Section 2 - 2026-2027 Goals and Strategies

GOAL 1: Ensure consistent, quality, and timely information and access to long-term services and supports.

Connections:
Key Topic Area*: Expanding Access to HCBS*

23-26 State Plan Goal: *1. Assure access to high-quality home and community-based services and resources for older adults and their caregivers to support increased independence and quality of life.*

MPA: *Reducing Barriers*

Dementia Strategic Plan: *Identify strategies to increase access to home and community-based services for individuals with dementia.*

Agency programs and services that address Goal 1:

LifeStream's Aging and Disability Resource Center employs highly skilled and trained professionals in a variety of roles, including Information and Assistance Options Counselors, Options Counselors, Care Managers, Care Manager Assistants, Supervisors, and a full-time Trainer. These team members work collaboratively to ensure that individuals receive high-quality and timely services upon contacting LifeStream.

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LifeStream is accredited through InformUSA (formerly AIRS), with several of our Information and Assistance (I&A) department options counselors holding individual certifications (CIRS - A/D). Additionally, LifeStream is accredited through NCQA for Case Management for Long-Term Services and Supports, indicating a commitment to quality and delivering effective, person-centered care that meets the needs of the individuals we serve.

Individuals contact LifeStream through various methods (phone calls, web inquiries/referrals, physician and hospital discharge referrals, etc.), seeking various resources and supports. Based on inforation gathered during public hearings in the Spring of 2025, combined with data from the 2024 CASOA, LifeStream recognizes that more education and outreach is needed to help inform consumers of their options as they age: programs, services, funding streams, and more. Staying up to date on changes related to ongoing MLTSS reform in Indiana, as well as eligibility, wait-list, and person-centered best practices, will be critical in ensuring that consumers have access to "Consistent, quality, and timely" information.

Strategies:

To address the measures set forth in this goal, LifeStream will:
-Implement additional tracking and quality measures through software such as VisionLink, to capture consumer feedback in real-time
-Commit to monthly and quarterly monitoring of ADRC data, including call volumes, external referrals, handoffs to LCAR, wait list management, and other as assigned
-Provide ongoing education to ADRC staff about available funding streams, with special attention given to CH and TIII-E funding in support of caregivers, so that staff can connect consumers to

appropriate services and supports as timely as possible
-Increase education and outreach related to caregiver supports, through expansion of the caregiver assessment and subsequent program referrals resulting from these assessments
-Analyze QIP and other program survey data for trends related to timeliness, quality, and accessibility of programs and services
-Engage in outreach and education with providers, community partners, and consumers about other beneifts and supportive programs available throughout the community for older adults

Performance Measures and Fiscal Year Target:

Measure	Purpose	FFY 26 Target	Review Frequency
Percentage of ADRC callers indicating they received the information they were seeking.	To assess and provide information appropriate to the caller's need (from consumer's perspective).	**50%**	Annually
Number of warm handoffs from LCAR completed in real time	To provide a seamless, No Wrong Door experience for individuals seeking services	**TBD, more information needed**	Annually
Number of caregivers who receive a caregiver assessment including but not limited to the Caregiver Assessment in the State's case management system and/or HCBS Monitoring Tool for ABC Community, and subsequent number of assessed caregivers who receive service plans, and subsequent number of caregivers who receive referrals to community resources or are placed on a waiting list for services.	To provide support for caregivers and provide timely data that support efforts to identify utilized and needed services for caregivers and individuals with dementia	**250 Caregiver Assessments, 70 service plans, all other caregivers accessing community services or wait lists >130**	Annually
Training and education opportunities (including formal training/CEU opportunities, lunch and learns, informal trainings, Q&As, etc.) provided to LifeStream	**To educate older adults, people with disabilities, caregivers, and community providers and partners on available services and supports (i.e., CHOICE,**	**6 events or sessions annually, targeting**	**Bi-monthly**

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staff, clients, providers, community members, and other stakeholders	**HCBS waivers, state plan funding, Medicare and Medicaid, SNAP, etc.)**	**various audiences**	
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GOAL 2: Strengthen and expand Older Americans Act Core Programs, ensuring high quality, efficient and effective home and community-based programs and services are available throughout the PSA to older adults and their family caregivers.

Connections:
Key Topic Areas: *Older Americans Act Core Programs; Greatest Economic Need and Greatest Social Need; Caregiving*

23-26 State Plan Goals:

- *2. Improve health, well-being, and equity in all aspects of service access and delivery.*
- *3: Optimize the physical, emotional, and financial well-being of caregivers to strengthen their ability to provide ongoing supports and delay or prevent care recipient institutionalization.*

MPA: *Age-Friendly Communities; Each Journey Supported; Reframe Aging*

Dementia Strategic Plan: *Identify strategies to increase access to home and community-based services for individuals with dementia.*

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Agency programs and services that address Goal 2:

LifeStream partners with TRIO Community Meals to serve both HDM and congregate nutrition clients throughout the PSA. Nutrition education and nutrition counseling are both available via the contracted dietation with TRIO. In additional to these more formalized nutrition programs, LifeStream also partners with Second Harvest, our local Feeding America Food Bank, on "Senior Safety Net" monthly supplemental food distributions, and the "Produce for Better Health" food as medicine program. Though not recognized through traditional OAA funding streams, these supplemental programs are critical in helping older adults access nutritious, consistent food sources.

LifeStream employs a full-time wellness educator, tasked with administering both evidence-based health program programs as well as general wellness education and outreach. The educator holds certifications or licenses in 6 courses (A Matter of Balance, Drums Alive, Healthy Eating Every Day, Geri-Fit, Enhance Fitness, and Bingocize) and can either teach these courses throughout the PSA or deploy a "train the trainer" model. This approach helps to amplify reach into our most rural counties; partners like local YMCAs and Purdue Extension Offices support health promotion programming in this way.

LifeStream was able to partner with IU on their ADPI grant in establishing the Aging Brain Care (ABS) Community program, and now offers this program via care coaching through TIII-E and CHOICE funding sources. We believe that additional education and outreach, both with agency staff and in the community, will lead to an increased number of participating caregiver dyads.

Strategies:

To address the measures set forth in this goal, LifeStream will:

-Increase staff and meal site supervisor training on available nutrition supports, specifically nutrition counseling. No consumers currently participate in this service.

-Develop and refine data and metric systems that allow for accurate documentation of meal consumers who are considered socially isolated

-Monitor opportunities for growth in the number of HDM deliveries and congregate meal opportunities for these socially isolated consumers. At present, due to the rural nature of the routes and current contractual obligations with our caterer, HDMs are delivered weekly, thus no consumers would have access to 8+ deliveries/month. Similarly, several of our meal sites have limted days of operation, so the pool of consumers with access to 15+ meals on site per month is low. We will continue to monitor these metrics for new opportunities.

-Implement additional training and reminders of best practice for collecting, entering, and reporting client data to ensure a low % of missing demographic/other information

-Develop and implement a outreach plans specific to caregiver coaching and health education, that targets our counties with highest GEN/GSN (based on minority, poverty, and HIV status, these counties have been identified as Grant and Madison)

Performance Measures and Fiscal Year Target:

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Measure	Purpose	FFY 26 Target	Review Frequency
Of all congregate meal consumers identified as high nutrition risk, percentage receiving nutrition counseling.	To determine whether consumers who are at risk for poor nutrition and health status receive nutrition counseling so that they have the opportunity to improve their health literacy and information for optimal nutrient intake.	**5%**	Quarterly
Number of older adults receiving home accessibility and safety interventions (i.e. home modifications, CAPABLE, handy chore, etc.).	To create safe, accessible environments for aging in place.	**10**	Annually
Increased participation in health promotion programming in communities with Greatest Social Need and Greatest Economic Need	To increase health awareness, knowledge, and prevention efforts among older Hoosiers.	**10% growth in counties with highest**	Quarterly

measured by reported unit and client data.		**GSN / GEN**	
Of home delivered meal participants served who may be socially isolated, the percentage receiving meal deliveries at least 8 times per month, at a minimum. Of congregate meal participants served who may be socially isolated, percentage eating 15 meals at meal site in a month.	To enhance social interaction and connectedness for older Hoosiers to mitigate the negative health effects associated with social isolation.	**0% of HDMs (weekly deliveries)** **10% of cong participants**	Quarterly
Percentage of missing data points: poverty status, household status, and nutrition risk score for congregate participants below 10%.	To increase compliance and availability of data that helps to determine participants that may be at risk for poor nutrition, including food insecurity and malnutrition, social isolation, and economic needs.	**5%**	Quarterly
Increased participation in caregiver coaching, via the ABC Community program, with specific targeting in communities with greatest social and economic needs, as measured by reported unit and client data.	**To provide education and support to caregivers via approved coaching and training methods (ABC Community), thus decreasing their overall stress and improving both their own quality of life and the quality of care provided to their loved one**	**10% increase in participation**	**Annually**
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GOAL 3: Protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Hoosiers.

Connections:
Key Topic Areas: *Older Americans Act Core Programs*

23-26 State Plan Goal: *5: Promote statewide partnerships for advocacy and protection of older adults.*

MPA: *Age-Friendly Communities; Reframe Aging*

Agency programs and services that address Goal 3:

LifeStream contracts out our Legal and Ombudsman services to Indiana Legal Services (ILS). LifeStream is committed to continuing this partnership, while improving communication and transparency, to ensure that consumers have access to high quality legal and ombudsman services.

Additionally, LifeStream has served as a Senior Medicare Patrol (SMP) Volunteer Host Organization (VHO) since 2019. We remain committed to this program that helps protect against, detect, prvent, and report health care fraud, thus protecting older adult consumers and the integrity of the Medicare and Medicaid Programs.

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Strategies:

To address the measures set forth in this goal, LifeStream will:
-Provide ongoing education and training for agency staff on the availability and importance of legal services and the Ombudsman program in partnership with ILS
-Commit to quarterly meetings with appropriate staff and agency partners to help increase and facilitate ongoing communication
-Support ILS and the local Ombudsman in their volunteer recruitment, onboarding, and retention efforts
-Maintain good standing with the IN-SMP program, including striving for 100% of goal in all contracted metrics of 1:1 education, group outreach and presentations, and media outreach.
-Develop and execute a robust outreach and education plan focused on the topics of financial planning, and end-of-life planning and family discussions, to encourage older adults to take control of their futures while they still have the means to do so

Performance Measures and Fiscal Year Target:

Measure	Purpose	FFY 26 Target	Review Frequency

Revise/Devise outreach about availability of legal assistance	To increase the percentage of older Hoosiers that are aware of the availability of legal assistance	Increase % of Older Hoosiers that say they are aware of services by 5% from last survey	Annually
Increase coordination with LSP – e.g. meet once per quarter	To increase coordination of services that address the specific needs of your particular PSA	4 meetings	Quarterly
Total number of nursing facilities visited by an Ombudsman not in response to a complaint, in all four quarters of the reporting period.	To be a regular presence in nursing facilities in order to build relationships and establish trust with residents to encourage them to voice their concerns/complaints	**25% of facilities per quarter, with an annual goal of 100% visit completion**	Quarterly
Recruit and train new certified volunteer Ombudsmen by the end of the federal fiscal year	To enhance Ombudsman program reach and advocacy efforts	**1 new ombudsman annually**	Quarterly
Maintain status as Indiana Senior Medicare Patrol Volunteer Host Organization (VHO) and fulfill designated reporting requirements for group outreach, media outreach, and one on one consultations per the annual IN-SMP VHO contract.	**To help Medicare and Medicaid beneficiaries protect against, detect, prvent, and report health care fraud, thus protecting older adult consumers and the integrity of the Medicare and Medicaid Programs**	**100% compliance with IN-SMP VHO contract requirements**	**Quarterly**
Devise education and outreach related to financial planning for older adults, and end of life planning, and deliver sessions, trainings, or other materials to consumers throughout the service area	**To increase awareness and understanding of the importance of financial planning for older adults, as well as how to have "crucial conversations" and engage in end of life planning before an individual or family is in crisis**	**100 consumers reached, annually**	**Annually**

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GOAL 4 (AAA GOAL):
Building An Age- and Dementia-Friendly Community

Agency programs and services that address Goal 4:
Goal 4 was developed through input from various community stakeholders, including staff, volunteers, providers, older and adults, and caregivers throughout the PSA. Recurring themes from this input sessions focused on increased informal supports for older adults, most often through volunteer engagement. LifeStream has a robust volunteer program, including our Volunteer Concierge, which matches specific volunteers and individuals in the areas of friendly calls, friendly visits, and friendly helpers. These volunteers can assist with tasks that individuals may not be able to undertake themselves, or with simple chores or other help for which the individual may not financially qualify. Of particular interest was the need for technological support. This can emcompass many things: access to affordable and reliable internet/broadband technology, skill development and comfort with cell phone or computer usage, etc. LifeStream plans to expand the Volunteer Concierge program to include Tech Concierge in 2026.

Additionally, many stakeholders felt that LifeStream should affirm our continued commitment to building dementia friendly communities. Through continued state funding and operation of the Dementia Outreach Specialist program, the LifeStream DOS will work to increase already-existing dementia friendly programs and priorities intended to reduce the stigma of living with dementia, as well as foster an inclusive, supportive community for these individuals and their caregivers.

Finally, transportation remains a critical issue for older adults throughut the PSA. LifeStream currently offers various transportation services in all counties throughout the PSA (either through senior transportation, or 5311 Rural Public Transit). Recently, LifeStream assumed operations of transportation in Madison County. This change, combined with Madison County's status (along with Grant Co) of Greatest Economic and Social Needs, means that we will focus on growing transportation utilization in these two areas.

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Strategies:
To address the measures set forth in this goal, LifeStream will:
-Increase volunteer recruitment and retention efforts throughout all counties in the PSA, with special attention given to recruiting volunteers comfortable with assisting with internet and technology
-Refine internal processes related to matching Concierge volunteers with individuals requesting support, targeting first those with GSN/GEN on various agency waiting lists
-Develop and host two annual Safety Solutions days (one spring, one fall) to assist older adult households with basic cleanup, repairs, and yardwork, to enhance home safety and promote independent living
-Continue to execute the goals of the state Dementia Strategic Plan and Dementia Outreach Specialist program, with the goal of further creating age-and dementia-friendly spaces throughout East Central Indiana
-Increase outreach and marketing in targeted counties (Madison, Grant) in order to increase transportation utilization

Performance Measures and Fiscal Year Target:

Measure	Purpose	FFY 26 Target	Review Frequency
Increase Volunteer Concierge participation to include representation in all counties, including volunteer recruitment focused on technical access and support (ie, internet usage, smartphones and apps, etc.)	To connect older adults with friendly callers, visitors, or helpers; leads to increased independence and ability to age in place in the setting of the individual's choice.	30 concierge pairs; 4 technical support concierge events (1x/quarterly)	Quarterly
Revive LifeStream "Safety Solutions" program to increase number of older adult households with access to volunteer services such as general handy work, yard maintenance and cleanup, etc.	To provide safe homes, yards, and communities in which older adults can age in place, specifically targeting individuals who lack formal or informal supports.	2 events annually	Annually
Increased number of dementia-related outreach activities, including Dementia Friends sessions, Dementia Friendly locations, Dementia Live Simulations, AFA Memory Screenings, etc.	To increase awareness about dementia while decreasing stigma about the diagnosis, leading to safer, more inclusive communities where individuals and their caregivers can remain engaged and supportd.	75 activities	Quarterly
Increase access to, and utilization of, transportation throughout LifeStream's counties, with particular attention in counties with highest GEN/GSN (Madison, Grant)	To increase independence among older adults, while providing access to critical services such as healthcare appointments, personal services, etc.	10% increase in rides from FY25	Quarterly

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