

# UPPER CUMBERLAND AAAD

Annual Report July 2018 - June 2019



*A Division of the Upper Cumberland Development District*





# 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 Specialists

## **TENNCARE CHOICES**

CHOICES Program Manager  
CHOICES I & A Specialists  
CHOICES HCBS Qualified Assessors  
Support Staff  
CLS Ombudsman/CHOICES Outreach

## **HOME & COMMUNITY-BASED SERVICES (OPTIONS, TITLE III, FAMILY CAREGIVER)**

Options Counselors  
NFCSP Coordinator

## **SENIOR CENTERS, TRANSPORTATION, CONGREGATE MEALS**

Planning & Administrative Staff  
Nutrition Coordinator

## **SENIOR MEDICARE PATROL (SMP)**

SMP Project Director  
SMP Project Manager  
SMP Project Support Staff

## **STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)**

SHIP Coordinator



**MEDICARE IMPROVEMENT FOR PATIENTS & PROVIDERS  
ACT (MIPPA)**

Benefits Outreach Coordinator/Volunteer Coordinator

**LEGAL ASSISTANCE & OMBUDSMAN**

Aging Services of the Upper Cumberland

**PUBLIC GUARDIANSHIP**

Public Conservators

Guardian Financial Support Staff

Public Guardianship Assistant

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM  
(SNAP)**

SNAP Coordinator

**COLLABORATIVE RESPONSE TO ELDER & VULNERABLE  
ADULT ABUSE (CREVAA)**

CREVAA Advocates

Edison or Other Contract Identification Numbers  
UC AAAD/FY19

Agency Tracking number: UC-SVTN;  
Grantor: Southwest Tennessee Development District;  
Amount: \$60,055;  
Assist seniors in TN with funds from the Senior Trust/ Elder Trust settlement Case No. 11-1548-111, Davidson County Chancery Court, Division III

Agency Tracking number: 31602-19013;  
Grantor: TCAD;  
Amount: \$831,300;  
State funded services to elderly and/or adults with disabilities

Edison ID number: 58483  
Grantor: TCAD;  
Amount: \$2,421,555;  
Federally funded Older American's Act services to elderly

Edison ID number: 61634  
Grantor: TCAD;  
Amount: \$74,582;  
Federally funded State Health Insurance Program (SHIP)

Agency Tracking Number: 31602-19028;  
Grantor: TCAD;  
Amount: \$ 67,627;  
Federally funded Medicare Improvement for Patient and Provider Act (MIPPA)

Agency Tracking Number: 31602-19034;  
Grantor: TCAD;  
Amount: \$52,628;  
Federally funded to facilitate Outreach for the Supplemental Nutrition Assistance Program (SNAP)

Edison ID number: 58763;  
Grantor: Bureau of TennCare;  
Amount: \$854,490;  
Federally funded to facilitate enrollment to the CHOICES program plus other supportive services

Grant number: 90MPPG0006-01-00  
Grantor: Administration on Community Living (ACL);  
Amount: \$310,478  
Federally funded Senior Medicare Patrol Program (SMP)

Edison ID number: 57234;  
Grantor: TCAD;  
Amount: \$327,578;  
Federally funded VOCA Collaborative Response to Elder and Vulnerable Adult Abuse (CREVA)



*A Division of the Upper Cumberland Development District*

## 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

The Upper Cumberland Area Agency on Aging and Disability (AAAD) offers a wide array of programs and services for individuals over the age of 60 and other adults with disabilities. In addition to providing services, the AAAD works to ensure that the services are tailored to best meet the needs of each client.

This is accomplished by developing a four-year plan that describes the Upper Cumberland Area Agency on Aging and Disability's strategy for addressing TCAD's requirements and meeting the needs of seniors in the Upper Cumberland region. The basic format of the area plan is provided by Tennessee Commission on Aging and Disability and developed by the Upper Cumberland AAAD staff to address the needs of seniors in the region. The four-year plan describes the goals, objectives, strategies and measurable outcomes. The area plan is updated each year and submitted to the Tennessee Commission on Aging and Disability for approval. In the area plan, the following programs are addressed: Information & Assistance; Home and Community-Based Services (Title IIIB and OPTIONS); Nutrition Services (Title IIIC); National Family Caregiver Support Program (NFCSP) (Title IIIE); Legal Assistance; Ombudsman; Senior Centers; Emergency Preparedness; Supplemental Nutrition Assistance Program (SNAP); Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA); Civil Rights Acts of 1964 (Title VI); Public Guardianship and Older Americans Act required targeting activities.

## EMPLOYEE OF THE YEAR

Pictured from left to right Patty Ray, AAAD Director; Jennifer Birdwell, OAA/Quality Assurance Coordinator & Employee of the Year; Holly Williams, AAAD Assistant Director



# PLANNING & ADMINISTRATION

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

**THE PLANNING** component maintains the supervisory role for all programs found at the AAAD. Additionally, planning is responsible for producing the area plan and negotiating contracts with service providers as well as grantor agencies, such as the Tennessee Commission on Aging and Disability (TCAD), The Administration for Community Living and The Bureau of 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.



# PLANNING & ADMINISTRATION, CONTINUED

## 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.

## SUCCESES/CHALLENGES

- In coordination with WellSky and TCAD, the AAAD participated in a Data Consolidation project, which will allow an easier statewide search for services for seniors and adults with disabilities as well as improve the data collection and reporting process for state and federal accountability.
- In order to be an effective advocate for seniors and adults with disabilities and to support community partners in their efforts to serve seniors, the AAAD staff participates on multiple coalitions and work groups, which include: APS multiple disciplinary team, Tennessee Suicide Prevention Council, Power of Putnam Anti-Drug Coalition, WCTE TV Community Advisory Board; regional health councils and each Judicial District's VAPIT Team.
- Two AAAD staff members serve on the Putnam Food Council (PCFC). Holly Williams serves on the Executive Committee of the Council. The PCFC aims to foster community collaboration to address public health, education and research concerning our local and regional food system. Mrs. Williams also attended the National HCBS conference in Baltimore, MD.
- The AAAD was excited for the opportunity to hire a Masters level Financial Specialist for the Aging department. Nathan York is proving to be a tremendous asset.
- One of the major challenges for FY19 has been the planning and administration of the Nutrition program. The program had undergone multiple changes/additions of service providers. These changes have increased the internal administrative process of the program. The AAAD is fortunate to have hired a Masters level Nutritionist to help coordinate those internal processes and provide technical assistance to service providers.



# 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.

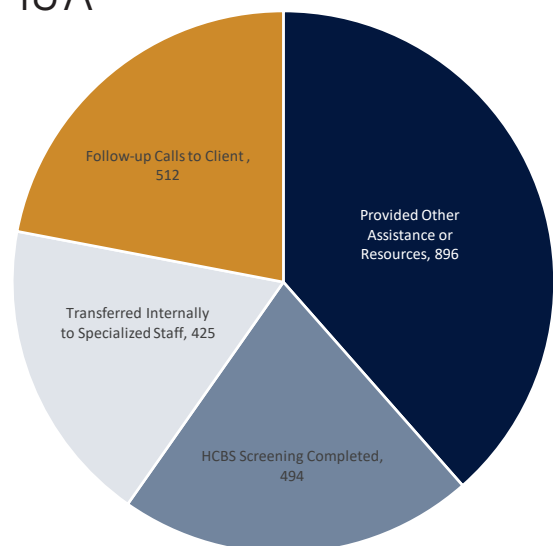
## SUCCESSES/CHALLENGES

- The AAAD hired two new I&A Specialists between May and September 2018

Clients served	1,070
Units of assistance	1,506
Referral follow-up calls	512

## FY19 Outcome of I&A Referrals

Over Age of 60	63%
Under the age of 60	37%





# 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*
- *Community Living Support (CLS) Ombudsman educates and advocates for individuals who are planning to or have transitioned into CLS homes*

## SUCCESSES

I&A calls received	5,120
Telephone screenings completed	869
Applications submitted for approval	423
CLS Ombudsman referrals	105

# 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.

**OLDER AMERICANS ACT (OAA): TITLE IIIB & C2** provides eligible individuals age 60 and over with home-delivered meals and homemaker services.

## SUCSESSES

- The AAAD received additional HCBS funding for FY19 resulting in an increase of \$206,000 for services. This increase provided 24,465 additional units of services to 226 additional clients. The AAAD hired another Options Conselor to handle this caseload.
- Low income, homebound seniors across the Upper Cumberland enjoy holiday food bags each year thanks to a community-wide effort to help prevent food insecurity in the region's senior population. The AAAD staff partnered with StoneCom Radio and Golden Corral to raise over \$3,700 for holiday food bags. The AAAD staff was able to assemble and distribute 200 holiday food bags to HCBS clients.
- In partnership with Home Instead Senior Care's "Be A Santa To A Senior" program, 150 of the AAAD's clients receive Christmas gifts each year purchased by local residents. The AAAD staff delivered the gifts to the homebound clients.
- As a result of almost \$6,500 in donations from a local community group, the AAAD has been able to provide 589 units of homemaker and home-delivered meals to seven clients.



	OPTIONS CLIENTS	OPTIONS UNITS OF SERVICE
Home Delivered Meals	176	27,749
Homemaker	180	11,205
Personal Care	35	1,587
TOTALS	264	40,541

	HCBS CLIENTS	HCBS UNITS OF SERVICE
Home Delivered Meals	501	72,071
Homemaker	107	7,818
Personal Care	26	1,164
TOTALS:	529	81,053

## CHALLENGES/SETBACKS/NOT COMPLETED

- As of June 30, 2019, there were 676 individuals on the waiting list for the HCBS programs.

# 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)*

In addition to providing the five basic services, the Upper Cumberland AAAD coordinated the following during FY19:

## SENIOR EXPO

The Senior Expo, held in October 2018, had 889 people in attendance from all 14 counties of the Upper Cumberland. Information and resources from 98 vendors across the Upper Cumberland which included seven vendors focused on child services. The Expo added these vendors to help support grandparent caregivers taking care of a child and added a lifespan focused theme to the event. Other changes in FY19 included:

- *New location (Life Church)*
- *Child car seat safety check point*
- *Legal aid*
- *Health screenings offered by CRMC for a discounted cost*
- *Lunch to attendees sponsored by Quality of Family*
- *Caregiver training (safe patient handling, fall prevention, and caring for individuals with arthritis)*

The event profits of \$3,468.85 were divided up with \$1,500 going to help with holiday food bags for in-home clients and \$1,800 used towards purchasing guardianship clients Christmas gifts. The remaining \$169 was placed in the AAAD's emergency fund to restock the food pantry.



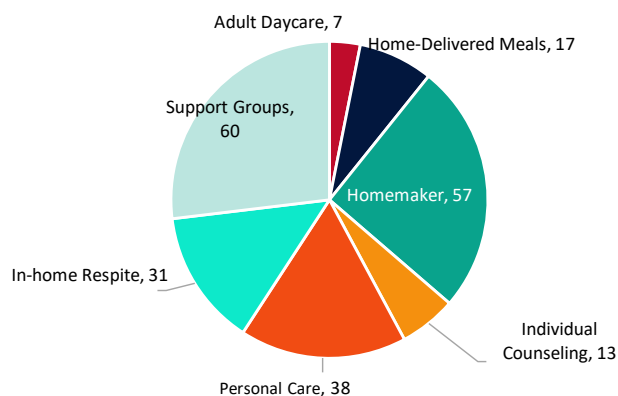
## SUCSESSES

- Two Student interns from the University of Tennessee and two from Tennessee Technological Universtiy interned with UCAAAD's Family Caregiver Program in FY19. These students helped oragnize the 2018 Senior Expo, created protocol for AAAD staff on bed bug precaution when entering the home, assisted in the FY20 Area Plan, and facilitated the creation of the Family Caregiver Voucher Program. The UT SW interns worked in partnership with Smile on 60+ to bring a dental clinic to the Upper Cumberland. This clinic served 25 seniors and provided almost \$10,000 in free services.
- The Family Caregiver Program Coordinator was identified by TCAD to be included in a grant application to administer the Tennessee Person Centered Music Program. This grant was awarded to TCAD at the end of FY19.
- The Family Caregiver Program Coordinator was selected by TTU's Care-giver Center to offer two college courses on caregiving. "Concepts of Care-giving" and "Advanced Caregiving" have been designed to help support division college students and community healthcare professionals (those needing CEU's) with a more in-depth look at caregiving issues (including awareness of need, advocacy, resources, insurance basics, and navigating diseases most commonly experienced in caregiving). The first classes took place in Spring 2019 with 30 students and 2 assisted living employees completing one or both courses.
- Starting in January 2019, the FCP has partnered with Stonecome radio to create a podcast series entitled "Best Kept Secrets of Caregiving". Each podcast focused on a topic related to caregiving and provided needed information to help support them in their caregiving role.

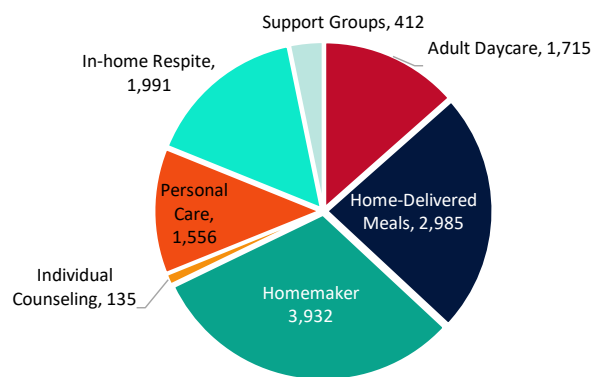


Total number of clients served	161
Total number of units of service	13,033

### FY19 NFCSP Clients



### FY19 NFCSP Units of Service





## 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.

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 2019, the Upper Cumberland AAAD contracted with 18 senior centers throughout the region. Some of the services available through local seniors centers include:

### RECREATION

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

### 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.

### SENIOR CENTER OF THE YEAR

Congratulations to the Van Buren County Senior Center on being the 2019 Senior Center of the Year.



## SENIOR CENTERS, CONTINUED

In FY19, the following evidence-based programs were conducted:

- *AEA Arthritis Foundation Exercise Program*
- *Chronic Disease Self-Management*
- *Matter of Balance*
- *Tai Chi for Arthritis*
- *Tai Chi*
- *Take Charge of Diabetes*
- *Walk with Ease*

Two AAAD staff members were trained in the Matter of Balance Evidence Based Program to provide classes to senior centers that were not able to contract for services.

### SUCCESSES

Unduplicated clients served (all services)	4,420
Total units of service provided	162,307



	Clients Served	Units of Service
Recreation/Attendance	4,405	159,868
Evidence Based Service	272	2,439

# 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.

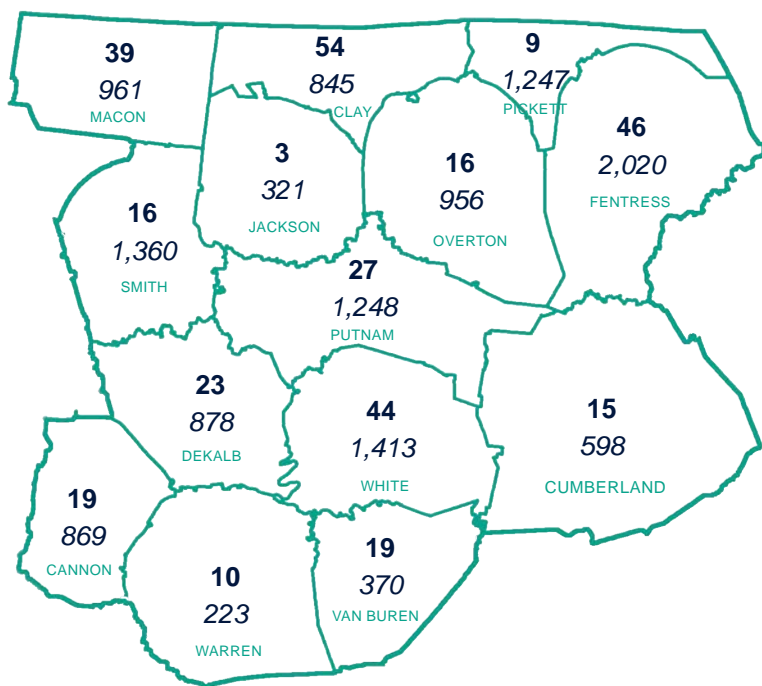
## SUCSESSES

The AAAD received a grant, provided by the Davidson County Chancery Court as a result of the Senior Trust and Elder Trust lawsuit settlement, to develop a senior volunteer transportation program. The AAAD contracts with UCHRA to develop and implement the MyRide Upper Cumberland program. The transportation service is provided by volunteers utilizing their personal vehicles offering door-through-door assistance to riders. On February 21, 2019, the first ride was provided in Putnam County. UCHRA is in the process of expanding the program for residents of Cumberland County.

## MYRIDE UPPER CUMBERLAND RIDER SPOTLIGHT

Mrs. Dianne Fadness joined the MyRide program in February 2019. Since joining, she has taken trips to various shopping centers and restaurants. When asked why she thought the MyRide program would be a good fit for her, she stated, “I don’t have transportation and I don’t drive.” Even though she has family locally, the MyRide Program gives her a chance to go different places that she wouldn’t normally get to visit.

Mrs. Dianne went on to explain that she finds comfort in knowing that she can call three days in advance and have the opportunity to go shopping while enjoying friendly conversation with one of MyRide’s great volunteers.



## FY 19 Transportation Clients FY 19 Transportation Trips

Clients served	340
One-way trips	13,309

# 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 co-located at the senior centers or other community sites. 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.

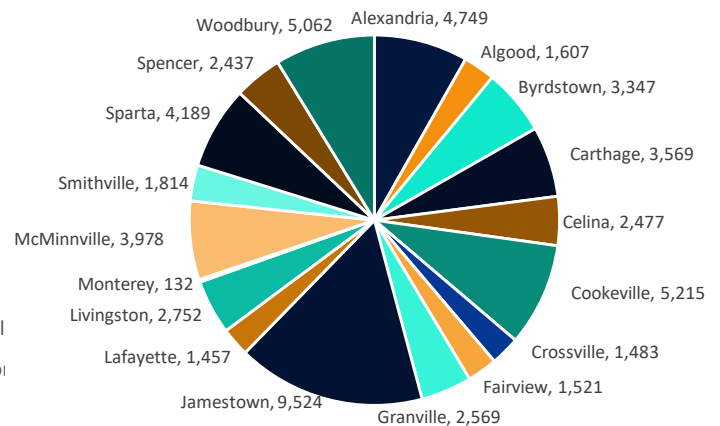
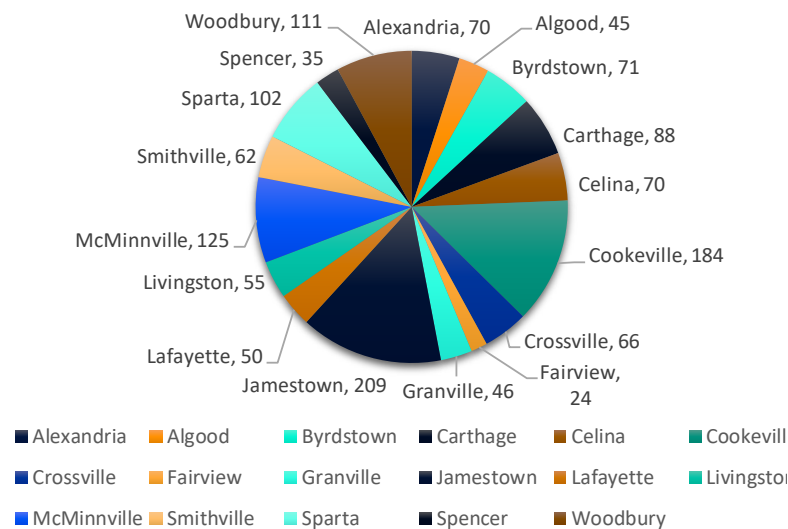
**LINK** eligible consumers to available community services.

**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.

## SUCCESSSES

A new congregate meal site was added in Monterey at the Monterey United Methodist Church. An additional congregate meal site at the Crab Orchard Care Center in Cumberland County is planned to begin July 1, 2019.



Clients served	1,417
Meals served	57,882



# 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.

## SUCCESS STORY

*A beneficiary had a Humana Advantage Plan that started on September 1, 2014 and ended on December 31, 2014. The beneficiary went to a medical center on November 14, 2014. The claim was never sent to Humana for payment. The medical center sent the bill in the amount of \$1,582.00 to a collection agency. SMP sent the collection agency a letter disputing the debt. The collection agency closed their case. Since it has been longer than one year, the medical center can not send the claim to Humana and it is the medical centers responsibility.*

## SUCCESSSES

The Upper Cumberland Adult Abuse Coalition coordinated the annual Vulnerable Adult Summit. Topics for the Summit focus on issues that affect vulnerable adults and ethical implications. The April 30th event, geared toward professionals, caregivers and volunteers, had 135 attendees.

Active team members	371
Team member hours	17,225
Group outreach & education events	880
Individuals reached	77,116
Individual interaction sessions	34,908

## CHALLENGES

Staff changes across the state and a reduction in volunteers made overall numbers go down from previous years.



# SHIP: STATE HEALTH INSURANCE ASSISTANCE

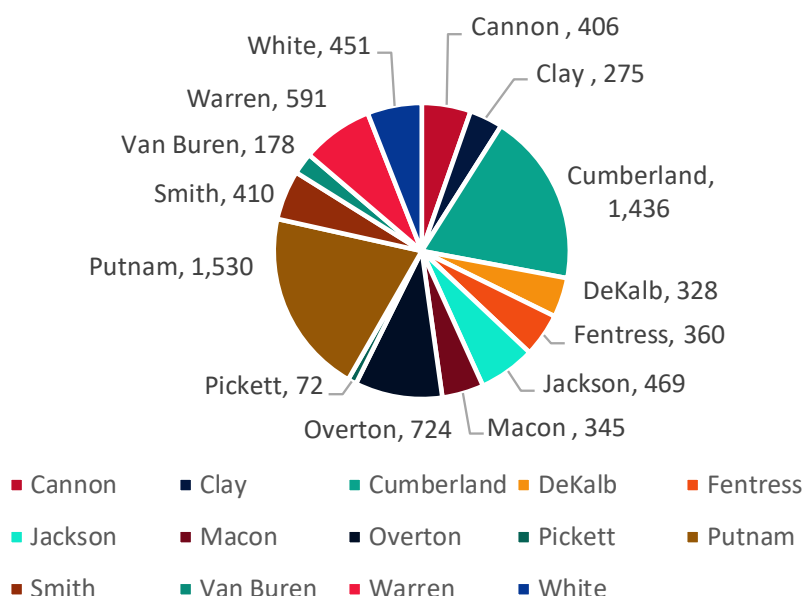
The State Health Insurance Assistance Program (SHIP) provides free and objective one-on-one counseling and education to individuals and groups in regards to Medicare and other related insurances. The SHIP program assists Medicare beneficiaries in comparing and enrolling in Medicare Prescription Drug 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](http://www.tnmedicarehelp.com)



One-on-one client contact	7,703
Individuals reached through events	23,116
Outreach events	85

## FY19 SHIP Clients





# PUBLIC GUARDIANSHIP

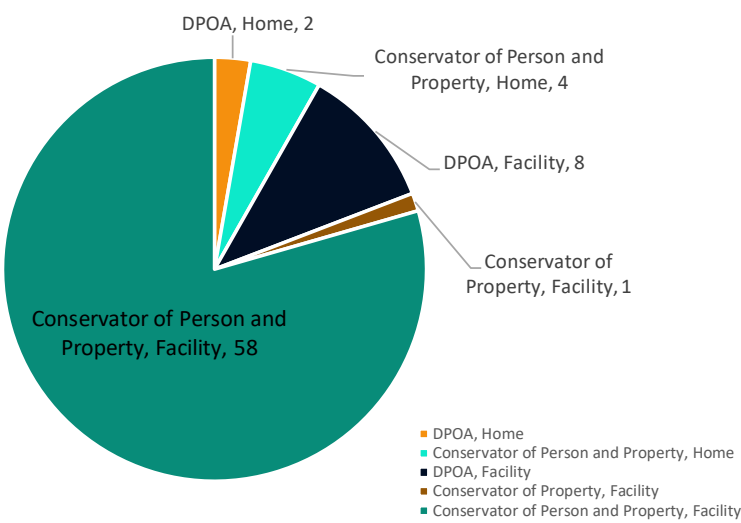
The Tennessee Commission on Aging and Disability administers the Public Guardianship for the Elderly Program, in cooperation with the Area Agency on Aging and Disability, in each of the nine planning and service areas of Tennessee.

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.

## SUCCESSES

Public Guardianship Clients



Clients	73
Units of service	2,513
Volunteers	13
Units of volunteer service	262

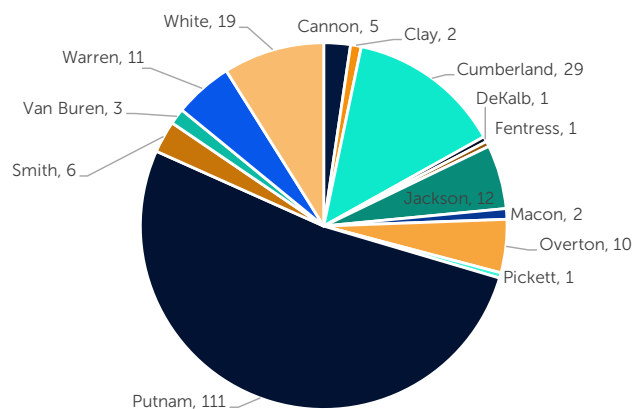
# LEGAL ASSISTANCE AND OMBUDSMAN

## LEGAL ASSISTANCE

The legal assistance 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, TennCare, elder abuse, and other legal matters.

## SUCCESSSES

Cases Per County



Clients served 213



## 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.

## OUTREACH & EDUCATION

Individual consultations	189
Units of service	933
Facility consultations	186
Cases opened	190
Active volunteers	24

## LEGAL & OMBUDSMAN

Public education events	34
Attendees of public education events	918

# SNAP: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

SNAP is the largest program in the domestic hunger safety net. The Supplemental Nutrition Assistance Program (SNAP) provides benefits for low income individuals to purchase food. Through a partnership with the Tennessee Department of Human Services and the Tennessee Commission on Aging and Disability, the SNAP project was created to increase SNAP participation among older adults and adults with disabilities. The SNAP program assists adults 60 and older or adults with a disability with outreach education about medical deductions, screenings, and applications assistance.

## SUCCESS STORIES ON INITIAL SNAP APPLICATION ENROLLMENT AND CHANGE FORM ENROLLMENT

### *Change Form Enrollment*

1. A 57 year old, disabled client in Warren County heard about SNAP through a newspaper artical and called to ask about what she could do to get SNAP because she was over the income limit. The client mentioned that she had several large medical bills so an application was submitted along with the medical bills. The client was later approved for \$118 in food benefiits for the next year.

### *Initial Enrollment*

2. A 70 year old client in Macon County was referred to us by CREVVA, needing assistance with the SNAP application. The application was filed and all documentation, including a large volume of medical bills, were sent to the Department of Human Services and later approved for the maximum rate of \$192 in benefits for the next year.

## SUCCESSSES

SNAP screenings	2,560
Application assistance	213
Outreach events	150
Outreach material distributed	21,762



# CREVAA: COLLABORATIVE RESPONSE TO ELDER AND VULNERABLE ADULT ABUSE PROGRAM

The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) Program began in February 2018. The CREVAA Program has a mission of providing emergency services and also to coordinate the provision of long-term services and supports for elder (60+) and vulnerable (18-59) adult abuse victims of crime, in a trauma-informed, person-centered manner by providing direct services to victims. The program may only accept referrals from: Adult Protective Services (APS), District Attorney's office, Law Enforcement, and members of the VAPIT teams.

Due to additional funding, CREVAA was able to hire a second Advocate in February 2019. The two CREVAA Advocates were able to secure a donated storage unit to house donations, such as food, clothing, furniture, and household items for CREVAA clients that are in need. The program also provided outreach and education events to groups such as: Upper Cumberland Adult Abuse Coalition, AAAD Volunteer Programs, Judicial VAPIT teams, Upper Cumberland Health Councils, Upper Cumberland Police and Sheriff Departments.

## SUCCESS STORY

*As CREVAA Advocates for the Arera Agency on Aging and Disability, our program had the pleasure of helping an elderly female client who was located in a rural county in the Upper Cumberland. This client was suffering in multiple ways. For example, she didn't have any electricity, food, transportation, telephone accessibility, and her trailer was infested with bed bugs. She was a victim of financial/exploitation and was neglected by her daughter. In addition, she was low income and didn't have any other help or support. This client put her trust in her daughter to help pay for her utilities, food, and rent. Unfortunately, the daughter took her money and left her in deplorable circumstances. The landlord of her trailer was the good samaritan who contacted authorities seeking help for her; which led to our involvement on this case.*

*Our program assisted her immediately and made multiple follow up contacts to ensure that her needs were met. We relocated her to a clean, low income apartment that was completely refurnished through CREVAA's storage unit donation program. Also, she was provided with emergency groceries, appropriate clothing, pre-paid mobile phone and packet which included support resources and contacts.*

*The successful outcome for this CREVAA client was that she received the help that was needed in time and was re-established in a clean, warm home where her needs were met. This client voiced thankfulness and relief to have received the help and support from the CREVAA program.*

Cases opened	201
Spent to help clients with services	\$18,122
Value of donations given to clients	\$4,916
Individuals reached through outreach and education	410

# 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 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.

## HOME-DELIVERED MEAL SURVEYS

Satisfaction surveys were mailed to HDM (home-delivered meal) clients in FY19. Of the 617 HDM surveys mailed, QA staff received 189 completed surveys. These surveys were comprised of questions covering the topics of meal delivery time, temperature, appearance, smell, and taste as well as overall satisfaction of quality and variety of the meals.

## HOME AND COMMUNITY BASED SERVICES SURVEYS

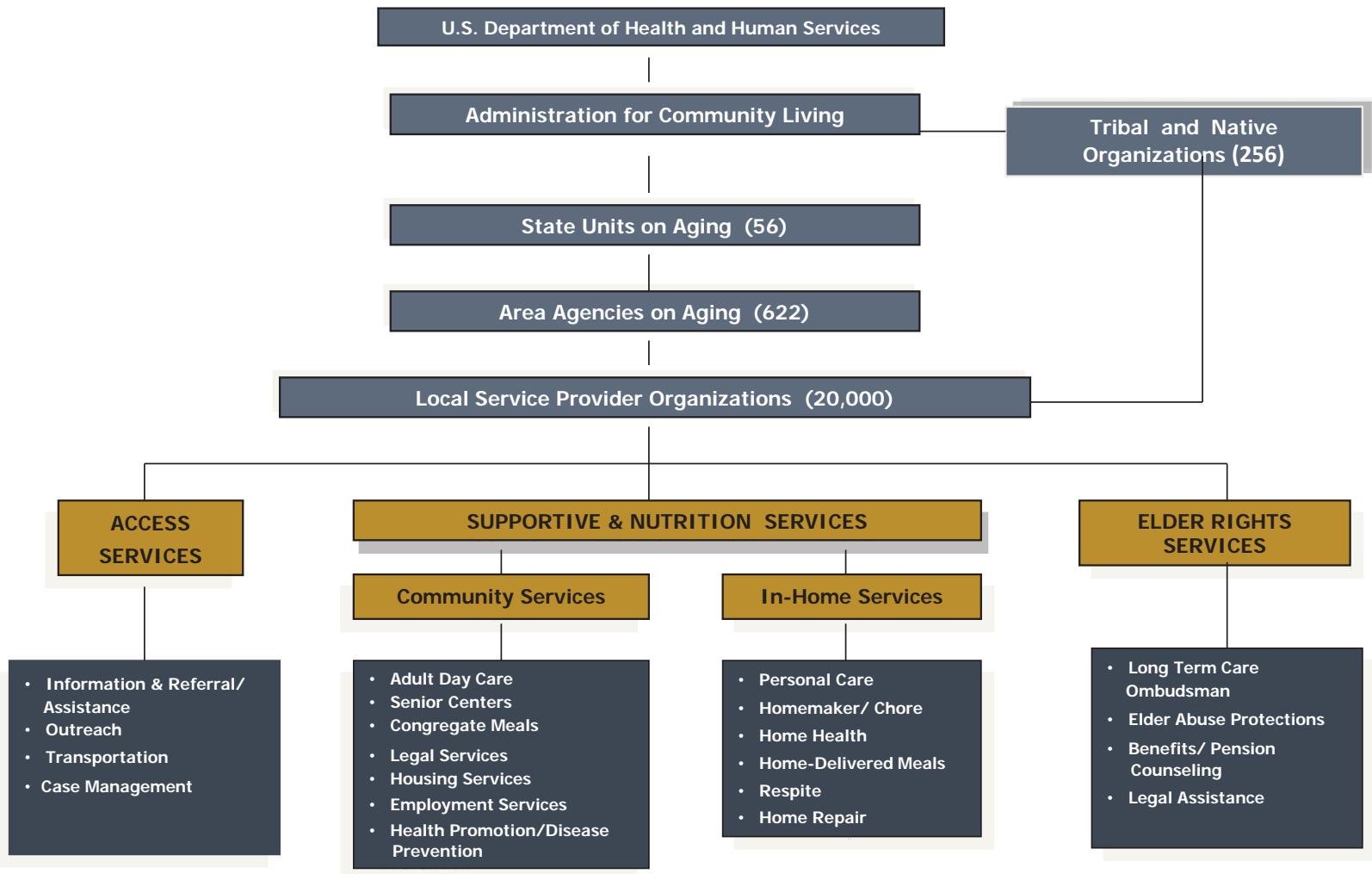
A sampling of 127 (38%) of 339 Home and Community Based Services (HCBS) clients was identified to complete a mail satisfaction survey on service coordination, homemaker, personal care, counseling, adult day care and in-home respite provided through the Options for Community Living, National Family Caregiver Support and Title III-B programs.

QA staff made 1,687 calls and mailings to complete surveys in the following categories:

Program	Survey Calls
CHOICES	133
I&A	110
Transportation	102
SHIP	163
SMP	126
SHIP/SMP Volunteer	27

HCBS Programs	Survey Attempts
Service Coordinator	116
Homemaker	94
Personal Care	30
Mental Health Counseling	12
Adult Daycare	5
In-Home Respite	25

# NATIONAL AGING SERVICES NETWORK



**11 MILLION  
OLDER PERSONS AND  
CAREGIVERS SERVED  
ANNUALLY NATIONWIDE**

# FY19 FINANCIAL REPORT

## Internal Operations

Title IIIB	\$151,594
Title IIE	\$76,688
Title IIIC Admin	\$154,150
Title IIIE Admin	\$27,100
Guardianship	\$146,300
OPTIONS	\$243,826
SMP	\$313,010
SHIP	\$75,114
MIPPA	\$48,290
TennCare Choices	\$854,490
CREVAA	\$58,155
SNAP	\$85,784

Total Pass-through Service Dollars: \$2,089,708

