

UPPER CUMBERLAND AAAD

Annual Report July 2016 - June 2017



A Division of the Upper Cumberland Development District



**Edison or Other Contract
Identification Numbers
UC AAAD/FY17**

Edison ID number: 50243
Grantor: TCAD;
Amount: \$771,000.00;
State funded services to elderly
and/or adults with disabilities

Edison ID number: 50241
Grantor: TCAD;
Amount: \$2,005,100.00;
Federally funded Older American's
Act services to elderly

Edison ID number: 49020
Grantor: TCAD;
Amount: \$ 77,302.00;
Federally funded State Health
Insurance Program (SHIP)

Edison ID number: 48117;
Grantor: TCAD;
Amount: \$60,834.00;
Federally funded Medicare
Improvement for Patient and
Provider Act (MIPPA)

Edison ID number: 36653;
Grantor: Bureau of TennCare;
Amount: \$854,490.00;
Federally funded to facilitate
enrollment to the CHOICES
program plus other supportive
services

Edison ID number: 53171;
Grantor: Tennessee Arts
Commission
Amount: \$18,650.00;
State funding for an Arts Build
Communities Designated Agency

Grant number: 9 OMPO225-03-01
Grantor: Administration on
Community Living (ACL);
Amount: \$292,210.00;
Federally funded Senior Medicare
Patrol Program (SMP)

MISSION

The Upper Cumberland Area Agency on Aging and Disability (AAAD) will plan, advocate, coordinate, contract for services and provide technical assistance and quality assurance in the implementation of programs and policies that assure accessible, responsive and comprehensive services that improve the quality of life of older adults and other adults with disabilities in the region.

PROGRAMS GOALS

A four year plan was submitted to the Tennessee Commission on Aging and Disability that describes the Upper Cumberland Area Agency on Aging and Disability's work plan for the period of 2015-2018. The four year Area Plan describes the goals, objectives, strategies and measurable outcomes of the AAAD. A full copy of the Upper Cumberland 2015-2018 Area Plan is available upon request by emailing Lee Enss at lee.enss@tn.gov or Patty Ray at PRay@ucdd.org.

Each year the Upper Cumberland AAAD submits an update to the four year plan, which must be approved by the state agency. For FY17, the primary goals, objectives, strategies and measurable outcomes, as identified in the four-year plan, remain the same. However, the Upper Cumberland AAAD answered questions in the format requested by the state agency that addressed planning and advocacy for the following functions: Information & Assistance; Home and Community-Based Services (Title IIIB and OPTIONS); Title IIIC Nutrition Services; Guardianship; National Family Caregiver Support Program (NFCSP) – Title IIIE; Legal Assistance; Ombudsman; Senior Centers; Emergency Preparedness; targeting objectives related to rural, minority, Limited English Proficiency (LEP) , and poverty populations; as well as, Civil Rights Act of 1964, Title VI, and Older Americans Act Required Targeting activities.

SUCCESSSES OF FY17

- During the 2017 Legislative session, the Tennessee State Legislature approved one million reoccurring dollars for the OPTIONS program to serve clients across the state. The additional funding will be distributed using the interstate funding formula adopted by the Tennessee Commission on Aging and Disability. Upper Cumberland will receive \$69,500 each year as a result of these additional dollars. The additional funding will allow thirty additional clients to be served in the future.
- One staff member attended the N4A Policy Briefing in Washington, DC to glean information about the upcoming legislative agenda, as well as share information about our very necessary (SHIP) State Health Insurance Assistance Program with the regions senators and congressmen.
- One staff member, the MIS Specialist, attended the Mediware annual conference to gather information about product



development which could improve accuracy and efficiency in data management.

- Two Upper Cumberland staff attended the SE4A conference, held in Biloxi, Mississippi.
- Upper Cumberland was represented at the Meals on Wheels Conference held in Nashville, TN, which was a beneficial conference for the Nutrition program as well as for future healthcare integration projects.
- The Upper Cumberland AAAD was awarded \$23,964 by the Community Foundation of Middle Tennessee, from funds provided by the Davidson County Chancery Court, as a result of the Senior Trust and Elder Trust lawsuit settlement. The grant funds were used to purchase equipment, including: 55 jumbo electric thermal delivery bags, a 4-well hot table and 8 Cambro pan carriers. The equipment was purchased to ensure meals are delivered to seniors at a safe temperature and allowed the program to expand to meet the growing demand of seniors in need.
- The AAAD partnered with StoneCom Communications, Golden Corral and SAM's club to raise \$5,976 which provided a nutritious Thanksgiving meal and a plentiful bag filled with special Christmas food items for low income, homebound seniors across the Upper Cumberland.
- The Annual Senior Expo was held in October at Hyder-Burk Agriculture Pavilion with 100 vendors and 892 guests in attendance.
- Three students from Tennessee Technological University interned with UCAAAD during the Spring 2017 semester. The students were assigned projects related to the Family Caregiver program such as assisting with planning and coordination of fundraisers, REST volunteer respite service, and quarterly caregiver phone calls.
- The AAAD partnered with Tennessee Tech University to provide the first Care Giving Conference as efforts to develop a caregiver training program at the university continue.
- One CHOICES Qualified Assessor received her Master's Degree in Health Care Administration.
- Two AAAD staff members serve on the 13th judicial district's VAPIT team.
- The Upper Cumberland Adult Abuse Coalition held the 9th annual Vulnerable Adult Summit on May 9, 2017.
- Two AAAD staff members serve on the DHS/APS M-team meetings.
- One Upper Cumberland AAAD staff member serves on the Board of Directors of the Tennessee Federation for the Aging. Three additional staff are members of TFA.
- An extra fifth day meal was added at five congregate meal sites, which were currently open five days per week. Also, a new congregate meal site was added in one town.
- The I&A Specialist completed QPR Gatekeeper Trainer certification. The program focuses on suicide prevention and intervention.
- The CHOICES I&A Specialist received AIRS CIRS-A/D certification.
- One AAAD staff was trained by BCBS's microclinic to conduct Evidence Based training in the region on Healthy Life Styles.
- The NFCSP Coordinator attended a two-day training to become a certified coach for Teepa Snow's Positive Approach to Care (PAC).
- In addition to utilizing social media and participating at local health fairs and other community outreach events, the AAAD has increased marketing efforts to reach those of higher social and economic need (low-income, rural, minorities, language barrier) in the Upper Cumberland. The AAAD is continuing to use the Every Door Direct Mail marketing methods in the identified areas to advertise services. The information that is being disseminated highlights SHIP/SMP, in-home services, senior centers, evidence based programs and the I&A line. In FY17, EDDM reached 22,955 households of the targeted populations in 12 counties.
- The CHOICES Manager serves on the Upper Cumberland Transition of Care Coalition whose goal is to minimize readmission rates as well as improve the overall care of a patient from the time they



are admitted to the hospital until the time they are home with all services in place.

- One staff member serves on the Executive Committee of the Putnam County Food Council (PCFC). The PCFC aims to foster community collaborations to address public health, education and research concerning our local and regional food system. The function of the PCFC is to identify needs related to food in the local and regional community and look for healthy options through education, collaboration, research, advocacy and action. The Council applied for a grant to provide a mobile farmers market to residents of low-income housing complexes in Cookeville.
- In partnership with Home Instead Senior Care's "Be a Santa to a Senior" program, 150 of the AAAD's clients received Christmas gifts purchased by local residents. The AAAD staff delivered the gifts to the homebound clients.
- The I&A Specialist coordinates the Tennessee Senior PREP (Planning and Resources for Emergency Preparedness) program in the Upper Cumberland region. An educational awareness booth is set up on Walgreen's Senior Day each month at eight of the locations in seven counties to provide seniors with information helpful in an emergency situation and donates a Senior PREP bag filled with some of the necessary items needed for a 72 hour period.
- The AAAD had 83 volunteers in FY17. This includes retired and in-kind volunteers.
- As a result of almost \$8,000 in donations from one individual and one local community group, the AAAD has provided homemaker and home-delivered meals to four clients for one year.

SETBACKS IN FY17

- The Veterans Administration's Consumer Directed program functions on what they refer to as a hub and spoke model. Since 2011 the Tennessee Commission on Aging and Disability has functioned as the hub and each of the AAAD's have been the spokes. After much negotiating, and years of attempting to problem solve both programmatic and fiscal issues with the Veterans Administration, TCAD chose not to renew their contract with the VA for the federal fiscal year 2018. This in turn impacted each of the AAAD's who were serving veterans on the Consumer Directed program. The Upper Cumberland received seven client referrals requesting consumer directed service from the VA over the course of the contract, which began in 2011. After a number of meetings with the VA, review of the experiences of TCAD during the process, and consideration of the AAAD's prior experience with CHOICES Consumer Direction, the decision was made to discontinue the program. An AAAD in Kentucky, Pennyryle, plans to be the hub for Kentucky as well as other states, including Tennessee. Their reimbursement rate will be approximately half of what the AAAD's are receiving at this time. Veterans in the Upper Cumberland will continue to receive the same services by other AAAD's in Tennessee and Kentucky which will facilitate the consumer directed services for the clients. As per a conversation with the federal VA, it is possible to rejoin the program at any time in the future. The UC AAAD plans to monitor the progress of the VA Consumer Directed program and may reevaluate the decision as the program evolves.
- The Upper Cumberland's primary meal service provider is experiencing budget issues as related to the meal reimbursement rate for both home delivered and congregate meals. This appears to be an internal budgetary issue for the provider. The AAAD is in the process of developing an emergency backup plan for the preparation and delivery of meals in the region. Requests for Proposals, for a number of OAA services, will be released early in FY18, in preparation for the FY19-FY22 four-year Area Plan.



- For FY17, the AAAD did not renew five in-home services contracts with providers of homemaker and personal care. The decision was made based on a lack of contract compliance or program efficiency based on the home office being located outside of this district. The desire is to increase the number of in-home service providers as a result of releasing an RFP in 2018 for the FY19–FY22 four-year plan period.

BENCHMARKS OR INDICATORS TO DETERMINE PROGRESS

There are multiple benchmarks and indicators used to determine the progress of programs facilitated by the AAAD:

- The SRT is a federal report, which is due to the State office in November of each year, measuring all services provided in the previous federal fiscal year by the agency. The SRT includes the number of people served, units of service provided and the money spent on each service. The SRT is due to the federal agency by January 1 of the following year. The report is used to compare the level of service of each AAAD to its own performance during the previous year; how each AAAD compares to the performance to other AAADs in the state; and to compare Tennessee performance to other states, particularly in the southeastern region of the United States.
- All AAAD services are recorded in the SAMS database, which is utilized statewide. Program coordinators and the MIS Specialist monitor the database on a monthly basis to insure timely, complete, and accurate data entry.
- The AAAD is contractually obligated by performance measures related to compliance of timeframes for specific responsibilities, such as returning calls within 2 days, completing in-home assessments for services within 5 days, etc.
- Service providers are monitored for contract compliance and the implementation of plans of corrections issued for any deficiencies identified.

NOT COMPLETED

- The AAAD contracts with Senior Centers to provide Title IIID Evidence Based services. In FY17, eighteen senior centers contracted to provide 31 Evidence Based programs. As of June 30, 2017, sixteen centers had provided 31 Evidence Based programs.
- Deficiencies were also identified in three of the 18 centers' provision of Older American's Act services, with the primary issues being Telephone Reassurance and Resource Information.



SERVING OUR REGION

Planning & Administration

Director
Assistant Directors
Administrative Assistant
Quality Assurance
Financial Specialist
Financial Support Staff
Management Information Specialist

Information & Assistance

OAA I & A Specialist

TennCare CHOICES

CHOICES Program Manager
CHOICES I & A Specialists
Qualified Assessors
Support Staff

Home & Community-Based Services

(Options, Title III, Family Caregiver)
Options Counselors
NFCSP Coordinator

Senior Centers, Transportation,
Congregate Meals
Planning & Administrative Staff

Senior Medicare Patrol (SMP)

SMP Project Director
SMP Project Manager
SMP Project Support Staff



Medicare Improvement for Patients & Providers Act (MIPPA)
Benefits Outreach Coordinator/Volunteer Coordinator

State Health Insurance Assistance Program (SHIP)
SHIP Manager

Legal Assistance & Ombudsman
Aging Services of the Upper Cumberland

Public Guardianship
Public Conservator
Benefits Enrollment Case Manager/Volunteer Coordinator
Guardian Financial Support Staff

PLANNING & ADMINISTRATION

The Planning and Administration function of the Area Agency on Aging and Disability (AAAD) facilitates the operation and efficiency of all the other programs operated by the AAAD. This is accomplished through several components found within Planning and Administration.

THE PLANNING component maintains the supervisory role for the other programs found at the AAAD. Additionally, planning is responsible for producing the annual area plan which maps out the focus of activities that will be implemented for the Upper Cumberland area's aging and disabled populations. Planning negotiates and executes contracts with service providers as well as grantor agencies, such as the Tennessee Commission on Aging and Disability (TCAD) and TennCare. Within the planning component, fiscal operations ensure that funding utilization is maximized and transactions meet State and Federal requirements.

THE QUALITY ASSURANCE component helps ensure that service providers deliver a quality product in a timely and effective manner. This is facilitated through program monitoring and regular oversight of service delivery. The QA staff maintains an open line of communication with customers receiving service, allowing the customer an avenue for expressing concerns about the services they receive. The QA staff also plays an integral part in confirming that service providers are indeed providing the services per contract requirements.

THE MIS (MANAGEMENT INFORMATION SYSTEMS) component is responsible for maintaining data that is collected on clients served and services rendered. This is accomplished through ensuring the integrity of data entered through continual records review, providing training to service providers on correct software operation and working closely with fiscal staff to ensure data entry reconciles with services that have been paid. MIS is responsible for operating the Social Assistance Management Software (SAMS) which is mandated through the Tennessee Commission on Aging and Disability for reporting to State and Federal entities.

COORDINATION components of Planning and Administration aid the AAAD in providing a cohesive product to the Upper Cumberland area. Coordination provides technical support to service providers on a diverse array of topics. Additionally, coordination serves as a vehicle in the implementation of co-located, multi-funded resources. This allows for a more effective and efficient deployment of grantor funds.

With the components featured above, the Planning and Administration function strives to ensure that the Upper Cumberland area receives the maximum benefit from the resources obtained. The AAAD continually looks to improve operations and to expand its capabilities to better serve the aging and disabled populations of the area.



INFORMATION & ASSISTANCE

The AAAD serves as the Aging and Disability Resource Center (ADRC) for adults age 60 and over, adults with disabilities, caregivers, and agencies or organizations seeking information on behalf of an individual regarding services and programs to meet their needs. The AAAD/ADRC maintains a resource database containing up-to-date and accurate information about community resources. An individual may contact the AAAD/ADRC for Information & Assistance through email, personal visit or telephone (1-866-836-6678).

Information and Assistance (I&A) includes:

- *Assessing the needs and capacities of the individual, including home and community based services (HCBS)*
- *Providing current information on opportunities and services available within his/her community*
- *Linking the individual to available opportunities and services*
- *Providing follow-up calls within seven business days to clients who are referred to another agency*

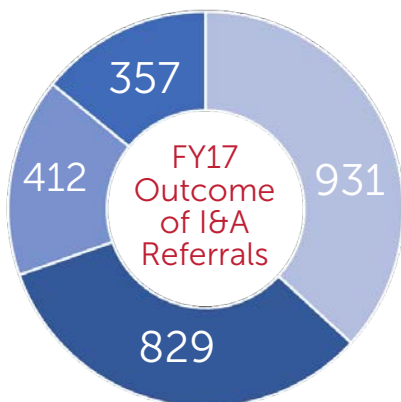
Alliance of Information and Referral Services (AIRS) is a national organization providing leadership and support to advance the capacity of I&A staff to bridge people and services. I&A Specialists are AIRS aging and disability certified and are current members.

BY THE NUMBERS

1,228
clients served

931
referral
follow-up
calls

2,085
units of assistance



FY17 I&A Clients

58% over age 60

42% under age 60

- Provided Other Assistance or Resources, 829
- HCBS Screening Completed, 357
- Transferred Internally to Specialized Staff, 412
- Follow-up Calls to Client, 931



TENNCARE CHOICES

TennCare’s CHOICES in Long-Term Services and Supports (LTSS) program provides eligible aging adults and adults with physical disabilities with needed services and supports in the home/community setting or nursing facility. Long-term services and supports includes help doing everyday activities individuals may no longer be able to do for themselves. There are three levels of eligibility in CHOICES, with each level offering certain services. Depending on the level of eligibility, services available may include:

- *In-Home Respite Care*
- *Assistive Technology*
- *In-Patient Respite Care*
- *Community-Based Residential Alternatives (Adult Care Home, Companion Care, Assisted Care Living Facility, Community Living Support Homes)*
- *Personal Care*
- *Home-delivered Meals*
- *Adult Day Services*
- *Minor Home Modifications*
- *Pest Control*
- *Attendant Care*
- *Personal Emergency Response System (PERS)*

The AAAD serves as the single point of entry for individuals and families seeking information about CHOICES including institutional and Home and Community-Based Services (HCBS). The AAAD provides:

- *Outreach and education about LTSS options for the community-at-large, consumers, caregivers and providers*
- *Information and referral for individuals or families considering options for LTSS*
- *Screening and assessment to assist individuals and families in determining possible eligibility and need for LTSS*
- *Facilitated enrollment into the CHOICES LTSS system*
- *Advocacy on behalf of individuals and families seeking access to and/or receiving Medicaid-reimbursed LTSS*
- *Assistance in maintaining medical eligibility*

BY THE NUMBERS

3,855 I&A calls received

525 telephone screenings completed

416 applications submitted for approval

HOME & COMMUNITY-BASED SERVICES

(OPTIONS & TITLE III)

Home and Community-Based Services (HCBS) provide eligible adults age 60 and over and adults age 18 and over with physical disabilities who are at risk of entering long-term care facilities the option of receiving services in their homes or in a community setting. Home and Community-Based Services are state-funded (OPTIONS for Community Living) and federally-funded (Older Americans Act Title III). Priority of services are given to those with greatest economic and social need.

The AAAD's Options Counselors:

- *Conduct an in-home assessment to determine the need for services*
- *Develop an Action Plan with the client to determine current supports in place and unmet needs*
- *Arrange for the delivery of services either through an outside provider agency contracted by the AAAD or through the self-directed care option*
- *Provide on-going service coordination and re-assessments*



OPTIONS FOR COMMUNITY LIVING

Provides eligible individuals age 18 and over with home-delivered meals, homemaker and personal care services.

FY17	Options Clients	Options Units of Service
Home Delivered Meals	210	33,410
Homemaker	165	8,205
Personal Care	37	1,010

OLDER AMERICANS ACT (OAA): TITLE IIIB & C2

Provides eligible individuals age 60 and over with home-delivered meals and homemaker services.

FY17	HCBS Clients	HCBS Units of Service
Home Delivered Meals	279	54,606
Homemaker	87	5,494
Personal Care	8	202

BY THE NUMBERS

OPTIONS

265

clients served

42,626

units of service provided

TITLE III

304

clients served

60,302

units of service provided

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

The National Family Caregiver Support Program (NFCSP) provides assistance to family caregivers and grandparents or other relative caregivers. Family members are the primary providers of long-term care for older adults and adults with disabilities in the United States rather than social service agencies, nursing homes or government programs. These informal caregivers provide unpaid help to those who live in the community and have Activities of Daily Living (ADL) limitations such as bathing, transferring, eating, dressing and walking.

PROGRAM SERVICES

NFCSP provides five basic services for family caregivers that include:

1. Information to caregivers about available services
2. Assistance to caregivers in gaining access to case management services
3. Individual counseling, support groups and caregiver training to assist the caregivers in making decisions and solving problems related to their caregiving roles
4. Respite care that allows caregivers to be temporarily relieved from their caregiving responsibilities (ex: homemaker, adult day care, respite and personal care services)
5. Supplemental services, on a limited basis, to complement the care provided by family caregivers (ex: home-delivered meals and medical supplies)

PROGRAM ELIGIBILITY

Those eligible for the program include:

- *Adult family members or other adult informal caregivers providing care to adults age 60 years or older and adults with disabilities*
- *Caregivers of a person with Alzheimer's disease or a related disorder (regardless of age)*
- *Grandparents and relative caregivers, age 55 years or older, of children no older than age 18*
- *Relative caregivers, age 55 years or older, of a disabled adult 19-59 years of age (not including natural or adoptive parents)*



BY THE NUMBERS

208 clients served

7,553 units of service provided

In addition to providing the five basic services, the Upper Cumberland AAAD coordinated the following during FY17:

SENIOR EXPO

The Senior Expo held in October 2016 had 892 people in attendance from all 14 counties of the Upper Cumberland. The theme, “Trick or Treat,” focused on how older adults are actively taking charge of their health, impacting the lives of others and being engaged in their communities.

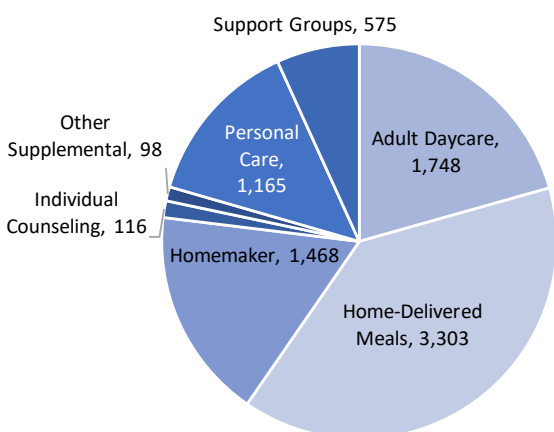
In addition to obtaining information and resources from vendors across the Upper Cumberland, the expo offered attendees many opportunities to participate in hands-on educational activities (EMA/EMS Live Demonstrations, Virtual Dementia Brain Care).

INTERNSHIPS

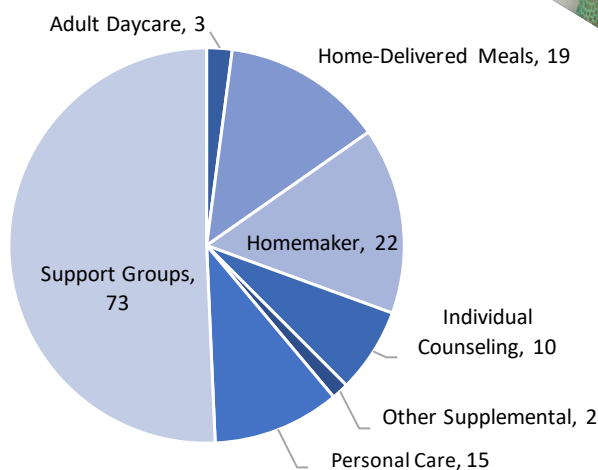
In partnership with Tennessee Technology University’s (TTU) Sociology department, twenty students volunteered with setup and event assistance during the Senior Expo. Three interns provided REST volunteer respite services and assisted with quarterly caregiver phone calls.



FY17 NFCSP Units of Service



FY17 NFCSP Clients





SENIOR CENTERS

Through the Older American’s Act (OAA), the purpose of the senior center is to facilitate the social, emotional and physical well-being of Tennessee’s adults age 60 and over as part of a comprehensive and coordinated system of community-based services and activities. Senior centers provide access to community resources that maintain independence and wellness.

The AAAD serves as the agency designated by the Tennessee Commission on Aging and Disability (TCAD) to administer a comprehensive and coordinated system of services for adults age 60 and over and adults with disabilities, including senior centers.

	Clients Served	Units of Service
Health Promotion	3,012	19,623
Telephone Reassurance	485	11,025
Resource Information	1,606	5,311
Recreation	3,929	214,565
Physical Fitness/Exercise	2,009	48,483
Education	1,864	12,972
Evidence Based Service	568	5,296

The purpose of OAA funds is to ensure the provision of services for older individuals with social or economic need with particular attention to low-income older adults (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas) and adults with disabilities.

In fiscal year 2017, the Upper Cumberland AAAD contracted with 19 senior centers throughout the region. Some of the services available through local seniors centers include:

RESOURCE INFORMATION

Linking adults age 60 and over and adults with disabilities to information about community services and/or programs.

HEALTH PROMOTION

Offering opportunities for participants to learn about healthy aging and participate in activities that promote healthy living such as health screening and health education about diabetes, arthritis, healthy cooking, handling caregiver stress, etc.

PHYSICAL FITNESS & EXERCISE

Engaging participants in physical fitness and exercise activities or classes such as walking clubs, dancing, aerobics, stretching, etc.



RECREATION

Involving participants in social activities such as card games, crochet/knitting/quilting, painting, music, craft making, etc.

EDUCATION

Offering continued learning opportunities for participants with classes such as computer skills, navigating Medicare benefits, music lessons, art classes, etc.

TELEPHONE REASSURANCE

Providing comfort and companionship through regularly scheduled calls to homebound individuals made by volunteers or staff.

EVIDENCED BASED PROGRAMS (EBP)

Offering proven ways to promote health and prevent disease among older adults. Older adults who participate in EBPs can lower their risk of chronic diseases and falls—or improve long-term effects of chronic diseases or falls. EBPs are based on rigorous study of the effects or outcomes of specific interventions or model programs. They demonstrate reliable and consistently positive changes in important health-related and functional measures. EBPs can save older adults from chronic disease and falls and can strengthen communities.

In FY17, the following evidence-based programs were conducted:

- *AEA Arthritis Foundation Aquatic Program*
- *AEA Arthritis Foundation Exercise Program*
- *Chronic Disease Self-Management*
- *Chronic Pain Self-Management*
- *Dining with Diabetes*
- *Everybody with Diabetes Counts*
- *Matter of Balance*
- *Stepping On Falls Prevention*
- *Tai Chi for Arthritis*
- *Tai Chi*
- *Take Charge of Diabetes*
- *Walk with Ease*

BY THE NUMBERS

5,303 unduplicated clients served (all services)

317,275 total units of service provided

TRANSPORTATION

The AAAD contracts with senior centers and the Upper Cumberland Human Resource Agency (UCHRA) to coordinate and provide public transportation services for adults age 60 and over with priority given to those of greatest economic and social need. Transportation vouchers are disseminated at each senior center to those needing transportation service for activities of daily living such as, but not limited to, shopping for groceries and other needs, non-TennCare medical and other health care related appointments, pharmacies, congregate meal sites, etc. The transportation voucher is redeemed through the UCARTS public transit system throughout the fourteen county region.

With the goal being to prevent isolation in our rural counties, many success stories have been shared by senior center directors across the region.



Success Story

We have a wonderful lady who goes for dialysis three times a week. She is no longer driving so the offering of these tickets is not only a reliable source for getting her to her treatments, but it makes this process much more affordable. She is so appreciative! I only wish I could share the hugs she gives me for this service for you are the one making this possible, I am just the facilitator.

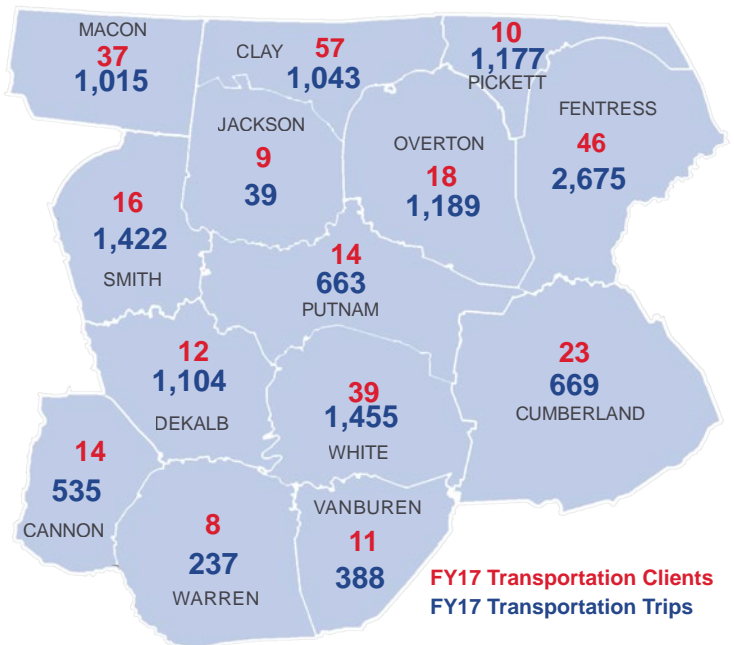
Update: Sadly, our gentle woman who used the resource for getting to her dialysis appointments has passed. These tickets allowed her to have transportation to and from her visits. She was able to interact with other travelers, she made friends and it made this all just a bit easier on her. We will miss our little buddy!

providing more than transportation

BY THE NUMBERS

314 clients served

13,611 one-way trips



CONGREGATE NUTRITION

The congregate nutrition program provides a nutritious lunch to older adults in each of the fourteen counties. There are 18 congregate meal sites throughout the Upper Cumberland with most being co-located at the senior centers. The goals of the Congregate Nutrition Program are to:

PROMOTE, MAINTAIN AND IMPROVE the health and well-being of eligible consumers aged 60 years and older, and adults with disabilities through the provision of nutritious meals and opportunities for social contact.

REDUCE NUTRITIONAL RISK among consumers through the provision of nutritious meals, nutrition screening, and nutrition counseling, based on the needs of consumers.

REDUCE SOCIAL ISOLATION experienced by many older persons and adults with disabilities through participation in a variety of social and nutrition service activities.

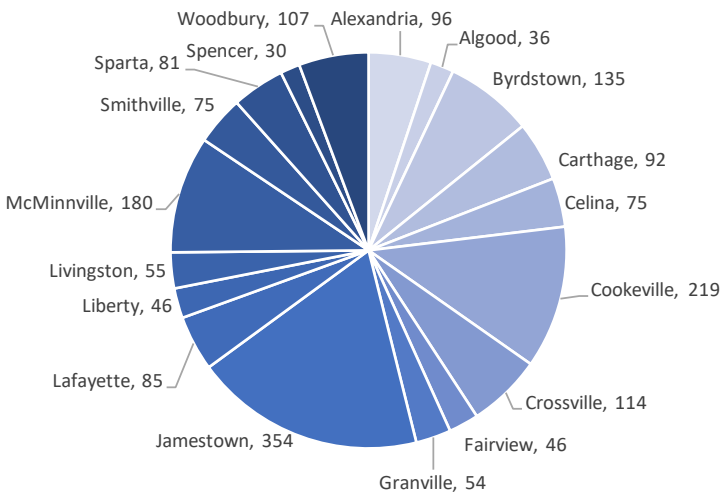
PROVIDE PLANNED NUTRITION EDUCATION and supportive nutrition service activities in the congregate and home-delivered meals programs in order to enhance the consumer's ability to remain independent.

LINK eligible consumers to available community services.

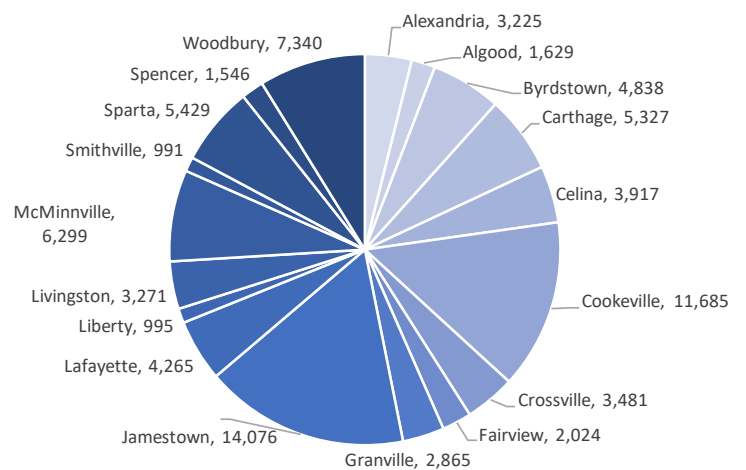
REDUCE HUNGER and food insecurity.

PROMOTE THE HEALTH AND WELL-BEING of older individuals by increasing access to nutrition and other disease prevention and health promotion services in order to delay the onset of adverse health conditions resulting from poor nutritional health and sedentary behavior.

Meal Clients



Meals Served



BY THE NUMBERS
1,761 clients served
83,163 meals served

Right, Community Foundation's Serving Tennessee's Seniors grant provides 55 jumbo electric thermal delivery bags, a 4-well hot table and 8 Cambro pan carriers for the Aging Nutrition Program



SMP: SENIOR MEDICARE PATROL

Senior Medicare Patrols empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education. Their work is in three main areas:

- *Conducting outreach and education events consisting of group events, presentations, one-on-one counseling and media exposure*
- *Recruit and train volunteers and retired professionals to teach and educate Medicare and Medicaid beneficiaries on how to better monitor what is paid on their behalf and what to do about identified discrepancies. Volunteers are recruited, trained and housed at focal sites throughout the state at established times to offer assistance on reporting Medicare fraud, waste and abuse and providing education on how to prevent Medicare fraud, waste and abuse.*
- *Receive complaints/issues identified by volunteers, Medicare beneficiaries and caregivers.*

SMPs are grant-funded projects of the U.S. Department of Health and Human Services (HHS) and the U.S. Administration for Community Living (ACL). In Tennessee, the Upper Cumberland Development District/AAAD holds the statewide SMP contract. The Upper Cumberland contracts with the eight other regions of the state to provide SMP services. In addition to AAAD staff, other trained partners across the state include: Offices on Aging, senior centers, low income housing facilities, faith-based groups, community groups, legal aid, TN Commission on Aging & Disability, homeless prevention groups, and retired individuals.



JANUARY 1, 2016 - DECEMBER 31, 2016

446 active team members with

25,201 team member hours

1,366 group outreach & education events

156,087 individuals reached

25,184

individual interaction sessions including

132 complex issues

BY THE NUMBERS

Right, Tennessee SMP Program set-up at Senior Expo in Athens, Tennessee



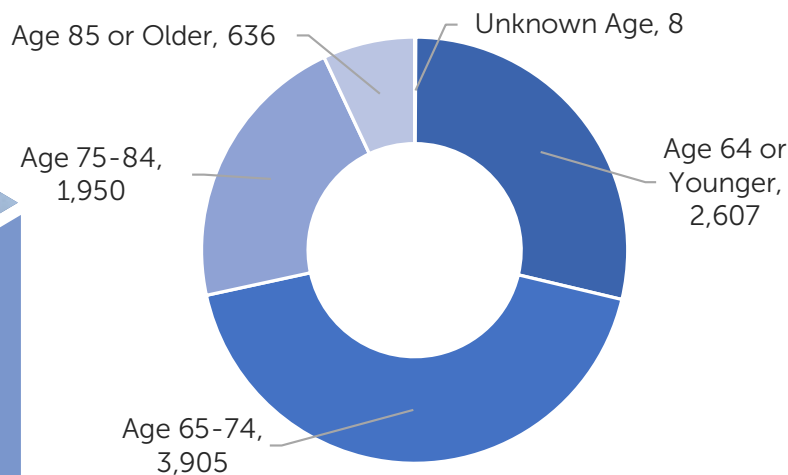
SHIP: STATE HEALTH INSURANCE ASSISTANCE

The State Health Insurance Assistance Program (SHIP) provides free and objective one-on-one counseling and education to individuals and groups in regards to Medicare and other related insurances. The SHIP program assists Medicare beneficiaries in comparing and enrolling in Medicare Prescription Drug Plans and answers general questions about original Medicare and Medicare Advantage. Through the Medicare Improvements for Patients and Providers Act (MIPPA), SHIP also receives funding to assist beneficiaries with applying for Medicare Savings Programs and the Low Income Subsidy (Extra Help).

The SHIP program provides assistance to thousands of seniors each year that saves them large amounts of money on a monthly basis. To learn more about the SHIP/SMP programs or to become a volunteer, visit our website: www.tnmedicarehelp.com



FY17 SHIP Clients



BY THE NUMBERS

1,106
one-on-one client contacts

12,578
individuals reached through events

178
outreach events



Top, SHIP and SMP 2017 Volunteer Training

Bottom, 2017 Dortha Teeple Advocacy Award Recipient, Dan Schmitt



PUBLIC GUARDIANSHIP

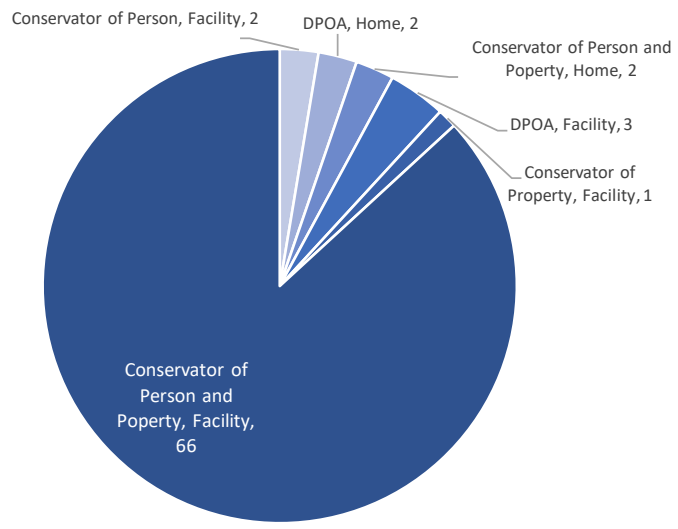
The Tennessee Commission on Aging and Disability administers the Public Guardianship for the Elderly Program, in cooperation with the Area Agency on Aging and Disability, in each of the nine planning and service areas of Tennessee.

The statewide program is designed to aid persons 60 years of age and older who are unable to make financial or medical decisions and have no family member, friend, bank or corporation willing and able to act for them. The District Public Conservator may, through court appointment, legally make decisions for the client and manage the person's care and/or property.

An individual may request the District Conservator to serve as attorney-in-fact under a Durable Power of Attorney for finances and/or health care. This instrument should specify the powers of the attorney-in-fact and should always be "durable," allowing it to remain in effect in case of disability.



Public Guardianship Clients



BY THE NUMBERS

76 clients
 2,800.75 units of service
 14 volunteers
 799 units of volunteer service

Above, Public Guardianship Most Hours Volunteered Recipient, Lecia Gantt

LEGAL ASSISTANCE AND OMBUDSMAN

LEGAL ASSISTANCE

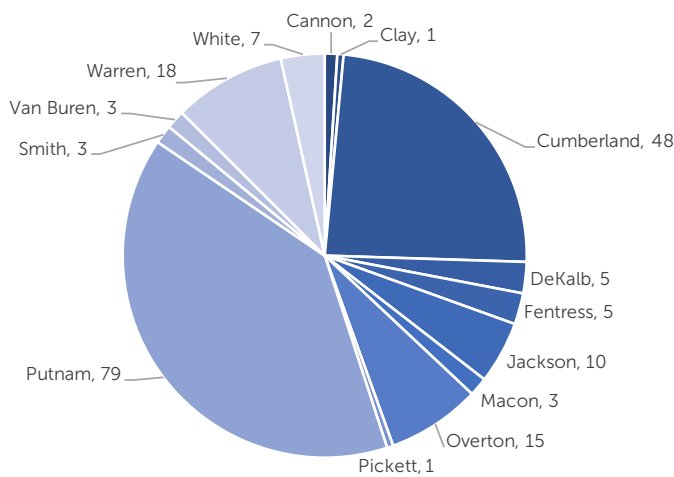
This program is delivered through a subcontract with Aging Services for the Upper Cumberland Inc., a non-profit corporation which provides free legal assistance in specified areas of law for persons age 60 and over. The legal assistance program utilizes senior centers as contact points in each county and visits at least once a quarter. The attorney is mandated to give priority to older persons who are minority individuals, those with the greatest economic or social need, and those who are frail/disabled. The staff attorney can provide legal assistance, which may include advice, counseling, and representation, in areas of law including, but not limited to, Social Security, Supplemental Security Income (SSI), insurance problems, Medicare, Medicaid, TennCare, elder abuse, and other legal matters.



OMBUDSMAN

The Ombudsman program is also delivered through a subcontract with Aging Services for the Upper Cumberland, Inc. which provides advocacy services to persons residing in long-term care facilities such as nursing homes, assisted care living facilities, and homes for the aged. The District Long-Term Care Ombudsman can assist with questions about long-term care facilities, investigate complaints against facilities and assist in the resolution of problems. The Ombudsman also recruits and trains Volunteer Ombudsman Representatives (VOR) who make quarterly visits to long-term care facilities in the region. The VOR's receive ongoing training and refer clients with problems to the attorney and the District Ombudsman.

Cases Per County



BY THE NUMBERS

200 clients served

BY THE NUMBERS

187 individual consultations
915 units of service
124 facility consultations
224 cases opened
25 public education events with
738 in attendance
19 active volunteers

• Above, Ombudsman Nancy Hendrix Volunteer Award
 • Recipient, Bernard Barton

ARTS BUILD COMMUNITIES

The Arts Build Communities (ABC) grant program through the Tennessee Arts Commission is designed to provide support for arts projects that broaden access to arts experiences, address community quality of life issues through the arts, or enhance the sustainability of asset-based cultural enterprises.

For fiscal year 2017, the Upper Cumberland Development District received \$18,650 from the Tennessee Arts Commission to fund projects across the region. Eleven arts projects were completed in seven counties with over 200 artists involved. Three hundred ninety-eight volunteers provided 6,600 hours of service to conduct these projects. Over 9,024 people benefited from these programs. A total of \$15,500 was regranted by the UCDD to the following nonprofits, schools or entities of government:

1. The Algood Senior Center added 16 new quilt squares to barns and buildings as a part of the Upper Cumberland Quilt Trail. The trail includes over 316 quilt patterns in 13 counties.
2. Art Round Tennessee provided six workshops for 37 participants in Cookeville.
3. The Fentress County Board of Education conducted a Fine Arts Camp for 118 students in 3rd-8th grade for five days. Classes included music, art, theater and dance.
4. The Pickett County Good Neighbors Theatre paid fees for artistic directors. Pickett County, population 5,000 and the smallest county in Tennessee, boasted over 1,358 attendees to the plays funded.
5. Granville Museum's Scarecrow Festival created 50 new scarecrows using selected school children from Jackson and Smith counties. Two hundred and seven volunteers worked on the project benefiting 6,937 individuals. Granville has become our own Upper Cumberland "Mayberry" attracting some 30,000 visitors annually.
6. The Jr. Auxiliary of McMinnville hosted a chamber orchestra with their grant which was free to the public at Park Theater.
7. Macon County Arts Council hosted The Fisk Jubilee Singers for an audience of over 350.
8. Main Street McMinnville was able to add a large Quilt Square to the downtown area to encourage interest in the history and heritage of the area.
9. Monterey High School produced "Grease" with more than 500 individuals benefiting as performers or as part of the audience.
10. Smith County was able to pay local musicians to perform at their William Walton Festival and the Hometown Christmas.
11. Warren County Senior Center conducted a Visiting Author Series which attracted several new "Baby Boomers" to the center to hear 3 different authors discuss their writing careers.

BY THE NUMBERS

\$15,540 in grant awards

7 counties

11 grant projects

Top, ABC Grant Recipient Displaying the Quilt Square for McMinnville's Historic District





QUALITY ASSURANCE

According to Merriam-Webster, the definition of Quality Assurance is “a program for the systematic monitoring and evaluation of the various aspects of a project, service or facility to ensure that standards of quality are being met.”

The QA function benefits the AAAD by ensuring that our service providers are delivering a quality product whether it be a home-delivered meal, homemaker and personal care services, transportation services, in-home respite or adult daycare, as well as AAAD staff providing services to seniors. Since these programs plus others like them seek to improve the quality of life of the individuals served, the AAAD continually strives to insure that service goals are being met. For example, our client satisfaction surveys are designed to ensure that our clients are given a voice in expressing their likes or displeasure concerning the services that they receive.

The QA staff work throughout the year to monitor all aspects of service provider compliancy via annual monitoring visits and reports, performance of client satisfaction surveys, monitoring of central kitchens and nutrition sites, investigation of complaint and incident reports, performance of staff audits, completion of Title VI compliance reviews, and offering annual training for our service providers. The performance of these QA functions on all levels (service provider, client, service coordinator) ensure that services are being provided at an acceptable level of quality.

QA staff made approximately 1,700 calls to complete surveys in the following categories:

Program	Survey Calls
CHOICES	153
I&A	96
SHIP	154
SMP	36
SHIP/SMP Volunteer	30
HCBS:	
Service Coordinator	44
Homemaker	50
Personal Care	11
Mental Health Counseling	8
Adult Daycare	0
In-Home Respite	2
Total Surveys Completed	584

QUALITY ASSURANCE, CONTINUED

HOME-DELIVERED MEAL SURVEYS

In addition, satisfaction surveys were mailed to HDM (home-delivered meal) and transportation voucher clients in FY17. Of the 439 HDM surveys mailed, QA staff received 206 completed surveys with an overall satisfaction rating of 4.4 on a scale of 1 to 5 (highest). Of the 273 transportation surveys mailed, QA staff received 127 completed surveys with an overall satisfaction rating of 4.7 on a scale of 1 to 5 (highest).

HOME AND COMMUNITY BASED SERVICES SURVEYS

A sampling of 92 (39%) of 235 Home and Community Based Services (HCBS) clients was identified to complete a telephone satisfaction survey on service coordination, homemaker, personal care, counseling, adult day care and in-home respite provided through the Options for Community Living, National Family Caregiver Support and Title III-B programs. The results are as follows:

- Of the 70 **Service Coordination** survey responses attempted, 44 surveys were completed for a response rate of 63%. The overall satisfaction rating was 9.1 on a scale of 1 to 10 with 10 being the highest.
- Of the 74 **Homemaker** survey responses attempted, 50 surveys were completed for a response rate of 68%. The overall satisfaction rating was 9.1 on a scale of 1 to 10 with 10 being the highest.
- Of the 16 **Personal Care** survey responses attempted, 11 surveys were completed for a response rate of 69%. The overall satisfaction rating was 9.3 on a scale of 1 to 10 with 10 being the highest.
- Of the 8 **Mental Health Counseling** survey responses attempted, 8 surveys were completed for a response rate of 100%. The overall satisfaction rating was 8.75 on a scale of 1 to 10 with 10 being the highest.
- Of the 3 **Adult Day Care** survey responses attempted, 0 surveys were completed for a response rate of 0%. The overall satisfaction rating was N/A on a scale of 1 to 10 with 10 being the highest.
- Of the 2 **In-Home Respite** survey responses attempted, 2 surveys were completed for a response rate of 100%. The overall satisfaction rating was 10 on a scale of 1 to 10 with 10 being the highest.

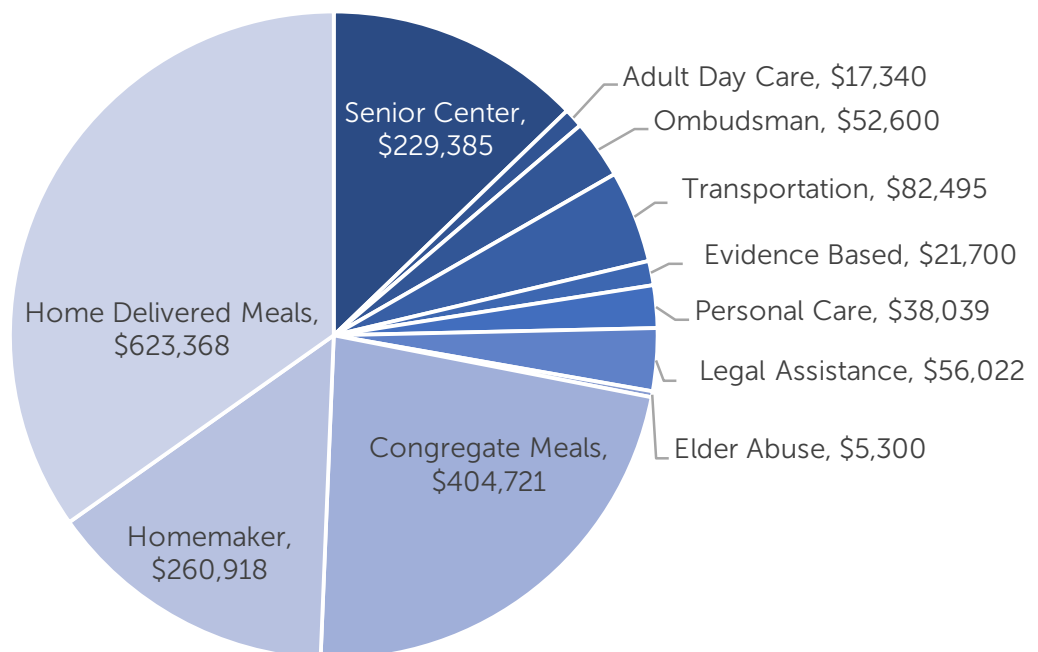


FY17 FINANCIAL REPORT

Internal Operations

Title IIIB	\$153,068
Title IIE	\$73,315
Title IIIC Admin	\$183,900
Title IIIE Admin	\$27,100
Guardianship	\$135,500
OPTIONS	\$228,911
SMP	\$296,475
SHIP	\$71,174
MIPPA	\$68,556
TennCare Choices	\$852,187

Total Pass-through Service Dollars: \$1,787,079





**UPPER CUMBERLAND
AREA AGENCY ON AGING
AND DISABILITY**

A Division of the Upper Cumberland Development District

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