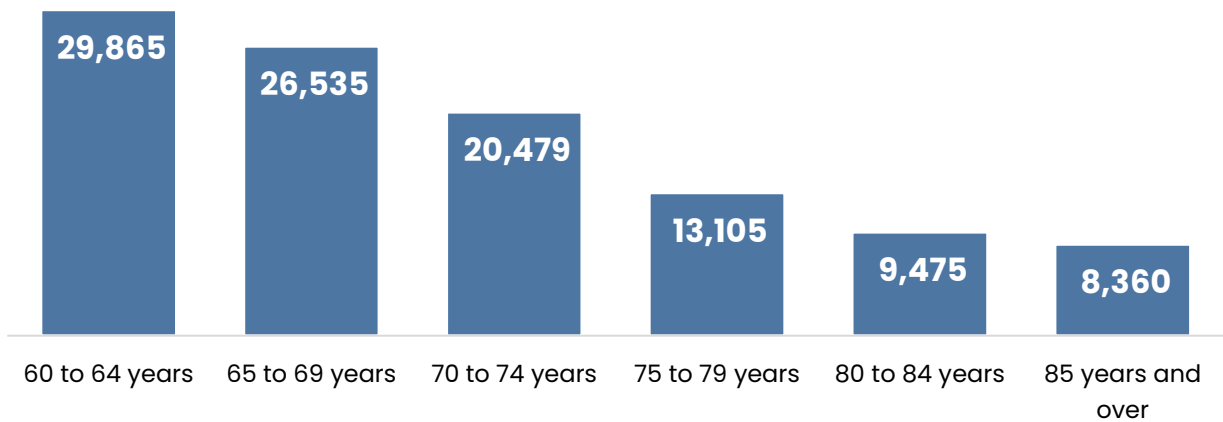
The indicators selected for examination provide an overview of the demographic, social, economic, and health characteristics of the older adult population in the region with special emphasis on older individuals with greatest economic need, greatest social need, low-income minority older individuals, those with limited English proficiency, and/or those living in rural areas.

Demographic and Social Profile

Over 107,819 adults aged 60 and over live in the ten-county area. This includes 8,360 people who are 85 and older, accounting for 7.8 percent of older adults in the region. Around 53 percent of residents over the age of 60 are female.

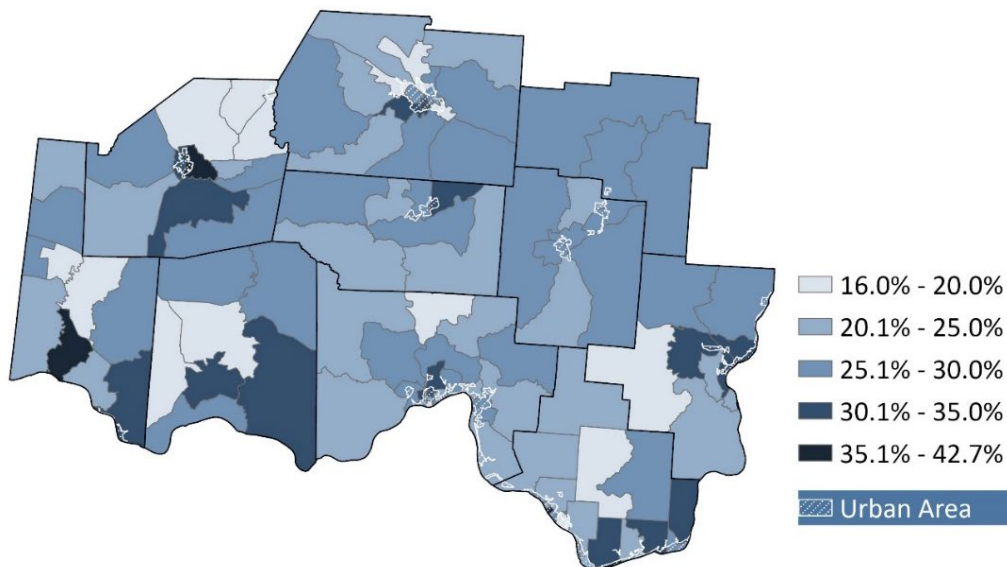
Older Adults by Age

Area Agency on Aging District 7, Inc.



The map below shows the percentage of the population who are over the age of 60.

Percent of Population 60 and Older by Census Tracts



Race and Ethnicity

In the Area Agency on Aging District 7, Inc. region 4.5 percent of the population over age 60 are Black, Indigenous, or People of Color (BIPOC)*. More detailed breakdowns of racial and ethnic makeup of the population is provided in the table below. **Note, data for the population over age 60 is not available for Vinton County, which is excluded from these calculations.*

	Region 7		Ohio
Total Number of Older Adults (60+)	104,385		2,904,497
Race/Ethnicity	Number	%	%
White	99,895	95.7%	86.0%
Black/African American	1,822	1.7%	9.5%
American Indian and Alaskan Native	120	0.1%	0.1%
Asian/Asian American	238	0.2%	1.3%
Native Hawaiian and Pacific Islander	29	0.0%	0.0%
Other Race	299	0.3%	0.8%
More than One Race	1,983	1.9%	2.2%
Hispanic/Latinx	472	0.5%	1.7%

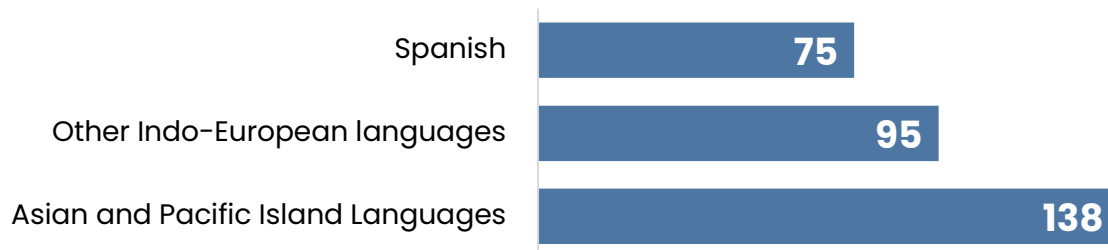
The table below shows the racial and ethnic makeup of the population 65 and older, including all counties in the Area Agency on Aging District 7, Inc. region. Among adults aged 65 and older, 4.3 percent identify as BIPOC.

	Region 7		Ohio
Total Number of Older Adults (65+)	77,954		2,103,043
Race/Ethnicity	Number	%	%
White	74,760	95.9%	86.8%
Black/African American	1,185	1.5%	9.0%
American Indian and Alaskan Native	83	0.1%	0.1%
Asian/Asian American	222	0.3%	1.3%
Native Hawaiian and Pacific Islander	6	0.0%	0.0%
Other Race	207	0.3%	0.7%
More than One Race	1,491	1.9%	2.0%
Hispanic/Latinx	319	0.4%	1.6%

Limited English Proficiency

While most older adults over age 60 in the region speak only English (978.9 percent), there are 352 individuals over age 60 in the region who do not speak English at all or do not speak it well*. As shown in the chart below, the most common languages spoken by adults over age 65 who have limited English proficiency are Asian and Pacific Island Languages, Indo-European Languages, and Spanish.

Language Spoken, Older Adults 65+ who Speak English Not Well or Not At All
Area Agency on Aging District 7, Inc.

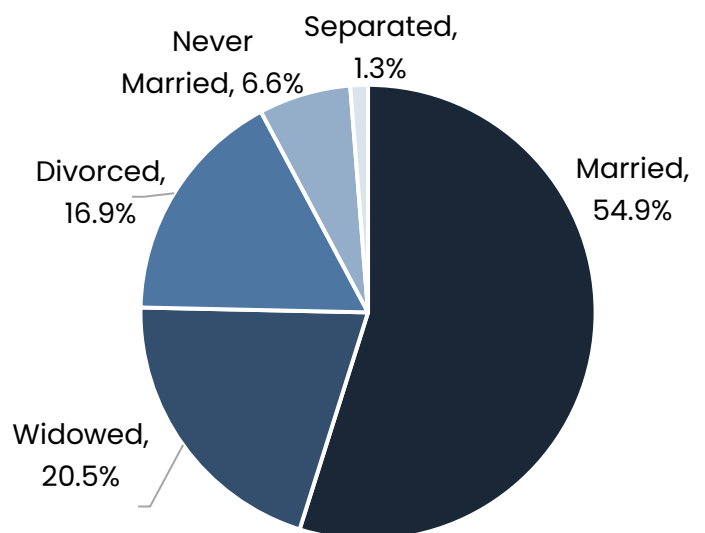


Family Status

In the Area Agency on Aging District 7, Inc. region, 28,182 people (27.0 percent) over the age of 60 live alone*. In terms of households over the age of 60, more than two out of five (43.0 percent) live alone*. Living alone can contribute to social isolation and vulnerability.

Of adults 60 and older, over half are married*. One-fifth of adults 60 and older are widowed, and an almost equal number are divorced*. An additional six percent have never married, and one percent are separated*.

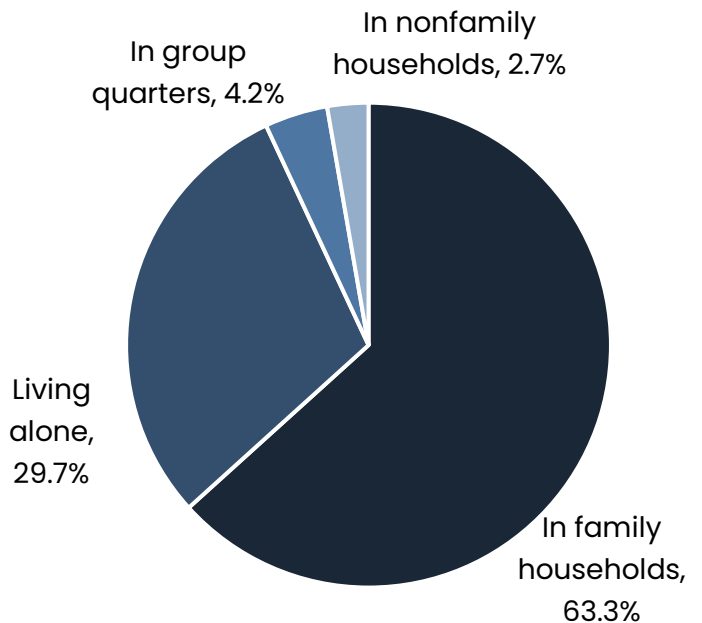
Marital Status, Older Adults (60+)
Area Agency on Aging District 7, Inc.



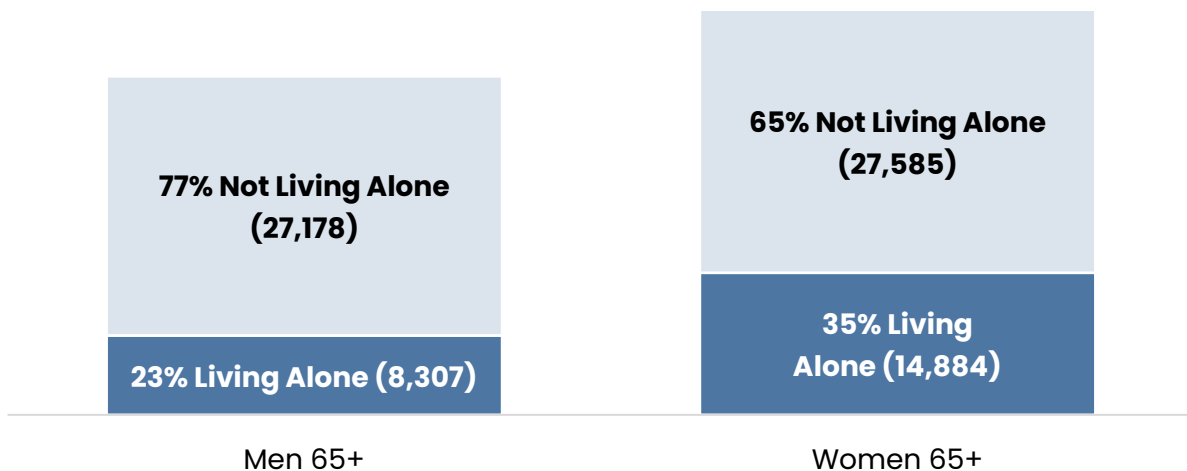
While most older adults in the Area Agency on Aging District 7, Inc. region live in family households, almost a third of adults (29.7 percent) 65 and older are living alone. This is more pronounced for women 65 and older. Thirty-five percent of women 65 and older are living alone, whereas twenty-three percent of men 65 and older are living alone.

Living alone can contribute to social isolation and vulnerability. Four percent of adults 65 and older are living in group quarters.

Household Types for Adults 65+
Area Agency on Aging District 7, Inc.



Adults 65 and Older Living Alone by Sex
Area Agency on Aging District 7, Inc.



In the region as a whole, there are over 5,100 adults over age 60 living with their own grandchildren under 18 years. This is 4.8 percent of adults over age 60 in the region. Of these older adults, 2,078 are responsible for their grandchildren.

Veteran Status

One out of every seven people over the age of 60 in the region are veterans, accounting for 14.3 percent of the total*. Men are much more likely to report having served in the military than women.

Access to the Internet

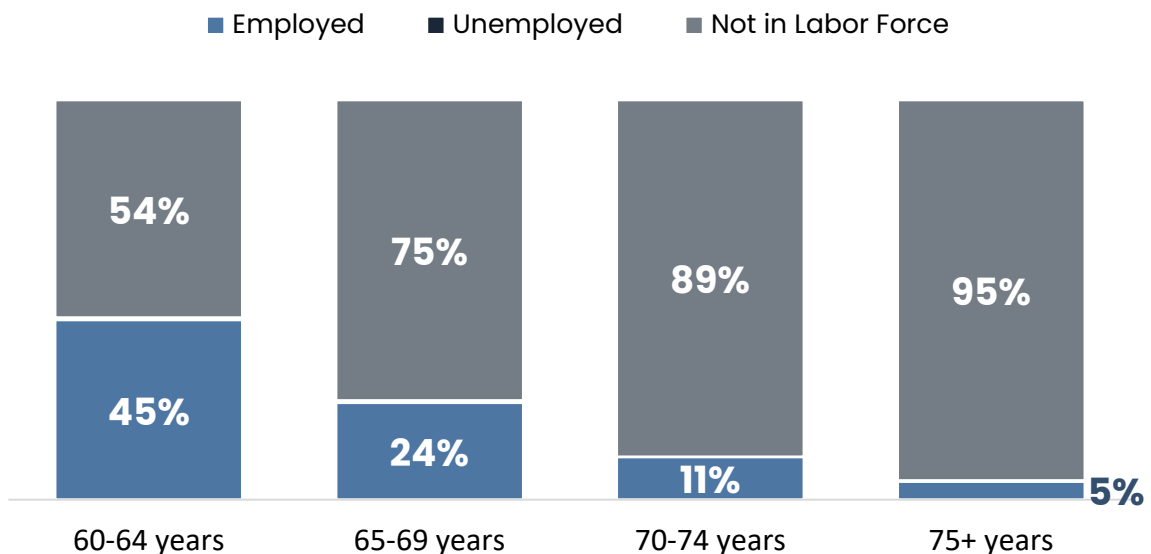
In recent years, the number of older adults who have access to the internet has increased. Around 70.2 percent of people over the age of 65 report that they have a broadband subscription. On the other hand, 15,087 adults over the age of 65 have no computer at all.

Economic Indicators

Labor Force Participation

Nationwide trends show that people are delaying retirement and remaining in the workforce longer than in previous generations. In Area Agency on Aging District 7, Inc.'s region, almost 24,000 people over the age of 60 are in the labor force, including 23,473 who are employed and 386 who are unemployed and actively looking for work. According to this data, less than one percent of older adults are unemployed. As shown in the chart below, labor force participation drops substantially after age 65, as people retire either by choice or by necessity.

Labor Force Participation by Age
Area Agency on Aging District 7, Inc.



In the Area Agency on Aging District 7, Inc. region, most older adult (60+) households receive Social Security, and many have income from earnings or retirement. Public benefits programs such as SSI, cash assistance and SNAP support far fewer households and provide fewer resources on average than private retirement funds and earnings*.

Older Adult (60+) Households

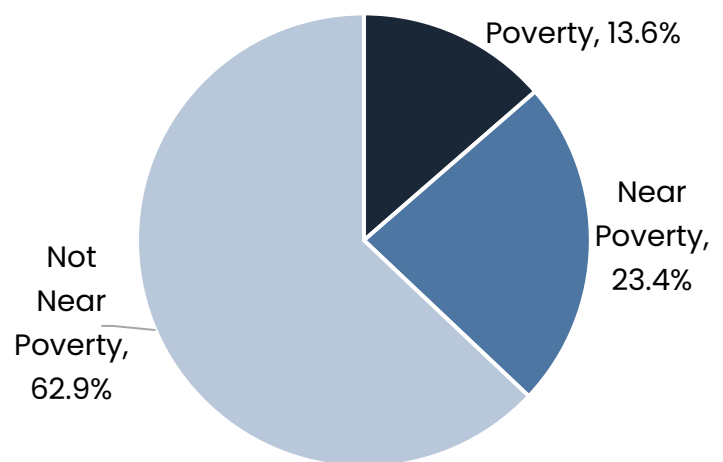
Income Source	Share of Households	Regional Average, Annual Income
Social Security	76.1%	\$21,468
Retirement	51.2%	\$28,027
Earnings	39.1%	\$65,769
Supplemental Nutrition Assistance Program (SNAP)	16.8%	-
Supplemental Security Income (SSI)	9.5%	\$10,745
Cash Public Assistance	2.0%	\$3,263

Poverty

Even with the increases in labor force participation, many older adults (60+) in the region still struggle to make ends meet. Over one in six older adults (14.9%) have incomes that officially fall below the poverty threshold meaning that more than 15,500 people over age 60 in the region are living in poverty.

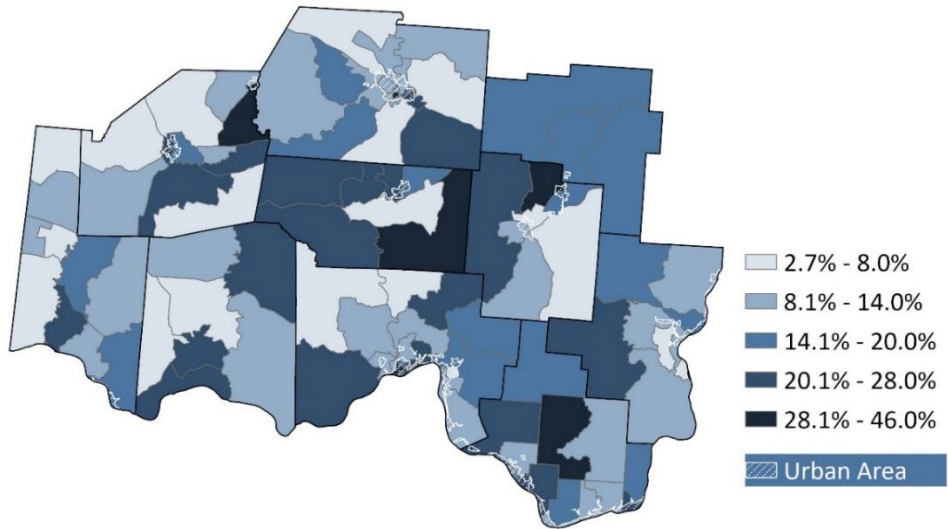
This is similar for adults over 65. Over one in seven adults over age 65 (13.6 percent) are in poverty, and almost twice as many older adults are near poverty, with incomes between 100 and 200 percent of poverty. At 13.6 percent, the poverty rate for adults over the age of 65 in the region is higher than the state average of 9.5 percent.

Older Adults (65+) at Specified Levels of Poverty
Area Agency on Aging District 7, Inc.



Poverty is not spread evenly throughout the region. The map below shows the concentration of older adults living in poverty in various parts of the region.

Percent of Population 60 and Older Below Poverty by Census Tracts

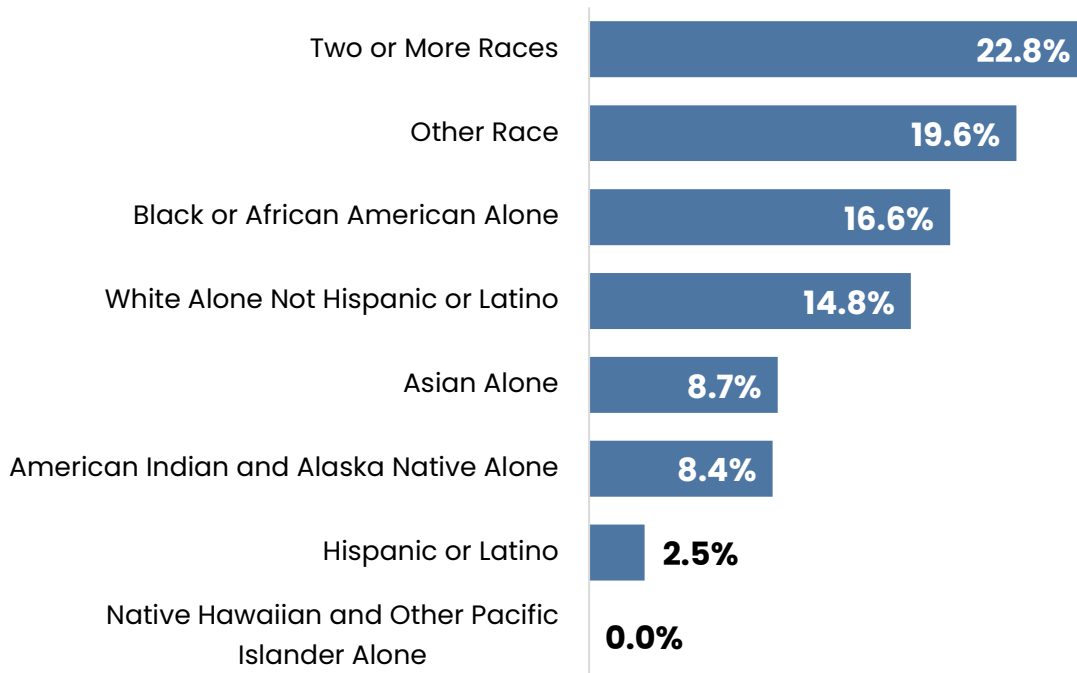


Source: U.S. Census Bureau American Community Survey 2019-2023 5-Year Estimates

There are also racial disparities in poverty*.

Poverty Rate (60+) by Race/Ethnicity

Area Agency on Aging District 7, Inc.



Food Insecurity

Many older adults experience food insecurity, the condition that leads to hunger. Across Ohio, 8.3 percent of older adults (60+) are food insecure according to the latest data from Feeding America.¹ Applying the state average to the population of the region, The Center for Community Solutions estimates that nearly 8,700 older adults are food insecure, defined as having “a household-level economic and social condition of limited or uncertain access to adequate food.”² Many older adults rely on benefits from the Supplemental Nutrition Assistance Program (SNAP) to meet their basic needs. **Over 13,000 households with at least one older adult in the region reported receiving SNAP.**

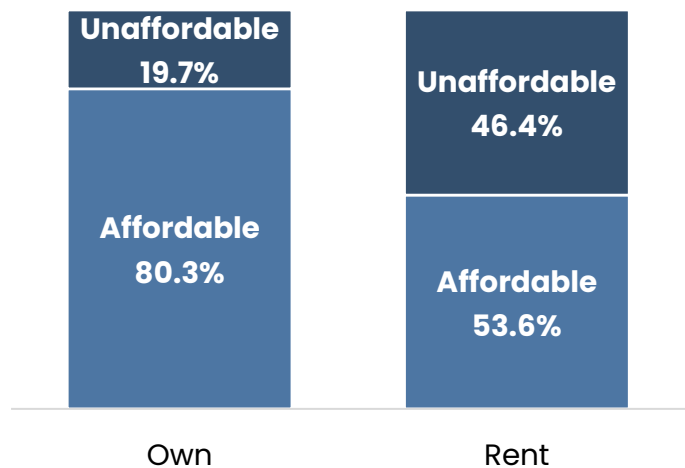
Housing

According to data from the 2020 Decennial Census, there were 3,270 people in the region of all ages living in nursing facilities or skilled nursing facilities. Among older adults living in the community, most own their homes. Around 80 percent are owners and 20 percent are renters*. In fact, although people ages 60 and above make up 26 percent of the population, 46 percent of all people who own their homes in the ten-county area are older adults.

Although they are fewer in number, older adults who rent are more likely to struggle to afford their housing. Nearly half (46.4 percent) of renters over age 60 pay 30 percent or more of their total income for housing costs, compared to 19.7 percent of owners*. In total, at least 16,400 older adult (60+) households in the region are in unaffordable housing situations*. When housing costs account for a large portion of a household’s total income, it is more difficult for them to afford other necessities.

Housing Affordability by Tenure (60+)

Area Agency on Aging District 7, Inc.



¹ “Food Insecurity among the Senior Population in Ohio”, Feeding America, <https://map.feedingamerica.org/county/2023/senior-60-plus/ohio>

² “Definitions of Food Security”, U.S. Department of Agriculture, Economic Research Service, <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/definitions-of-food-security>

Rural vs. Urban

Of all people in the Area Agency on Aging District 7, Inc. region, 76,418 individuals aged 60 and older live in rural areas, accounting for 73 percent of the older adult population. The population living in rural areas was calculated by The Center for Community Solutions based on guidance from the U.S. Census Bureau. The Center for Community Solutions applied the percentage of the 2020 Decennial Census population count designated as living in rural areas to the American Community Survey 2019-2023 5-Year Estimates. The percentage of the population in each county living in areas defined as rural is shown in the table.

County	Percent of Population living in areas defined as rural
Adams	100.0%
Brown	95.8%
Gallia	80.4%
Highland	73.7%
Jackson	64.2%
Lawrence	45.3%
Pike	81.7%
Ross	58.9%
Scioto	55.3%
Vinton	94.3%

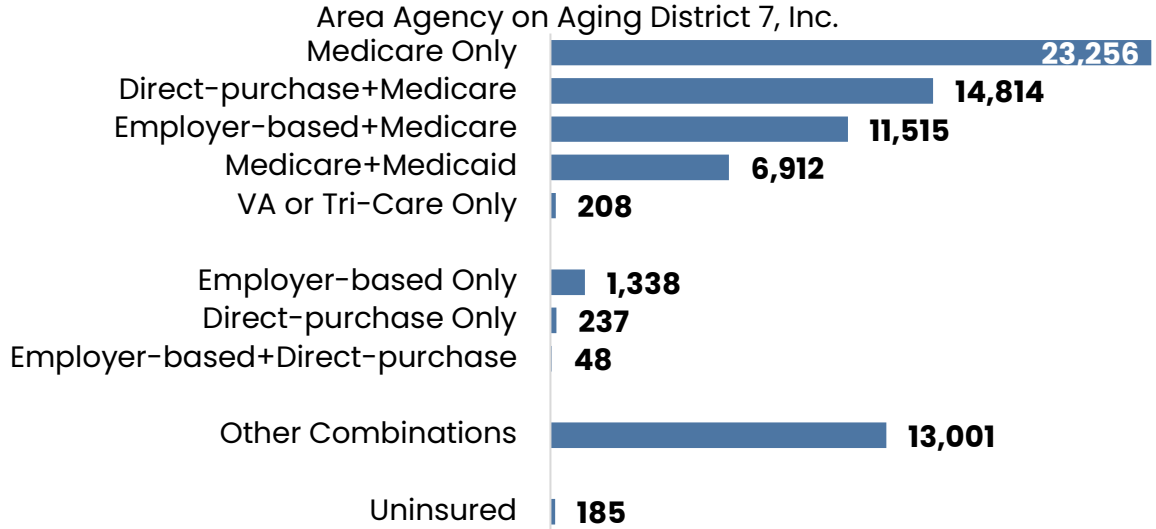
Health Indicators

Health Coverage

The vast majority of adults over the age of 65 in the region have at least some health insurance coverage, but 185 older adults over the age of 65 are uninsured. Over 97 percent of non-institutionalized insured older adults have at least some public coverage. As shown below, Medicare is the most common source, either alone or in combination with other types of insurance.

Most people covered by Medicare supplement it with private coverage, either purchased directly or through their employer. There are also 6,912 dually enrolled individuals who are covered by both Medicare and Medicaid.

Type of Health Insurance Coverage (65+)



Disabilities

Forty-one percent of all non-institutionalized adults over age 60, or 41,390 people, had one or more disabilities. This percentage increases to 44.1 percent of adults over age 65, or 33,039 people. This includes 35.3 percent of those ages 65-74 and 58.2 percent who are 75 and older. As shown below, ambulatory difficulties, defined as having serious difficulty walking or climbing stairs, were most common, followed by hearing difficulty, and independent living difficulties, where a person has difficulty doing errands alone such as visiting a doctor’s office or shopping.³

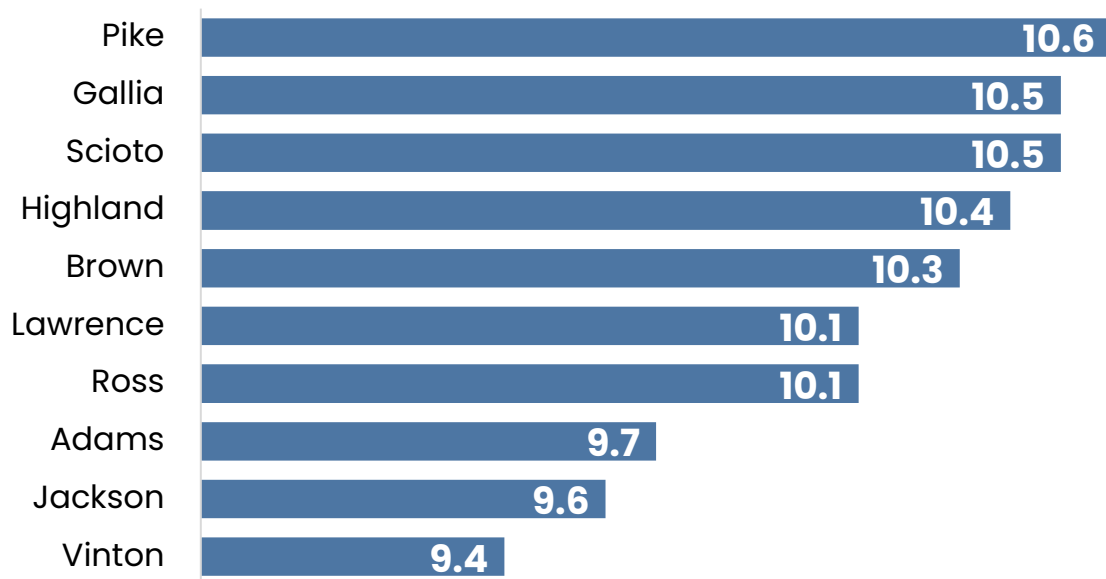
Older Adults 65+ With One or More Disabilities	#	%
With a Hearing Difficulty: <i>Deafness or serious difficulty hearing</i>	14,053	18.8%
With a Vision Difficulty: <i>Blindness or serious difficulty seeing, even with glasses</i>	6,777	9.1%
With a Cognitive Difficulty: <i>Serious difficulty concentrating, remembering, or making decisions</i>	8,537	11.4%
With an Ambulatory Difficulty: <i>Serious difficulty walking or climbing stairs</i>	21,905	29.3%
With a Self-Care Difficulty: <i>Difficulty bathing or dressing</i>	6,319	8.4%
With an Independent Living Difficulty: <i>Difficulty doing errands alone, such as visiting a doctor’s office or shopping</i>	12,233	16.3%

³ “How Disability Data are Collected from The American Community Survey”, U.S. Census Bureau, <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>

Alzheimer’s Prevalence

It is estimated that **10.2 percent of adults 65 and older in the Area Agency on Aging District 7, Inc. region have Alzheimer’s Disease.** This is an estimate of over 8,000 older adults across the region. Alzheimer’s Disease prevalence estimates vary across the ten counties, with Pike County having the highest estimated prevalence of 10.6 percent of the population 65 and older.⁴

Percent of Population 65 and older with Alzheimer’s Disease Estimate
Area Agency on Aging District 7, Inc.



Data indicates that there are thousands of older adults in the region served by Area Agency on Aging District 7, Inc. who have great economic and social needs. It is these individuals, as well as low-income minority older adults and those with limited English proficiency that Area Agency on Aging District 7, Inc. seeks to serve.

⁴ Dhana K, Beck T, Desai P, Wilson RS, Evans DA, Rajan KB. Prevalence of Alzheimer’s disease dementia in the 50 US states and 3142 counties: A population estimate using the 2020 bridged-race postcensal from the National Center for Health Statistics. *Alzheimer’s Dement.* 2023;19:4388–4395. <https://doi.org/10.1002/alz.13081>

Area Agency on Aging District 7, Inc.
**Establishment and Maintenance of Information and Referral
(I&R) Providers**

The AAA7 ADRN serves as a strong and reliable Information and Referral hub for southeastern Ohio. Our staff hold CIRS-A/D credentials and possess extensive knowledge of local, state, and national organizations and services. AAA7 also maintains a comprehensive resource directory on our website (www.aaa7.org), which includes information on a wide range of organizations for individuals of all ages, including social service agencies, housing options, health and medical providers, faith-based organizations, food pantries, et.. This directory is widely used by both the general public and AAA staff.

In March 2026, we conducted a survey of Title III providers, community action agencies, health departments, and other regional partners. The survey mirrored the one used in the previous Area Plan cycle and included questions about awareness of the AAA7 ADRN and whether organizations regularly refer individuals to AAA7.

We were pleased to see the survey results showed that most responding organizations actively provide information and referral services to their callers and frequently direct them to the AAA7 ADRN. Due to our outreach efforts during the previous Area Plan cycle, many partners now rely on the ADRN as a consistent and trustworthy resource hub. AAA7 remains committed to continually strengthening our resource directory as we learn about new services and opportunities in our region.

Completed surveys are attached.

INFORMATION & REFERRAL SURVEY

Provider Name: ABCEOT

Respondent Name: Elaine Cady

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: JFS

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Adams & Brown

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? _____

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: Community Home Health Care, Inc

Respondent Name: Becky Young

1. Do you provide information and referral services? Yes No
a. If answer yes, please complete 2-8
b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

- Refer to AAA7 Resource Center
 Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

- Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Lawrence Co.

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

- Yes No

6. What is your I&R phone number? 740-532-1273

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

- Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

- Yes No

*Steve Alexander was a great speaker.
Very informative on the new My Care.*

INFORMATION & REFERRAL SURVEY

Provider Name: Community Home Health Care, Inc

Respondent Name: Amanda Waddle

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? LAURENCE

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 740-532-1273

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: United Scioto Senior Activities, Inc.

Respondent Name: Renee' Ellis

1. Do you provide information and referral services? Yes No
a. If answer yes, please complete 2-8
b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

- Refer to AAA7 Resource Center
 Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

- Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Scioto County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

- Yes No

6. What is your I&R phone number? (740) 354-6672

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

- Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

- Yes No

INFORMATION & REFERRAL SURVEY

Provider Name: CAO of Sevier Co., Inc.

Respondent Name: Angela Davis

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Sevier County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 740-354-7541

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: Brown County Senior Citizens Council

Respondent Name: Sue Lang, Executive Director

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Brown

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 937-378-6603 or 1-877-259-8598

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: ROSS COUNTY COMMITTEE FOR ELDERLY, INC.

Respondent Name: JODI HOUGLAND, EXECUTIVE DIRECTOR

1. Do you provide information and referral services? Yes No
 - a. If answer yes, please complete 2-8
 - b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?
 - Refer to AAA7 Resource Center
 - Other community partner: _____
2. Is your I&R service for any age or is it elderly-specific?
 - Any age
 - Elderly-specific
3. Do you have a 24-hour crisis line? Yes No
4. What geographic area do you serve? Ross County, but we try to handle and call we can asking questions about services from other areas.
5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?
 - Yes
 - No
6. What is your I&R phone number? (740) 773-3544
7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?
 - Yes
 - No
8. Do you regularly make referrals to the Area Agency on Aging?
 - Yes
 - No

INFORMATION & REFERRAL SURVEY

Provider Name: A&I Home Care and Training Center

Respondent Name: Heather Ervin

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Gallia, Lawrence, Scioto

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? Ofc toll free 800-886-7623

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

INFORMATION & REFERRAL SURVEY

Provider Name: Gallia County Council on Aging

Respondent Name: M. Stout

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

But have referred aged 50-60 to AAA-7 as well

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Gallia Co.

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 740-446-7006

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: Adams County Senior Citizens Council, Inc.

Respondent Name: Mary Stout

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Adams County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 937-544-3979

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: Frontier Community Services

Respondent Name: Erica Chaney
Director of Clinical Services

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? SE Ohio - Ross, Highland, Pike

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 740-772-1396

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: Community Home Health Care, Inc.

Respondent Name: Laura Brown RN/ Administrator

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: VA, Passport, Nationwide Children's Hospital

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes

No

We have 24/7 Call Answering Service

4. What geographic area do you serve? Lawrence County, Some parts of Scioto and Jackson, Countys

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 740-532-1273

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No



INFORMATION & REFERRAL SURVEY

Provider Name: Community Home Health Care, Inc.

Respondent Name: Laura Brown RN/ Administrator

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: VA, Passport, Nationwide Children's Hospital

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes

No

We have 24/7 Call Answering Service

4. What geographic area do you serve? Lawrence County, Some parts of Scioto and Jackson, Counties

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? 740-532-1273

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No



INFORMATION & REFERRAL SURVEY

Provider Name: Jackson County Board on Aging, Inc.

Respondent Name: Debbie Walker

1. Do you provide information and referral services? Yes
 No
 - a. If answer yes, please complete 2-8
 - b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?
 Refer to AAA7 Resource Center
 Other community partner: _____
2. Is your I&R service for any age or is it elderly-specific?
 Any age Elderly-specific
3. Do you have a 24-hour crisis line? Yes No
4. What geographic area do you serve? _____
5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?
 Yes No
6. What is your I&R phone number? 740 286 2909
7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?
 Yes No
8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

INFORMATION & REFERRAL SURVEY

Provider Name: Country Touch Homecare

Respondent Name: Ann Johnson

1. Do you provide information and referral services? Yes No
a. If answer yes, please complete 2-8
b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

- Refer to AAA7 Resource Center
 Other community partner: Veterans Admin.

2. Is your I&R service for any age or is it elderly-specific?

- Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Adams, Brown, Highland Co.

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

- Yes No

6. What is your I&R phone number? 937-695-6016

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

- Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

- Yes No

INFORMATION & REFERRAL SURVEY

Provider Name: Abbott Home Care Plus, LLC

Respondent Name: Linda Myers

1. Do you provide information and referral services? Yes No
 - a. If answer yes, please complete 2-8
 - b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?
 - Refer to AAA7 Resource Center
 - Other community partner: _____
2. Is your I&R service for any age or is it elderly-specific?
 - Any age Elderly-specific
3. Do you have a 24-hour crisis line? Yes No
4. What geographic area do you serve? Southeastern Ohio
5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?
 - Yes No
6. What is your I&R phone number? _____
7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?
 - Yes No
8. Do you regularly make referrals to the Area Agency on Aging?
 - Yes No

INFORMATION & REFERRAL SURVEY

Provider Name: Ironton Lawrence County CAO

Respondent Name: Mike Payne

1. Do you provide information and referral services? Yes
 No
 - a. If answer yes, please complete 2-8
 - b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?
 Refer to AAA7 Resource Center
 Other community partner: _____
2. Is your I&R service for any age or is it elderly-specific?
 Any age Elderly-specific
3. Do you have a 24-hour crisis line? Yes No
4. What geographic area do you serve? Lawrence County Ohio

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?
 Yes No
6. What is your I&R phone number? 740-532-2269

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?
 Yes No
8. Do you regularly make referrals to the Area Agency on Aging?
 Yes No

INFORMATION & REFERRAL SURVEY

Provider Name: _____

Respondent Name: _____

1. Do you provide information and referral services? Yes No

a. If answer yes, please complete 2-8

b. If you chose "no" (please skip to 7 and 8) how do you provide I&R to Seniors?

Refer to AAA7 Resource Center

Other community partner: _____

2. Is your I&R service for any age or is it elderly-specific?

Any age

Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? _____

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes

No

6. What is your I&R phone number? _____

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes

No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes

No

I&R SURVEY

Provider Name: Adams County Health Department

Respondent Name: Melissa

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? All counties in OHio

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 937-544-5547

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Brown County Health Dept.

Respondent Name: Amy

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? All Ohio Counties

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 866-867-6892

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Gallia County Health Dept.

Respondent Name: Britney Muncy

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Gallia County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 740-446-3126

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Highland County Health Dept.

Respondent Name: Jarrod Warner - Health Commissioner

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Highland County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 937-579-1263

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Jackson County Health Dept.

Respondent Name: Kevin Aston - Director

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Jackson

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 740-286-5094

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Lawrence County Health Dept.

Respondent Name: Mary Davis

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Lawrence County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 740-532-3962

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Pike County Health Dept.

Respondent Name: Nikki Spencer

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Pike County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 740-947-7721

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Ross County Health Department

Respondent Name: Emily Barnhart

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Ross

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 740-779-9652

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Scioto County Health Dept.

Respondent Name: Vicky Patrick

1. Do you provide information and referral services? Yes No

2. Is the I&R service for any age or is it elderly-specific?

Any age Elderly-specific

3. Do you have a 24-hour crisis line? Yes No

4. What geographic area do you serve? Scioto County

5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?

Yes No

6. What is your I&R phone number? 740-355-8358

7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?

Yes No

8. Do you regularly make referrals to the Area Agency on Aging?

Yes No

I&R SURVEY

Provider Name: Vinton County Health Department

Respondent Name: Michelle Storms

1. Do you provide information and referral services? Yes No
2. Is the I&R service for any age or is it elderly-specific?
 Any age Elderly-specific
3. Do you have a 24-hour crisis line? Yes No
4. What geographic area do you serve? Vinton, Jackson, Ross, Athens & Hocking
5. Is your I&R service conveniently accessible by toll-free or collect call for older individuals?
 Yes No
6. What is your I&R phone number? 866-874-4767
7. Are you and your employees aware that the Area Agency on Aging has a Resource Center that can provide I&R services?
 Yes No
8. Do you regularly make referrals to the Area Agency on Aging?
 Yes No

2027-2030 STRATEGIC AREA PLAN
AAA7 TARGETED OUTREACH PLAN

The Area Agency on Aging District 7 provides outreach through a variety of channels to share information about the services and programs provided across ten counties in Southern Ohio. These efforts aim to educate the public about long-term care home and community-based resources and options, and the benefit of additional guidance offered through the AAA7's Aging and Disability Resource Center.

Outreach activities through the year include, but are not limited to: newspaper articles/press releases, public service announcements through local radio stations, social media education and infographics, community health fairs and local events, monthly visits to local Senior Centers, website content and education, email outreach, and other media outlets such as newspaper ads, radio advertising, billboard advertising, direct mail and other related outreach avenues.

Serving a rural district, the AAA7's outreach plan places special emphasis on using a variety of media channels to expand our reach and further educate the public. These efforts include targeted outreach to low-income individuals as well as those living with a disability. Older adults with limited English proficiency who speak Spanish are supported through our online caregiver portal. This same portal also provides support for caregivers, with a particular focus on those living with Alzheimer's disease and related dementias. In addition, our Caregiver Respite Program, offered through our Caregiver Support Program, is promoted through the standard outreach channels the AAA7 utilizes to ensure individuals are aware of the services and supports available to them.

The AAA7 is committed to educating the public through a wide range of outreach channels to reach as many individuals as possible and to share information about the valuable services available to support people in a variety of situations and settings.

AAA7 CONTRACT CYCLE

Will be included with September submission.

AAA7 FUNDING FORMULA

	<u>TITLE III B</u> <u>FORMULA</u> <u>FACTOR</u>	<u>TITLE III C-1</u> <u>FORMULA</u> <u>FACTOR</u>	<u>TITLE III C-2</u> <u>FORMULA</u> <u>FACTOR</u>	<u>TITLE III D</u> <u>FORMULA</u> <u>FACTOR</u>	<u>TITLE III E</u> <u>FORMULA</u> <u>FACTOR</u>	<u>SCSBG</u> <u>FORMULA</u> <u>FACTOR</u>
NO. OF +60 POPULATION	39.00%	21.00%	21.00%	44.00%	44.00%	5.00%
NO. OF +75 POPULATION	27.00%	25.00%	25.00%	29.00%	29.00%	0.00%
NO. OF BELOW POVERTY POPULATION	19.00%	29.00%	29.00%	19.00%	19.00%	45.00%
NO. OF LIVE ALONE POPULATION	5.00%	8.00%	8.00%	5.00%	5.00%	0.00%
POPUL DENSITY (60+/SQ MI)	7.00%	7.00%	7.00%			45.00%
NO. OF MINORITY POPULATION	2.00%	3.00%	3.00%	2.00%	2.00%	3.00%
Rural	1.00%	1.00%	1.00%	1.00%	1.00%	2.00%
NO. OF C1 MEALS SERVED PREV. Yr.		6.00%				
NO. OF C2 MEALS SERVED PREV. Yr.			6.00%			
	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>

Base: 15,000 20,000 20,000 - -

AAA7 PUBLIC HEARING

Scheduled for May 20, 2026.

Will be included with September submission.

AAA7 FOCAL POINTS

Designated Community Focal Point	Address	Counties Served	Services Contracted at Focal Point
ADAMS COUNTY SENIOR CENTER	10835 SR 41 SOUTH WEST UNION OH 45693	ADAMS	T3B HOMEMAKER, T3B TRANSPORTATION
BROWN COUNTY SENIOR CENTER	505 N. MAIN ST GEORGETOWN OH 45121	BROWN	T3B HOMEMAKER, T3B TRANSPORTATION
GALLIA COUNTY COUNCIL ON AGING/ MULTIPURPOSE SENIOR CENTER	1167 SR 160 GALLIPOLIS OH 45631	GALLIA	T3B TRANSPORTATION, T3C CONGREGATE MEALS, T3C HOME- DELIVERED MEALS, T3E ADULT DAY SERVICE, T3E PERSONAL CARE
HIGHLAND COUNTY SENIOR CENTER	185 MUNTZ STREET HILLSBORO OH 45133	HIGHLAND	NO OAA SERVICES
HIGHLAND COUNTY CAO NUTRITION SITE	1300 JEFFERSON ST GREENFIELD OH 45123	HIGHLAND	T3B TRANSPORTATION, T3C CONGREGATE MEALS, T3C HOME- DELIVERED MEALS
JACKSON COUNTY BOARD ON AGING	25 MOUND STREET JACKSON OH 45640	JACKSON	T3B TRANSPORTATION, T3C CONGREGATE MEALS, T3C HOME- DELIVERED MEALS
LAWRENCE COUNTY SENIOR CENTER/PROCTORVILLE	7755 CR 107 PROCTORVILLE OH 45669	LAWRENCE	NO OAA SERVICES
LAWRENCE COUNTY SENIOR CENTER/IRONTON	202 PARK AVENUE IRONTON OH 45638	LAWRENCE	T3C CONGREGATE MEALS

PIKE COUNTY SENIOR CENTER	402 CLOUGH ST WAVERLY OH 45690	PIKE	T3B TRANSPORTATION, T3C CONGREGATE MEALS, T3C HOME- DELIVERED MEALS
ROSS COUNTY COMMITTEE FOR ELDERLY	1824 WESTERN AVE CHILLICOTHE OH 45601	ROSS	T3B TRANSPORTATION, T3B PERSONAL CARE, T3C CONGREGATE MEALS, T3C HOME- DELIVERED MEALS
UNITED SCIOTO SENIOR ACTIVITIES	117-119 MARKET ST PORTSMOUTH OH 45662	SCIOTO	T3B ADULT DAY SERVICE, T3B TRANSPORTATION
VINTON COUNTY SENIOR CENTER	31935 SR 93 N MCARTHUR OH 45651	VINTON	T3B TRANSPORTATION, T3C CONGREGATE MEALS, T3C HOME- DELIVERED MEALS



AAA7 Policy and Procedure

Policy Name: Older Americans Act (OAA) Grievance Process	Policy Number: OAA-025
Department: OAA Community Services	Policy Type: Organizational/Operational/Program
Effective: unknown	Approved by: Board/ED/Senior Director/

Background:

OAA Section. 314. RIGHTS RELATING TO IN-HOME SERVICES FOR FRAIL OLDER INDIVIDUALS.

The Assistant Secretary of the Administration for Community Living shall require entities that provide in-home services under this title (Title III of the Older Americans Act) to promote the rights of each older individual who receives such services. Such rights include the following:

1. The right to contact the Office of the State-Long-Term Care Ombudsman (Ombudsman Program) to seek assistance in resolving grievances against the AAA or a provider;
2. The right to be fully informed, in advance, about each service that the AAA or its providers offer to the individual, and about any change in the services being received by the individual that may affect the individual’s well-being;
3. The right to participate in planning and changing services provided under the OAA by the AAA or its providers, unless the individual has been judicially adjudicated incompetent;
4. The right to voice grievances with respect to any service that the AAA provides, or fails to provide, to the individual without discrimination or reprisal as a result of having voiced the grievance;
5. The right to confidentiality of records relating to the individual;
6. The right of the individual to have the individual’s property treated with respect;
7. The right to be fully informed (orally, and in writing), in advance of receiving a service of such persons rights under the OAA; and,
8. The right to receive a written response from the AAA or its providers to every grievance voiced by the individual.

Per Ohio Department of Aging Notice 0114652

Policy: For compliance with contracts, agreements and conditions of participation between the Area Agency on Aging District 7, Inc., (AAA7) and the Ohio Department of Aging (ODA), AAA7 has developed a written grievance procedure for use by older individuals who are dissatisfied with or denied any services funded through the Older Americans Act (OAA), and who are seeking resolution of their grievance from the AAA.

Procedure:

- 1) AAA7 or the service provider will notify consumers of OAA services of the grievance procedure process and contact information for the Ombudsman Program when:
 - a. the individual applies to the AAA or a provider for the receipt of OAA services;
 - b. the AAA or its provider denies the individual's request for OAA services;
 - c. the AAA or its provider reassesses the consumer's eligibility for OAA services; and,
 - d. the AAA or its provider proposes to reduce or terminate the individual's OAA services.

Process:

- 1) Each service provider under contract with AAA7 shall have a written grievance procedure for any individual receiving or requesting to receive services funded by OAA. The written procedure shall be provided to individuals as indicated above and shall outline the process for both the individuals and provider. The provider shall maintain all documentation of the grievance and resolution for review during their annual OAA monitoring from AAA7.
- 2) Any grievance put forth from an individual or that individual's representative shall first be addressed at the provider level if the grievance involves the services of the provider agency. If the individual or their representative contacts AAA7 about a grievance against a provider agency before the provider agency has been contacted, the individual or their representative will be directed to contact the provider agency to begin the resolution process.
- 3) If the individual or the individual's representative is not satisfied with the resolution or non-resolution of the issue at the provider level, they have the right to appeal the grievance to AAA7. At that time the following process will begin:
 - a. Individuals or their representative are allowed to submit their grievances orally and/or in writing. However, if an individual or their representative submits grievances orally, AAA7 will reduce any oral grievances it receives to a written statement shortly after its receipt. AAA7 will provide information about the Ombudsman Program to assist the individual or the individual's representative in preparing the written grievance for submission, when appropriate.
 - b. AAA7 shall acknowledge its receipt of the grievance in writing, within 5 calendar days of the date on which the grievance is received, unless AAA7 is able to resolve the grievance sooner. When acknowledging its receipt of a grievance, AAA7 shall refer the individual to the Ombudsman Program for assistance in remedying the grievance.

- c. AAA7 will ensure that the individual charged with responding to a grievance is neutral and was not involved in any of the events that serve as the basis for the grievance; and, if the AAA7 staff person charged with responding to a grievance was involved in the events that serve as a basis for the grievance, the individual or their representative can appeal any decision rendered by that individual to the Director of AAA7, or the AAA7 Board of Trustees.
- d. Unless otherwise agreed to by AAA7 and the individual or the individual’s representative, AAA7 will render a decision as to each grievance received within 15 calendar days of its receipt by AAA7.
- e. An individual who submits a grievance, and the individual’s representative, if any, will have the opportunity to discuss the grievance in person with AAA7 prior to AAA7’s issuance of any decision as to the grievance.
- f. All decisions rendered by AAA7 in response to a grievance will be provided in writing to the individual who submitted the grievance, and the individual’s representative, if any.
- g. The individual that submitted the grievance, or the individual’s representative, if any, will have no less than 10 calendar days to review the AAA’s response to the grievance and offer a written response to the AAA before the AAA’s decision becomes final.
- h. An individual or their representative does NOT have an opportunity to by-pass the AAA’s written grievance policy and submit their grievance to the Department of Aging, or request that an appeal to the Ohio Department of Aging (ODA) be an option.
- i. AAA7 shall not retaliate or discriminate against any individual who submits a grievance to AAA7 or one of its provider agencies.
- j. AAA7 will retain a copy of all grievances it receives, and its written responses to those grievances, for the period of time required by the AAA7’s own records retention schedules, or for a period of 90 days after the date of first monitoring visit conducted by the ODA after the date on which the AAA7’s response became effective, whichever date is later.

Tracking of Changes		
Date of Review:	03/12/1014	
Date of Revision	Summary of Change	Approver Signature

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AAA7 P&P | This policy is subject to change at Agency discretion



AAA7 Policy and Procedure

Policy Name: Disaster Preparedness	Policy Number: OAA-017
Department: OAA Community Services	Policy Type: Organizational/Operational/Program
Effective: unknown	Approved by: Board/ED/Senior Director/

Policy: AAA7 shall collaborate with service providers and disaster assistance organizations in advance of and during a disaster or emergency to meet the special needs of older adults and their caregivers.

1. AAA7 will designate a senior management level employee as a “point of contact” for ODA and will provide ODA with the required contact information.
2. AAA7 will adhere to the definitions of “disaster” and “emergency” as outlined in ODA Policy 101-FUN-03.
3. AAA7 shall collaborate with service providers and disaster assistance organizations on an ongoing basis in advance of and during a disaster or emergency on how to attend to the special needs of older adults who are victims of a disaster or emergency. AAA7 will carry out this requirement by:
 - a) Participating in county-level meetings with disaster organizations (LEPC, Red Cross, etc.)
 - b) Maintaining copies of OAA service provider Disaster/Emergency plans.
 - c) Educating older persons, aging network staff, and the general public about the importance of preparing for potential emergencies or disasters in order to prevent injury or property damage, and of the AAA role in the event of an emergency.
 - d) Preparing older persons and the aging network staff to respond and help older disaster victims address their immediate needs; and address any future needs, including, but not limited to, helping them apply for and/or obtain services from disaster assistance and other programs.
 - e) Prepare aging network staff to help older disaster victims recover from disasters by conducting training and public awareness activities; and providing individual assistance to rebuild their lives following a disaster.
4. AAA7 shall, when requested, undertake the following responsibilities under a state and/or federally-declared disaster:
 - a) Maintain presence at Emergency Operations Centers and/or Disaster Recovery Centers, either in-person or by provision of contact phone numbers and resource materials.
 - b) Inform older disaster victims and their families of the disaster program and other assistance.
 - c) Refer older disaster assistance victims to the National Teleregistration Center and/or assist with the teleregistration process.
 - d) Assist with completing applications and establishing eligibility for disaster assistance programs, e.g., Small Business Administration, Federal Emergency Management Agency (FEMA), Disaster Housing Assistance, FEMA Individual Assistance, and relief organizations, e.g., Red Cross.
 - e) Follow-up and provide advocacy, if needed, to ensure that individuals were able to complete the application process and/or received assistance for which they were eligible.
 - f) Inform older disaster victims and aging network staff of services the AAA can provide or access, including, but not limited to, alternative housing, home repair, chore, meals and counseling.
 - g) Help address unmet service needs, including, but not limited to:

- i. Allocating and/or reallocating available resources to aging network providers to fund gap-filling services.
 - ii. Assisting providers in identifying additional funding sources.
 - iii. Directly coordinating recovery services provided by workers volunteering and/or missioned to assist older disaster victims.
- h) If AAA7 disaster assistance services meet the criteria for County Emergency Management Agencies (CEMA), the Ohio Emergency Management Agency (OEMA), FEMA, ODA, and disaster relief organizations, AAA7 will:
- i. Request assistance to meet unmet needs.
 - ii. Submit applications to the Administration on Aging (AoA) and others for disaster advocacy and outreach funding, and submit to FEMA for public assistance funding.
5. AAA7 shall provide a regular status report to ODA when it is involved in responding to the needs of older disaster victims during a state or federally-declared disaster.
6. The extent of AAA7’s involvement under a state or federally-declared disaster will be determined by the type of damage caused by the disaster, the geographic coverage of the disaster, and the number of older adults impacted by the disaster.
7. AAA7 will consult the AAA Disaster Services Funding Matrix to determine what funding sources, if any, may be available to pay the AAA’s or provider’s costs associated with a state or federally-declared disaster.

Tracking of Changes		
Date of Review:	03/12/2024	
Date of Revision	Summary of Change	Approver Signature

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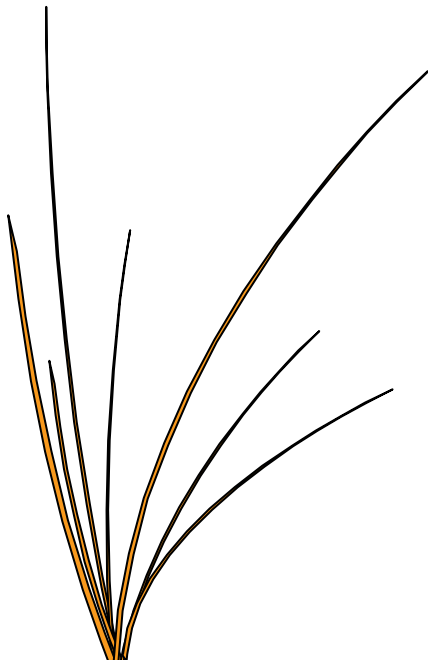


Area Agency on Aging District 7 Business Continuity and Disaster Recovery (BCDR) Outline

Version 3.0

*AAA7 BCDR Processes, Guidelines, and
Procedures*

Author:	Clark Schaefer Hackett (CSH) Jamie Herrmann, Executive Director
Effective Date:	01 January 2022 Review: 3.24.23- pg 2 -added notification of contracted entities of any service disruption. Reviewed and Revised 08.26.2024 Reviewed and Revised 11.24.2025
This document supersedes:	Version 2.0
Changes since last version:	See Validity and Document Management section



PURPOSE

When disaster strikes, Area Agency on Aging District 7 (AAA7) could suffer. Failing to develop a Business Continuity and Disaster Recovery (BCDR) plan and putting it in place (before a disaster strikes) puts the organization at risk (e.g., Losing customers to competitors, losing funding, having the need for products or services to be reevaluated, etc.). As such, the goal of AAA7's business continuity planning is to mitigate disruption of service delivery to the greatest degree possible. The BCDR outline was developed to serve as the lynchpin of the organization's overall business continuity strategy. AAA7 wants to maintain a minimum level of service while restoring the organization to business as usual.

OBJECTIVES

The objective of the BCDR plan is to develop, test and document a well-structured and easily understood plan which will help AAA7 recover as quickly and as effectively as possible from an unforeseen/expected disaster(s) or emergency situations that may interrupt information systems and/or business operations. Additional objectives include but are not limited to:

- Ensuring that all workforce members fully understand their duties in implementing this plan.
- Ensuring that the proposed contingency arrangements are cost-effective.

SCOPE

All workforce members and/or individuals granted access to key assets, resources, and/or confidential data will be considered in-scope. This includes, but is not limited to:

- Interns
- Trainees
- Volunteers
- Contractors
- Temporary workers
- Full-time employees
- Part-time employees

Additional areas that are also considered in-scope include but are not limited to.

- Network Infrastructure
- Communication Systems
- Data Storage and Backup Systems
- Physical Security Infrastructure

OVERVIEW

When a disaster occurs, the **BCDR Team** must be mobilized. The responsibilities of this team include but are not limited to:

- Responding immediately to the disaster.
- Ensuring that workforce members are properly notified.
- Determining the extent to which the BCDR Plan must be invoked.
- Assessing the extent of the disaster and its impact on the organization.
- Notifying entities for whom AAA7 provides contracted services of any anticipated service disruption.
- Restoring vital services and helping the organization return to normal operation.

The BCDR Team will consult the Business Impact Analysis to assist in the prioritization of recovery efforts.

BCDR TEAM ROLES

<p>Emergency Response Team (ERT)</p>	<p>The ERT is responsible for activating the BCDR Plan for the disasters or emergencies identified in this document, as well as any other event that may affect or potentially impact the organization’s capability to perform normally. One of this team’s tasks during the early stages is to notify the Disaster Recovery Team (DRT) that a disaster has occurred. The notification must contain sufficient information to ensure that the DRT members are able to address the problem properly and efficiently.</p>
<p>Disaster Recovery Team (DRT)</p>	<p>The DRT is responsible for addressing potential or actual disasters the organization faces by performing various tasks, including but not limited to:</p> <ul style="list-style-type: none"> • Restoring key services within defined timelines of the disaster. • Preparing the AAA7 facility for emergency maintenance or remediation services. • Helping the organization recover and resume business in a timely manner. • Coordinating activities with key members of the BCDR Team or external parties (e.g., First responders, Law enforcement, Fire Department, etc.).
<p>DRT Leader</p>	<p>The DRT Leader oversees the DRT.</p>
<p>Business Recovery Team (BRT)</p>	<p>The BRT is responsible for taking charge of the overall process and ensuring that the organization returns to normal working operations in a timely manner.</p>
<p>BRT Leader</p>	<p>The BRT Leader oversees the BRT.</p>

BCDR TEAM MEMBERS

Name	Role & Responsibilities	Email	Work Mobile	Personal Mobile
Jamie Herrmann	Emergency Response Team (ERT) Disaster Recovery Team (DRT) Business Recovery Team (BRT)	jherrmann@aaa7.org	740-208-8790	740-464-4953
Debbie Gulley		dgulley@aaa7.org	740-853-3949	740-357-9607
Diane Lane		dlane@aaa7.org	740-208-0105	304-544-6278
Teresa Reed-Powell		treed-powell@aaa7.org	740-612-0601	740-357-5312
Ted Perry		tperry@aaa7.org	740-208-7789	740-649-6332
Teresa Waller		twaller@aaa7.org	740-853-3207	740-646-4691
Connie Montgomery		cmontgomery@aaa7.org	740-612-0455	740-853-0582
Jennifer Lewis		jlewis@aaa7.org	740-339-3269	740-339-3269
Les McGowan		lmcgowan@aaa7.org	740-853-3941	740-981-4224
Jamie Neely		jneely@aaa7.org	740-853-3798	740-727-5110
Tonda Unger	tunger@aaa7.org	740-853-3199	740-941-6135	
Jamie Herrmann, Executive Director	DRT Leader BRT Leader	jherrmann@aaa7.org	740-208-8760	740-464-4953

Scioto				
Anna Jenkins		ajenkins@aaa7.org	740-853-3366	740-250-4440
Emily Gano		egano@aaa7.org	740-853-3747	740-442-1056
Shelby Thornton		sthornton@aaa7.org	740-853-0047	740-646-3734
Stephanie Donahoe		sdonahoe@aaa7.org	740-612-0038	304-654-1257
Becky Simon		bsimon@aaa7.org	740-853-3683	740-970-1912
Jamie Neely		jneely@aaa7.org	740-853-3798	740-727-5110
Jackson				
Jackie Corn		jcorn@aaa7.org	740-612-0086	740-534-8505
Lisa Adams	Supervisory Team	ladams@aaa7.org	740-853-3663	740-577-2700
Ashley Brown		abrown@aaa7.org	740-208-0251	740-645-7817
Kristina Justus		kjustus@aaa7.org	740-961-1018	740-245-4567
Kelli Meredith		kmeredith@aaa7.org	740-208-0385	740-418-2522
Jana Steinhauer		jsteinhauer@aaa7.org	740-961-1189	740-222-8582
Peebles				
Barbara Bond		bbond@aaa7.org	740-853-3775	937-725-7156
Cecilia Richmond		crichmond@aaa7.org	740-961-1162	937-205-8704

Jennifer Lewis Tonda Unger	Communication Team	jlewis@aaa7.org tunger@aaa7.org	740-853-3199	740-339-3269 740-941-6135
Oths, Heiser, Miller, Waigand Clagg Rusty Miller Rebecca Waigand Ali Redlinger	Legal Counsel	rmiller@ohlaw.com rlouks@ohlaw.com aredlinger@ohlaw.com	740-384-2111	740-464-6477 734-365-3505

KEY EXTERNAL CONTACTS

Name	Role & Responsibilities	Contact Information
<p>1. Andy Graham Landlord/Property Manager (Jackson)</p> <p>2. Lloyd Excavating (Peebles)</p> <p>3. Three S Developments, LLC (Wheelersburg)</p>	<p>Landlord/Property Manager</p> <p>*HVAC responsibility falls to the individual office landlord, AAA7 has no outside system contracts</p>	<p>1. A&T Property, LLC PO Box 970 Jackson, OH 45640 Attn: Andy Graham 740-384-8905</p> <p>2. Josh Lloyd 937-515-1480</p> <p>3. M. Mouhib Kalo 740-574-1500</p>
<p>1. Jackson COOP and Columbia Gas</p> <p>2. Peebles Duke Energy (*landlord covers water and electric)</p>	<p>Utility Companies Electric/ Gas/ Water/ Sewer</p>	<p>1. Jackson: City of Jackson Utilities Dept 740-286-4419 Acct # 14680-001; 14680- 002; 14680-003; 14680-004 Columbia Gas: 800-344-4077 Acct # 149688760070000 ; 149688760060001; 149688760090008; 149688760080009</p> <p>2. Peebles: Duke Energy 800-521-2232 Acct# 910118308728</p>

<p>3. Wheelersburg Main & Ombudsman offices AEP & Columbia Gas Portsmouth City Utilities & Sanitary Engineer</p> <p>(** landlord covers electric for the Ombudsman office)</p>	<p align="center">Utility Companies Electric/ Gas/ Water/ Sewer (continued)</p>	<p>3. Wheelersburg : AEP 888-710-4237 Main Acct# 07013770511 **</p> <p>Columbia Gas of Ohio 800-344-4077 Main Acct# 149688760050002 Ombudsman Acct# 148688760100005</p> <p>Portsmouth City Utilities 740-353-6884 Main Acct # 73-6949-2 Ombudsman Acct# 73-4100-2</p> <p>Sanitary Engineer Sewer 740-355-8249 Main Acct # 108412 Ombudsman Acct# 106167</p>
<p>1. Spectrum (via State of Ohio – Jackson)</p> <p>2. Frontier Communications</p> <p>3. Sangoma</p>	<p align="center">Communication Provider/Services</p>	<p>1. AGE ODA ISD Helpdesk (ODA_ISD_HelpDesk@age.ohio.gov) Spectrum local Jackson office: 833-267-6094; Acct: 8362212080096767</p> <p>2. Frontier 1-877-735-9934 Acct # Peebles 937-544-0356-032901-5 Acct # Wheelersburg 740-355-8519-042498-5 Acct : Ombudsman 740-574-6990-082614-5</p> <p>3. Sangoma 866-999-8729 Jackson Acct# 56354 Peebles Acct# 56358 Wheelersburg Acct #56352</p>

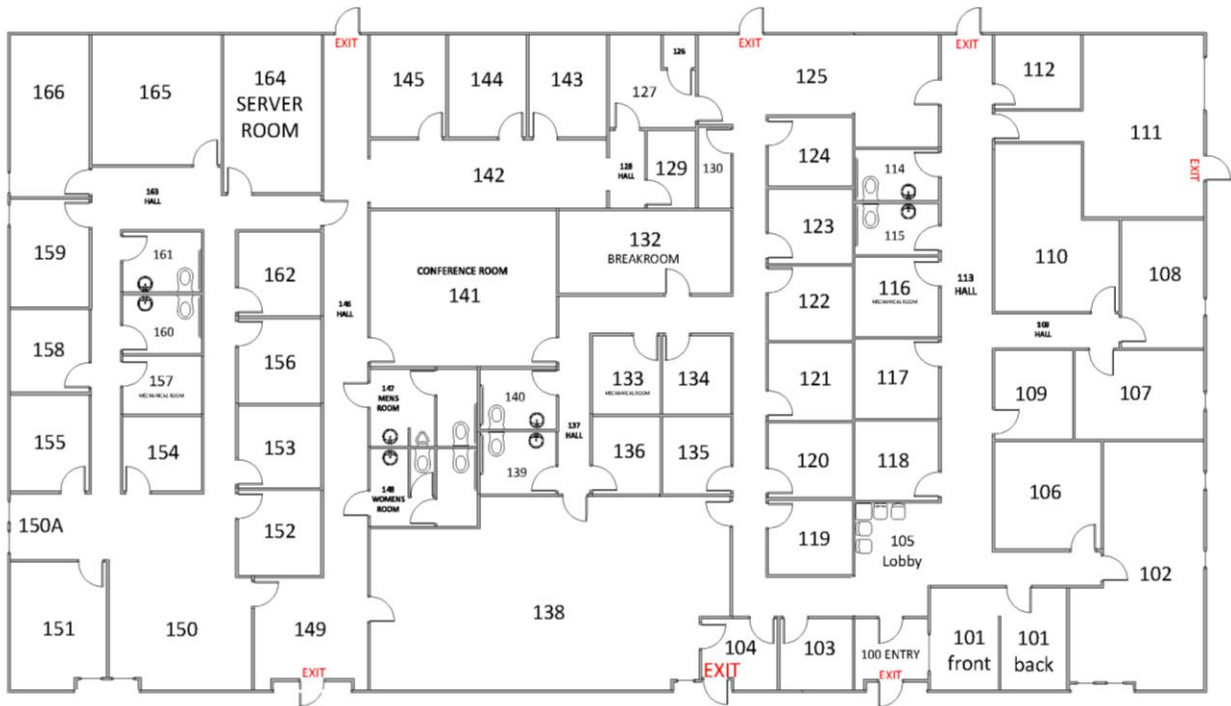
<p>1. Spectrum (via State of Ohio – Jackson)</p> <p>2. GloFiber (All non-state connections)</p>	<p>Internet Provider</p>	<p>1. AGE ODA ISD HelpDesk ODA_ISD_HelpDesk@age.ohio.gov Spectrum local Jackson office: 833-267-6094; Acct: 8362212080096767</p> <p>2. GloFiber – 833-926-8456 Jackson Acct # 1095039; 1095044; 1095048 Peebles Acct # 1095041 Wheelersburg Acct # 1095038</p>
<p>1. Dell (Laptops/Servers/SAN)</p> <p>2. Cisco (Networking/Wireless)</p> <p>3. Netgear (Networking)</p> <p>4. Apple (Mobile Devices)</p>	<p>Hardware Supplier</p>	<p>1. Dell.com Support</p> <p>2. INTRUST-IT.com</p> <p>3. STAR2STAR/SANGOMA Star2star.com</p> <p>4. VERIZON – Angela Parsons angela.parsons@verizonwireless.com</p>
<p>Southern Ohio Security</p>	<p>Site Security</p>	<p>Southern Ohio Security 625 3rd St Portsmouth, Ohio 740-355-1106</p>

ASSEMBLY POINTS

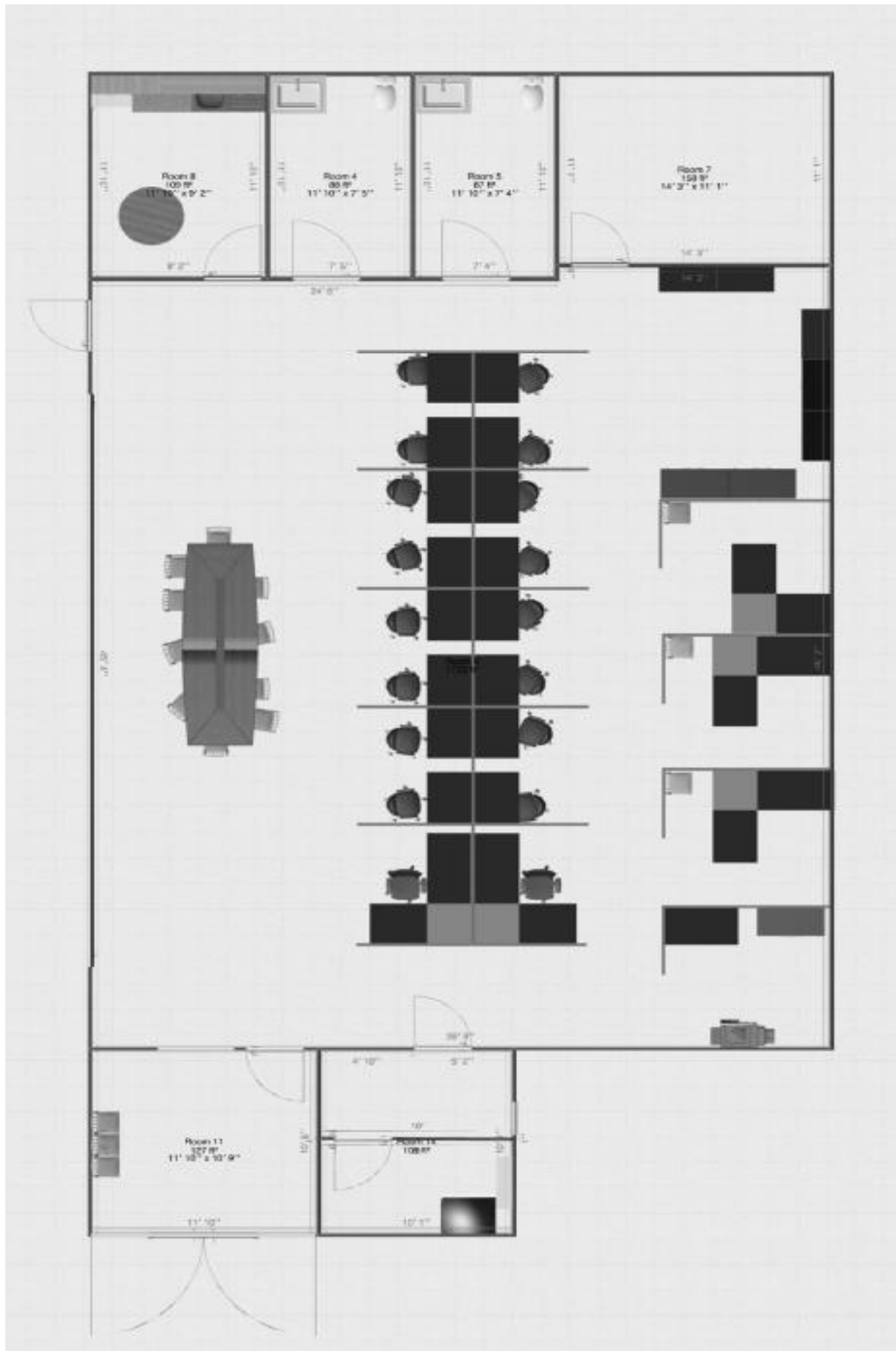
When the AAA7 facility needs to be evacuated, workforce members are advised to head to one of the following evacuation assembly points as soon as possible, dependent on location. See appropriate map:

- **Primary** – Far end of the main parking lot.
- **Alternate** – Parking lot of company across the street.

Jackson Office Floor Plan



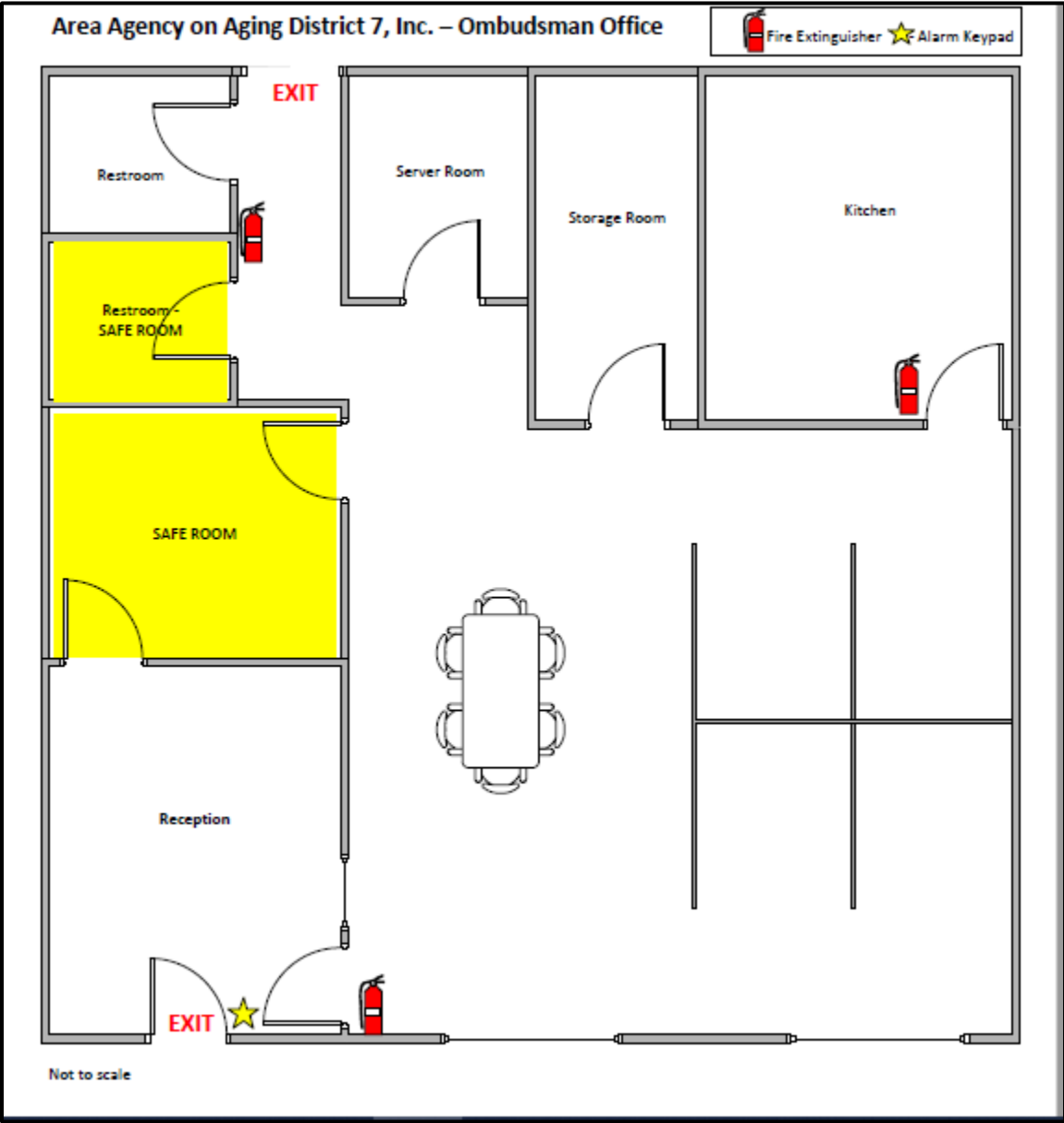
Peebles Office Floor Plan



Wheelersburg Floor Plan



Ombudsman Office Floor Plan



ALTERNATIVE RECOVERY SITES

In the event of disaster at the Jackson location, backups can be restored and ran from the cloud via Datto. This is done using the backup system Datto. Datto is an on-site 12TB storage device, with a duplicate cloud copy updated daily. Datto can host cloud versions indefinitely, but the current plan includes 30 days free of charge. If the Jackson site could not be restored physically, duplicate equipment will be deployed at the Wheelersburg site, using the Datto backups.

DISASTER ASSESSMENTS

There are many potential disruptive threats which can occur at any time and affect the normal business process. AAA7 has considered a wide range of potential threats, and the results of the organization's deliberations are included in this section. Each potential disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each. These potential disasters have been assessed as follows:

Probability Rating: 1=Very High; 5=Very Low

Impact Rating: 1=Total disruption/destruction; 5=Minor annoyance

Potential Disaster	Probability Rating	Impact Rating	Notes
Loss of Power	Jackson 1	Jackson 3	Generator has been installed in Jackson, September 2024
Water Emergency	3	4	For example, Flooding.
Fire Emergency	3	3	
Severe Weather	4	2	
Insider Threat (Acts of sabotage)	5	2	
Loss of Network Services	3	3	If this were to affect the DR site as well it would be a "1" impact rating.

Loss of Remote Connectivity	3	3	If this were to affect the DR site as well it would be a "1" impact rating.
Loss of Communication Services	4	3	If this were to affect the DR site as well it would be a "1" impact rating.
Tornado	4	4	
Malware attack (e.g., Ransomware)	3	2	HSB Total Cyber, policy # 01-CY-0005513942-00, claim phone# 1-888-472-5677, local agent- Assured Partners, 513-475-3304

EMERGENCY RESPONSE PROCEDURES

Notification

The person identifying the disaster must utilize the following Notification Tree when deciding who to notify of the event.

NOTE: Table of Organization is last page of document.

Communication Guidelines

Internal communication about a disaster that may have occurred at AAA7 must come from the **DRT Leader (Executive Director)** or a designated member of the **DRT**. Managers and/or Directors will serve as the focal points for their department. Once given authorization to do so, they are to relay information of the disaster to their respective team members. They may also call a workforce member's emergency contact to relay the information if the workforce members cannot be reached directly. If the disaster has resulted in a situation which would cause concern to a workforce member's immediate family such as hospitalization of injured persons, the **Supervisor of workforce member** will notify their immediate family members immediately or without unreasonable delay. The **Individual Responsible (Supervisor of workforce member)** must have clear answers to potential questions they may be asked, including but not limited to:

- What happened?
- How did it happen?
- What is AAA7 doing or going to do about it?

External communication (e.g., To news media, public announcement on behalf of AAA7, etc.) can only come from the **Communication Team** or **Jennifer Lewis**. Workforce members receiving news media calls for comments and requests for information must be directed to the **Communication Team**, who will formulate a communication response plan (i.e., Talking points, interview refusal statements, etc.). Any workforce member found violating this procedure will be subject to disciplinary actions, up to and including termination of employment. The **Management Team** is responsible for determining the information that is allowed to be made public about the incident, and what must remain confidential until further notice. The **Management Team** understands that any material or information communicated to workforce members or external parties can and likely will be shared with the public (via social media or other means. This may include the news media).

Insurance Companies

As part of the organization’s BCDR strategies, a number of insurance policies have been put in place.

These include but are not limited to:

- General Liability
- Errors and Omissions
- Cybersecurity Insurance
- Directors & Officers’ Liability
- Business Interruption Insurance

If insurance-related assistance is required, contact the **Individual Responsible (Executive Director)**.

During non-business hours, contact the **Individual Responsible (Executive Director)** for assistance.

Name of Insurance Company	Policy Number(s)	Local Agent	Phone Number	Type of Coverage
HSB Total Cyber	policy # 01-CY-0005513942-00,	local agent- Assured Partners 513-475-3304	claim phone# 1-888-472-5677,	Cyber
Philadelphia	PHSD1679615 PHUB795907 PHPK2357947	Evans-Moore Insurance	740-441-1111	Flexiplus (Directors/Officers) Umbrella Policy General Liability Policy

Legal and Financial Considerations

The **BRT** is responsible for preparing an assessment of the impact of the disaster on the financial affairs of the organization. This includes but is not limited to, determining if there were:

- Loss of cash or revenue;
- Loss of financial documents;
- Theft of check books, credit cards, etc.

The **Executive Director** is responsible for ensuring that the immediate financial and/or legal needs (requirements) of the organization are met to the highest extent possible, despite the disaster. These include but are not limited to:

- Reviewing the organization’s cash flow position;
- Ensuring that the organization’s temporary borrowing capability has not been impeded;

-
- Ensuring that upcoming payments for taxes, payroll, Social Security, etc. can be made without problems.

The **Legal Counsel** and designated members of the **BCDR Team** will jointly review the aftermath of the disaster and decide whether there may be legal actions resulting from the event; in particular, the possibility of claims by or against AAA7 for regulatory or other potential violations.

Disaster Summary Report

On completion of the initial disaster recovery response, the **DRT Leader** must complete the **Disaster Summary Report**. The report must contain at minimum:

- A description of the emergency or incident.
- Information on who was notified and when.
- Action(s) taken by members of the **DRT** or **ERT**.
- Outcomes arising from actions taken.
- An assessment of the impact to normal business operations.
- Assessment of the effectiveness of the BCDR Plan.
- Suggestions for enhancing and improving the BCDR Plan.
- Lessons learned.

The report must be given or sent to the **BRT** and/or the **BRT Leader**.

Disaster Recovery Report

The **BRT Leader** and the **DRT Leader** are responsible for completing and signing the **Recovery Completion Form** at the end of a disaster. If AAA7 did not have a pre-defined plan and procedure for the disaster, the **BRT Leader** and the **DRT Leader** will work together with the **Executive Director** to develop a full report of the disaster using the information gathered throughout the incident. The BCDR Plan will be updated as a result of that report to ensure that the organization is protected from similar disasters in the future.

ESCALATION PROCESS

Escalation Steps

Risk Level	Escalation Steps
Low	<ul style="list-style-type: none"> • Low-level disasters are managed by the Supervisors based on location. • The Supervisor makes the first severity determination. If the disaster is judged to indeed represent a Low-level risk to the organization, then the Supervisor will initiate recovery procedures and document the corrective actions taken. Otherwise, the event is escalated to a Medium-level risk.
Medium	<ul style="list-style-type: none"> • Medium-level disasters are managed by the Senior Management Team. • The Senior Management Team will make another severity determination. If the disaster is judged to indeed represent a Medium-level risk to the organization, then the Senior Management Team will initiate recovery procedures and document the corrective actions taken. Otherwise, the event is escalated to a High-level risk. • The IT Director or their delegate is responsible for documenting all relevant findings and remediation actions performed. • The IT Director or their delegate may conduct a root cause analysis and request that additional safeguards be implemented to prevent similar events from reoccurring. • Medium-level disasters may require the creation of a Disaster Summary Report. If so, the DRT Leader is responsible for creating and delivering this report to the BRT and/or the BRT Leader.
High	<ul style="list-style-type: none"> • High-level disasters are managed by the Executive Director. • For High-level disaster, the DRT must be contacted without unreasonable delay. • The DRT will set up a communication channel with the Management Team to inform them of the disaster or if necessary, may contact key members directly for further discussions. • The Executive Director or their delegate is responsible for documenting all relevant findings and remediation actions performed.

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- | | |
|--|---|
| | <ul style="list-style-type: none">• The Management Team will determine if stakeholders need to be informed of the disaster and make strategic communication decisions.• The Management Team will conduct a root cause analysis and request that additional safeguards be implemented to prevent similar events from reoccurring.• High-level disasters require the creation of a Disaster Summary Report. The DRT Leader is responsible for creating and delivering this report to the BRT and/or the BRT Leader.• High-level disasters also require the creation of the Recovery Completion Form. The BRT Leader and the DRT Leader are responsible for creating and delivering this report to the Management Team. |
|--|---|

DISASTER RECOVERY RESPONSE TEMPLATES

****Redbooks" referenced in the Scenarios are back up paper consumer contact information files***

SCENARIO 1: Loss of Power

Overview	Jackson office has a gas generator that keeps the office from losing power in case of a disaster.
Examples of potential disasters	Issues with power spikes, weather conditions (snow/ice/extreme rain)
Potential Scope	Power loss 2-3 times a year
Severity Level	Few minutes or a few hours.
Point of Contact	Facilities Manager and IT Director/ Les McGowan
Impact	If satellite offices are affected there is adequate space for use at the Jackson office for employees. If there is a loss of state or non-state connection it would affect the ability to perform normal operations. Normal operation could be maintained with the 'redbooks'.
Preventative Measures	Backup generator is in place as well as backup batteries. Cool DR site in Wheelersburg
Recovery Procedures	Daily local and cloud backups using the Datto service.

SCENARIO 2: Water Emergency

Overview	Water damage describes various possible losses caused by water intruding where it will enable attack of a material or system by destructive processes such as rotting of wood, mold growth, bacteria growth, rusting of steel, swelling of composite woods, de-laminating of material.
Examples of potential disasters	Flooding, Water damage
Potential Scope	Any impacted location
Severity Level	Would likely affect only one office location but has potential to make the affected office unusable for a few days to a few months if extensive repairs are necessary.
Point of Contact	Facilities Manager/Les McGowan and Clinical Supervisor in satellite offices.
Impact	If satellite offices are affected there is adequate space for use at the Jackson office for employees. If there is a loss of state or non-state connection it would affect the ability to perform normal operations. Normal operation could be maintained with the 'redbooks'.
Preventative Measures	Routine inspections and maintenance. Monitor weather watches and warnings.
Recovery Procedures	Contract with disaster recovery cleaning service to remove excess water and dry carpets. Notify landlord for inspection of structural damage and electrical systems for possible repairs/replacements. IT staff to inspect and test AAA7 equipment and initiate repair or replacement. If Jackson office is affected, IT will initiate activation of redundant systems through Wheelersburg office.

SCENARIO 3: Fire Emergency

Overview	A fire emergency requires emergency response involving fire protection or prevention, rescue, emergency medical, or hazardous material response services.
Examples of potential disasters	Fire
Potential Scope	Any impacted location.
Severity Level	Would likely affect only one office location but has potential to make the affected office unusable for a few days to a few months if extensive repairs are necessary.
Point of Contact	Facilities Manager/Les McGowan and Clinical Supervisor in satellite offices.
Impact	Fire, water and/or smoke damage may destroy several or all building contents and equipment.
Preventative Measures	<ul style="list-style-type: none"> • Smoke detectors with professional 24/7 monitoring are installed. • Fire safety inspections completed by local fire departments. • AAA7 has fire extinguishers that are marked by extinguisher class A or B (refer to floor plans):
Recovery Procedures	Call 911 for the Fire Department. Then, evacuate the building as soon as possible if the fire is out of control or spreading throughout the facility. Make your way to one of the designated Assembly Points (located at farthest point in the parking lot) for safety. The fiscal department will contact insurance company.

SCENARIO 4: Severe Weather

Overview	Severe weather is any dangerous meteorological phenomenon with the potential to cause damage, serious social disruption, or loss of human life. Types of severe weather phenomena vary, depending on the latitude, altitude, topography, and atmospheric conditions.
Examples of potential disasters	Examples of severe weather that may occur within the Southern Ohio area include but are not limited to: <ul style="list-style-type: none"> • Lightning; • Hailstorms; • Thunderstorms.
Potential Scope	Any impacted location
Severity Level	Would likely affect only one office location but has potential to make the affected office unusable for a few days to a few months if extensive repairs are necessary.
Point of Contact	Facilities Manager/Les McGowan and Clinical Supervisor in satellite offices.
Impact	If satellite offices are affected there is adequate space for use at the Jackson office for employees. If there is a loss of state or non-state connection it would affect the ability to perform normal operations. Normal operation could be maintained with the 'redbooks'.
Preventative Measures	Monitor local weather watches and warnings. Stay away from windows.
Recovery Procedures	Workforce members are advised to follow the FEMA Guidelines shown below when dealing with severe weather disasters. If in the building, they are required to head to the designated location quickly and calmly. Contract with disaster recovery cleaning service to remove excess water and dry carpets. Notify landlord for inspection of structural damage and electrical systems for possible repairs/replacements. IT staff to inspect and test AAA7 equipment and initiate repair or replacement. If Jackson office is affected, IT will initiate activation of redundant systems through Wheelersburg office. Yes. Offsite redundancies would be activated.

BE PREPARED FOR A THUNDERSTORM, LIGHTNING, OR HAIL



FEMA V-1009/May 2018

Lightning is a leading cause of injury and death from weather-related hazards.

Thunderstorms are dangerous storms that include lightning.



Include powerful winds



Create lightning and hail



Cause flash flooding and tornadoes

IF YOU ARE UNDER A THUNDERSTORM WARNING, FIND SAFE SHELTER RIGHT AWAY

When thunder roars, go indoors.



Pay attention to alerts and warnings.

Move from outdoors into a building or car.



Unplug appliances.



Do not use landline phones.

HOW TO STAY SAFE WHEN A THUNDERSTORM THREATENS



Know your area's risk of thunderstorms. They can occur year-round and at any hour.

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

Identify sturdy buildings close to where you live, work, study, and play.

Cut down or trim trees that may be in danger of falling on your home.

Consider buying surge protectors, lightning rods, or a lightning protection system to protect your home, appliances, and electronic devices.

Secure outside furniture.



When thunder roars, go indoors. A sturdy building is the safest place to be during a thunderstorm.

Pay attention to weather reports and warnings of thunderstorms. Be ready to change plans, if necessary, to be near shelter.

When you receive a thunderstorm warning or hear thunder, go inside immediately.

If indoors, avoid running water or using landline phones. Electricity can travel through plumbing and phone lines.

Protect your property. Unplug appliances and other electric devices.

If boating or swimming, get to land and find a sturdy, grounded shelter or vehicle immediately.

If necessary, take shelter in a car with a metal top and sides. Do not touch anything metal.

Avoid flooded roadways. Turn Around Don't Drown®. Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.



Listen to authorities and weather forecasts for information on whether it is safe to go outside and instructions regarding potential flash flooding.

Watch for fallen power lines and trees. Report them immediately.

Take an Active Role in Your Safety

Go to **Ready.gov** and search for **thunderstorm, lightning, or hail**. Download the **FEMA app** to get more information about preparing for **thunderstorm, lightning, or hail**.



SCENARIO 5: Insider Threat

Overview	<p>An insider threat is a malicious threat to an organization that comes from people within the organization, such as employees, former employees, contractors or business associates, who have inside information concerning the organization's security practices, data and computer systems.</p>
Examples of potential disasters	<ol style="list-style-type: none">Scenario 1: Disgruntled Workforce members.<ul style="list-style-type: none"><u>Example 1:</u> A workforce member resents the organization's structuring. They attempt to collect confidential files while leaving AAA7 for their new job. They get caught. The investigation provides evidence and confirms their attempt at exfiltration.<u>Example 2:</u> A workforce member leaves the organization and leaves behind a logic or time bomb (e.g., A "mass delete" commands set to kick off long after they are gone).Scenario 2: USB Infection.<ul style="list-style-type: none"><u>Example 1:</u> A workforce member intentionally decides to insert a USB drive into a single or various AAA7 systems in an attempt to introduce malware into the organization.<u>Example 2:</u> An outsider offers a workforce member money if they plug a USB drive into a single or various AAA7 systems in an attempt to introduce malware into the organization.Scenario 3: Rotten Leader.<ul style="list-style-type: none"><u>Example:</u> A manager or director using their status or privileges to launch social engineering attacks in an attempt to access or obtain all kinds of confidential information or data.Scenario 4: Rogue Connection.<ul style="list-style-type: none"><u>Example:</u> A workforce member redirects company resources (e.g., Funds) from a legitimate to an illegitimate source.

Potential Scope	Any impacted function.
Severity Level	Can affect all offices and network operations.
Point of Contact	Director of IT
Impact	Could impact all network and data access to outside and inside sources who should not have access.
Preventative Measures	AAA7's IT & Cybersecurity Policies and HR Policies are intended to serve as deterrents to prevent insider threat.
Recovery Procedures	The DRT will conduct the investigation of any insider threat scenario. They may review security footage and logs, monitor email accounts and communications, interview workforce members, and more in an attempt to collect information and evidence. Depending on the severity of the situation, the IT Director (Les McGowan) (in consultation with the Executive Director) may contact law enforcement for additional assistance with the investigation.

SCENARIO 6: Loss of Network Services

Overview	<p>In computer networking, a network service is an application running at the network application layer and above, that provides data storage, manipulation, presentation, communication or other capability. The loss of network service can disrupt business processes.</p>
Examples of potential disasters	<p>Network services may be interrupted at AAA7 and downtime may occur in large part due to one of the following reasons:</p> <ul style="list-style-type: none"> • Power outages; • Server hardware failure; • Device configuration changes; • Faults, errors or discards in network devices; • Security attacks such as denial of service (DoS); • Failed software and firmware upgrade or patches; • Operational human errors and mismanagement of devices; • Link failure caused due to fiber cable cuts or network congestion; • Incompatibility between firmware and hardware device including cabling; • Unprecedented natural disasters and ad hoc mishaps on the network such as a minor accident, or even as unrelated as a rodent chewing through a network line.
Potential Scope	<p>Any impacted function.</p>
Severity Level	<p>Will affect all communications depending on which network service is out.</p>
Point of Contact	<p>Facilities Manager/Les McGowan IT Operations Manager/Les McGowan</p>

Impact	Various. Will affect all communications depending on which network service is out. If there is a loss of state or non-state connection it would affect the ability to perform normal operations.
Preventative Measures	Backup generator installed in Jackson September 2024.
Recovery Procedures	<p>If network downtime is caused by a power outage, review Scenario 1 for recovery procedures. If it is caused by loss of internet connectivity, contact the Internet Provider. If functional, barring severe natural disaster, redundant power will be provided by an on-site 42kw natural gas generator.</p> <p>Daily onsite and cloud backups performed via the Datto service.</p>

SCENARIO 7: Loss of Remote Connectivity

Overview	Remote access is the ability for an authorized person to access a computer or network from a geographical distance through a network connection. Remote access enables users to connect to the systems they need when they are physically far away.
Examples of potential disasters	Remote services may be interrupted at AAA7 and downtime may occur in large part due to one of the following reasons: <ul style="list-style-type: none">• VPN not working;• Multifactor Authentication (MFA) not working;• Internet or network services not working.
Potential Scope	Any impacted connections
Severity Level	Employees will have to come into any office to complete work.
Point of Contact	IT Director / Les McGowan
Impact	Will affect anyone that works from home.
Preventative Measures	DR site can be activated in needed if DR site is not affected as well as the rest of the network.
Recovery Procedures	If remote connectivity is impacted due to VPN or MFA not working, contact the IT Helpdesk or IT Director . If it is due to internet or network services not working, review Scenario 6 for recovery procedures.

SCENARIO 8: Tornado

Overview	A mobile, destructive vortex of violently rotating winds having the appearance of a funnel-shaped cloud and advancing beneath a large storm system.
Examples of potential disasters	Tornado
Potential Scope	Any impacted facilities or communities
Severity Level	Would likely affect only one office location but has potential to make the affected office unusable for a few days to a few months if extensive repairs are necessary.
Point of Contact	Facilities Manager/Les McGowan and Clinical Supervisor of the affected satellite office.
Impact	If satellite offices are affected there is an adequate space for use at the Jackson office for employees. If there is a loss of state or non-state connection it would affect the ability to perform normal operations.
Preventative Measures	Follow the FEMA Guidelines outlined below.
Recovery Procedures	<p>Workforce members are advised to follow the following procedures to stay safe and minimize impact when a tornado strikes:</p> <ul style="list-style-type: none"> • Stay Weather-Ready. Continue to listen to local news or a National Oceanic and Atmospheric Administration (NOAA) Weather Radio to stay updated about tornado watches and warnings. • At Your House? If you are in a tornado warning, go to your basement, safe room, or an interior room away from windows. Do not forget pets but only if time allows.

- **At the AAA7 Facility?** Proceed to the designated location quickly and calmly. Stay away from windows. Do not go to large open rooms such as a conference room.
- **If outside?** immediately seek shelter inside a sturdy building if a tornado is approaching. Sheds and storage facilities are NOT safe. Neither is a mobile home or tent. If you have time, get to a safe building.
- **Inside a vehicle?** Being in a vehicle during a tornado is NOT safe. The best course of action is to drive to the closest shelter. If you are unable to drive, either get down in your car and cover your head (as shown below) or abandon your car and seek shelter in a low-lying area such as a ditch or ravine.



Preparing for a Tornado



- ✓ **Know your area's tornado risk.** In the U.S., the Midwest and the Southeast have a greater risk for tornadoes.
- ✓ **Know the signs of a tornado**, including a rotating, funnel-shaped cloud, an approaching cloud of debris, or a loud roar like a freight train.
- ✓ **Sign up for your community's warning system.** The Emergency Alert System (EAS) and NOAA Weather Radio also provide [emergency alerts](#). If your community has sirens, then become familiar with the warning tone.
- ✓ **Pay attention to weather reports.** Meteorologists can predict when conditions might be right for a tornado.
- ✓ **Identify and practice going to a safe shelter** such as a [safe room built using FEMA criteria](#) or a storm shelter built to ICC 500 standards. The next best protection is a small, interior, windowless room or basement on the lowest level of a sturdy building.
- ✓ **Consider Overlapping Hazards such as Coronavirus Disease 2019 (COVID-19).** [Review the CDC's guidelines](#) for going to a public disaster shelter during the COVID-19 pandemic.
- ✓ **Plan for your pet.** They are an important member of your family, so they need to be included in your family's emergency plan.
- ✓ **Prepare for long-term stay at home or sheltering in place** by gathering [emergency supplies](#), cleaning supplies, non-perishable [foods](#), [water](#), medical supplies and medication.

Staying safe during a Tornado



- ✓ **Immediately go to a safe location that you have identified.**
- ✓ **Pay attention to EAS, NOAA Weather Radio, or local alerting systems** for current emergency information and instructions.
- ✓ **Protect yourself** by covering your head or neck with your arms and putting materials such as furniture and blankets around or on top of you.
- ✓ **Do not try to outrun a tornado in a vehicle** if you are in a car. If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.

Staying safe after a Tornado



Save your phone calls for emergencies and use text messaging or social media to communicate with family and friends.

- ✓ **Pay attention to EAS, NOAA Weather Radio, and local authorities** for updated information.
- ✓ **Stay clear of fallen power lines or broken utility lines.**
- ✓ **Contact your healthcare provider if you are sick and need medical attention.** Wait for further care instructions and continue to shelter in place.
- ✓ **Wear appropriate gear during clean-up** such as thick-soled shoes, long pants, and work gloves, use appropriate face coverings or masks if cleaning [mold or other debris](#).

SCENARIO 10: Malware Attacks

Overview	A malware attack is a common cyberattack where malware (normally malicious software) executes unauthorized actions on the victim's system.
Examples of potential disasters	<p>Examples of potential incidents involving malware attacks include but are not limited to:</p> <ul style="list-style-type: none"> • Widespread virus infection; • Adware or spyware found on organizational systems; • Ransomware used to encrypt confidential data and render them inaccessible to legitimate users;
Potential Scope	A single system, multiple systems, or the organization as a whole.
Severity Level	Medium or High (depending on the actual incident).
Point of Contact	Director of IT Operations
Impact	<p>Medium or High severity level incidents have the potential to negatively impact AAA7. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Potential loss of confidentiality and integrity; • Potential loss of productivity; • Potential impact to the operating environment; • Medium to high financial impact depending on the incident.
Preventative Measures	AAA7 has a substantial backup and redundancy process to prevent loss of data that is shared on the network. Laptops are backed up on One Drive. HR

	and Fiscal are only departments with a local server and these servers do not store consumer data. Employees are encouraged to save all sensitive data on the network/server.
Recovery Procedures	Identified in the Incident Response Plan (IRP) outline.

VALIDITY AND DOCUMENT MANAGEMENT

CHANGE HISTORY

The owner of this document is the **Executive Director in consultation with the Management team**, who must check and, if necessary, update the document at least once a year. When evaluating the effectiveness and adequacy of this document, the following criteria are considered:

- Number of disasters that have been detected or may have occurred;
- Number of disasters related to inappropriate or inadequate training, planning, etc.

Date	Version	Edited by	Description of change
01-01-2024	1.0	Clark Schaefer Hackett (CSH)	Creation of AAA7 BCDR Outline.
01/31/2024	1.0	D. Gulley C. Montgomery L. McGowan	Current AAA7 information updated.
08/26/2024	2.0	J. Herrmann	Personnel and Vendor updates
09/18/2024	2.0	J. Herrmann	Updated insurance carriers, staff, and general language.
11/24/2025	3.0	J. Herrmann	Updated AAA7 staffing information, updated key external contact information, updated processes as applicable.

12/9/2025	3.0	J. Herrmann	Updated key external contact information for State stakeholders for Security Incidents.
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BCDR EXERCISES AND TESTING

BCDR exercises are conducted at least once a year by AAA7. This is an essential part of the plan development process. In a BCDR exercise, no one passes or fails; everyone who participates learns from exercises – what needs to be improved, and how the improvements can be implemented. Successful BCDR plans launch into action smoothly and effectively (when they are needed) only if and when everyone with a role to play in the plan has rehearsed the role one or more times. Therefore, the **Executive Director with Assistance of the Management Team and IT Director** will schedule BCDR exercises to ensure that the members of the **BCDR Team** are familiar with their assignments and, more importantly, are confident in their capabilities.

Date	Exercise/Testing Performed by	Description of Exercise/Test
	Executive Director with Assistance of the Management Team and IT Director	Once equipment is installed and BCDR is approved, a full Test of AAA7's BCDR Plan is planned. Datto Backup devices have been installed at each site.
8/26/24	Jamie Herrmann and Senior Management Team	Tabletop exercise to review plan, identify areas of improvement, and set actions to be completed. Updated Cyber coverage.
9/10/24	Jamie Herrmann, Les McGowan, Debbie Gulley.	Tabletop exercise to review steps in a Ransomware attack, identify areas of improvement, and set actions to be completed. Updated Cyber coverage throughout plan along with designated staff.
12/9/2025	Jamie Herrmann and the Senior Management Team	Tabletop exercise to review steps in a loss of system access resulting from clicking a phishing link in a spam email, identify areas of improvement, and set actions to be completed. Updated Key Stakeholder information in the plan

		along with designated staff for security incidents.
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****Checklist to be utilized in event of a real time emergency in conjunction with BCDR Plan.**

AAA7 DISASTER RECOVERY ASSESSMENT FORM	
Type of Disaster	
Date of event	
Location of event	
Description of the disaster (e.g. What happened, when, where, how, who, etc.)	
Scope and Impact of the disaster <ul style="list-style-type: none"> • Programs/Departments impacted • Systems impacted • Equipment impacted • Facility impact 	
Recovery process or procedures employed to resolve disaster. <ul style="list-style-type: none"> • Legal required? • Staff Communication • Client Communication/Public Announcement • Insurance Company notified? • Agencies to be notified? 	
OTHER	

AAA7 DISASTER RECOVERY COMPLETION FORM (effective 9/15/2022)

Type of Disaster	
Date of Event	
Location of event	
Description of the disaster (e.g., What happened, when, where, how, who, etc.)	
Scope and Impact of the disaster	
Recovery process or procedures employed to resolve the disaster	

Upon signing this form, we confirm that the work of the Disaster Recovery Team (DRT) and the Business Recovery Team (BRT) have been completed in accordance with the procedures outlined in this document, and that normal business operations have been effectively restored.

DRT Leader Name

BRT Leader Name

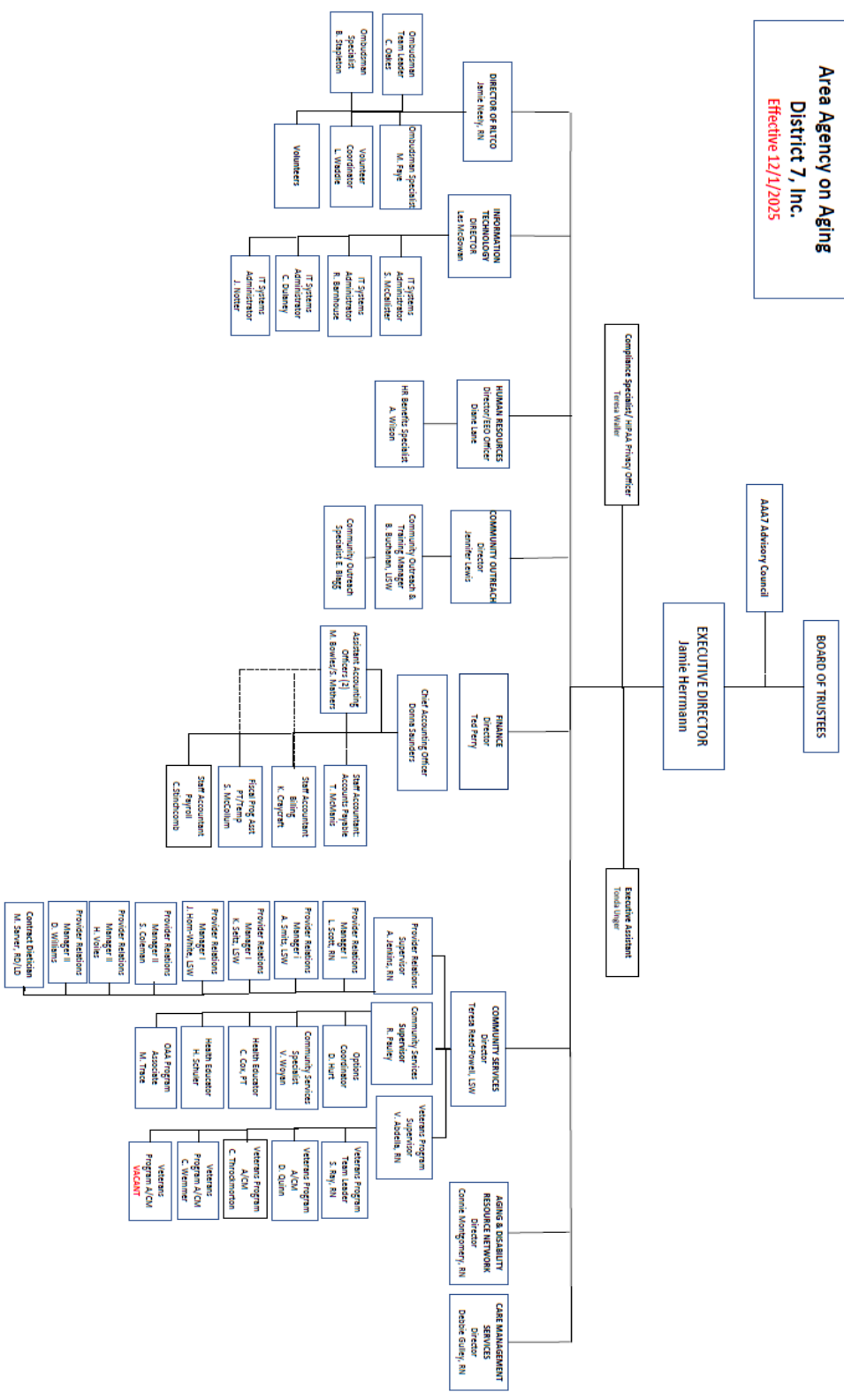
Date

Date

Signature

Signature

**Area Agency on Aging
District 7, Inc.
Effective 12/1/2025**



APPLICATION FOR DIRECT SERVICE WAIVER

Please submit **one** application form for **each** service (III-B, C, D, or E) that your agency requests to provide directly.

Title of requested service: _____

Type of requested service: Title III-B Title III-C Title III-D Title III-E

1. Please select the basis for which the waiver is requested (more than one may be selected) and provide detailed justification for direct provision of services and the date that this service was last competitively bid.

Provision of such services by the AAA is necessary to assure an **adequate supply** of such services.

Such services are directly related to the AAA's **administrative functions**.

Such services can be provided more **economically**, and with **comparable quality**, by the AAA.

2. Identify the projected dollar amount requested and the applicable funding source for the service to be provided:

Fund: _____ Amount: \$ _____

Fund: _____ Amount: \$ _____

Fund: _____ Amount: \$ _____

Total Request: \$ _____

Note: Approved amounts are valid for a 12-month period.

3. Provide a copy of the request for proposal along with the list of prospective and current providers notified of the opportunity, the names of those that submitted a proposal and reasons why the proposal(s) were not acceptable. Also explain the methods used for notification.

4. Describe how the AAA will develop capacity for local service providers to provide this service in the future.

AAA Director's Signature

Date

Administration of Title III-D funds for evidence-based programs requires the capacity to operationalize programs with consistent outreach and the ability to schedule multiple offerings across a large rural region. Managing evidence-based programming in ten counties is as time-intensive as teaching the classes and training instructors themselves. In addition, program fidelity requirements and ongoing program updates necessitate full-time oversight. Coordinating schedules, conducting outreach to fill classes, managing multiple layers of materials, and completing required pre- and post-class reporting are complex tasks, particularly in a large rural area.

For these reasons, AAA7 has remained responsible for administering evidence-based programming. Each year, AAA7 has expanded the types of classes offered and tested new strategies to increase interest among participants, medical professionals, and potential trainers. In prior years, AAA7 partnered with a university to train students annually to teach A Matter of Balance; however, this was not possible in 2020 and 2021 due to the COVID-19 pandemic. During the pandemic, several trainers did not return to service, placing the program in a rebuilding phase to recruit local providers and coaches. AAA7 has trained volunteer coaches for A Matter of Balance and we continue to utilize their skills when they are available for classes.

AAA7 has continued efforts to engage focal points and senior organizations across the ten counties; however, the extensive training time required to teach or train others has made participation challenging. To date, these organizations have been unable to commit limited staff resources, as they remain focused on delivering 3B and 3C services. During the most recent RFP for the 2027-2030 Area Plan period, we had a couple of organizations ask questions about this program and we were hopeful; however, they ultimately decided they were not ready for the commitment at this time. We will continue to dialogue with them to encourage their participation for the future.

Additionally, AAA7 has worked to ensure consistency across the region. Utilizing highly trained, long-term educators allows for a uniform, high-quality experience for participants in all counties. Many seniors return for additional classes because of their positive experiences with our educators and confidence in the continued quality of instruction.

APPLICATION FOR COST SHARING WAIVER

Requests a Waiver for PY _____ of the following:

1. Please select the basis for which the waiver is requested (more than one may be selected) and provide detailed justification for requesting the cost sharing waiver. Cite funding factors, population demographics, population needs, counties impacted, etc.:

- At least eighty percent (80%) of the consumers in the PSA have incomes below one hundred fifty percent (150%) of the federal poverty guidelines.

- Cost sharing would be an unreasonable administrative or financial burden.

2. Provide a copy of the AAA's cost-sharing policy.

AAA Director's Signature

Date

AAA7 conducted a comprehensive review of individuals currently receiving Adult Day Services, Homemaker, and Personal Care services to evaluate the feasibility and impact of implementing cost sharing. Using WellSky service delivery records from January through March 2026, we identified 45 individuals actively receiving one or more of these services. Of these, 25 individuals (56%) reported specific income amounts during their most recent annual assessment that confirmed they are at or below 150% of the federal poverty level. An additional 7 individuals indicated that they exceeded 100% of the federal poverty level but did not report specific income amounts. Given that the intake process only requires a yes/no response at the 100% threshold, it is reasonable to assume that many of these individuals would also fall within the 150% poverty range. As a result, approximately 71% of individuals receiving services would be exempt from cost sharing, leaving no more than 13 individuals potentially subject to a cost share requirement.

Further analysis demonstrates that the financial return from cost sharing would be minimal. Based on current service utilization patterns, the average cost share obligation for those 13 individuals would range between 30% and 40%. However, most consumers receive limited services, typically four or fewer hours per week of personal care or homemaker services, or one to two days per week of adult day services, resulting in negligible annual cost share revenue. Historical experience confirms this projection. During prior contract periods when cost sharing was implemented, only one or two individuals contributed at all, and those contributions, even at a lower 20% cost share, were inconsistent and sporadic. Total collections during those periods never exceeded \$300 annually.

In contrast, the administrative effort required to calculate, track, bill, collect, and manage cost sharing would be substantial. Conservatively, the administrative cost associated with managing cost share for approximately 13 individuals is estimated at \$3,500 per year. This reflects staff time for financial verification, individualized cost share calculations, invoicing, payment tracking, compliance monitoring, and follow-up on missed or partial payments. When compared to the historically minimal collections, the cost of administration would significantly outweigh any potential financial benefit, creating an inefficient and unsustainable use of limited resources.

Equally concerning is the potential impact of cost sharing on consumer participation and service utilization. Many individuals served are living on fixed, extremely limited incomes and already struggle to meet basic needs such as housing, utilities, food, and medications. Requiring even a modest cost share may cause some individuals to decline or reduce services altogether. For this population, reductions in personal care, homemaker support, or adult day services pose a direct threat to health, safety, and independence. Consumers may attempt to go without essential assistance, increasing the risk of falls, hospitalization, caregiver burnout, or premature institutionalization.

Given the minimal projected revenue, the significant administrative burden, and the high likelihood that cost sharing would create barriers to critical services, implementation of cost sharing would place vulnerable consumers at unnecessary risk while providing no meaningful fiscal benefit. For these reasons, AAA7 strongly supports the approval of a cost share waiver to ensure continued access to essential services and the efficient use of program resources.

Area Agency on Aging District 7, Inc.
OLDER AMERICANS ACT PROGRAMS
Policy and Procedures

Division: Community Services

Policy Name: Cost Share

Policy #: OAA-026

Page: 1 of 2

Created: 01/01/2014

Reviewed: 03/12/2024

Revised: 03/12/2024

Policy Purpose: To clarify the requirements and procedures for cost share for personal care, homemaker and adult day service.

Policy Procedures:

- 1) A cost-share policy will be instituted which will include the following fee schedule:

Income	Suggested Cost Share
149% and below	0%
150%-174%	10%
175%-199%	20%
200%-224%	30%
225%-249%	40%
250%-274%	50%
275%-299%	60%
300%-324%	70%
325%-349%	80%
350%-374%	90%
375% and above	100%

- 2) Determination of cost-share will be based solely on the consumer's self-declaration of income with no requirement for verification and no consideration of the consumer's assets, savings, or other property.
- 3) Materials will be provided to consumers that describe the cost-sharing requirements, i.e., services requiring cost-sharing, sliding fee schedule, procedure for remitting cost-share, etc. The materials must state that the consumer will not be denied services if they fail to make a cost-share payment.
- 4) If requested, receipts will be provided to the consumer, or caregiver, who makes the payment.

- 5) Records will be kept and information detailed in the fiscal accounting books showing the receipt and subsequent use of cost-share.
- 6) All declarations of income (or non-declaration of income) will be retained and all cost-share payment history kept confidential.
- 7) Cost-share funds received will be used to expand capacity to provide the service for which the cost-share funds were given.