

UPPER CUMBERLAND
AREA AGENCY ON AGING AND DISABILITY

ANNUAL REPORT

FY 2023 (JULY 1, 2022-JUNE 30, 2023)



ABOUT US

This year marks the 50th anniversary for the national establishment of Area Agencies on Aging (AAA) through the Older Americans Act (OAA). As the older adult population continues to rapidly grow, so does the importance of increased funding and services that meet their needs. It is expected that by 2034, the older adult population will outnumber children under the age of 18 for the first time in history. Nationwide, AAAs will continue to be innovative in their roles as the local leaders on aging addressing the needs of older adults and caregivers.

Mission

Through advocacy, planning, and coordination, the Upper Cumberland Area Agency on Aging and Disability (AAAD) will provide a comprehensive and innovative service delivery system that meets community and social service needs so older adults, caregivers, and adults with disabilities can achieve and maintain active, healthy, and independent lives.

Program Goals

The Upper Cumberland AAAD develops an Area Plan that sets forth goals, objectives, strategies, and annual performance measures aimed at meeting clients' social service needs as well as the community's needs. The AAAD's Area Plan is submitted to the Tennessee Commission on Aging and Disability (TCAD) for approval on an annual basis.

For FY23, the Upper Cumberland AAAD's goals, in alignment with TCAD, are as follows:

- 1.) Ensure that programs and services funded by the Older Americans Act (OAA) are cost-effective and meet best practices.**
- 2.) Develop partnerships within the aging network, community-based organizations, local governments, healthcare providers, and state departments in order to advocate to reduce the gaps in services as identified in the needs assessment.**
- 3.) Ensure that programs and services funded by state allocations are cost-effective and meet best practices.**
- 4.) Ensure that Tennesseans have access to information about aging issues, programs, and services in order to be able to make informed decisions about living healthy and independently for as long as possible, and about planning for their financial futures, healthcare access, and long-term care.**

ABOUT US

Benchmarks for Success

The Upper Cumberland AAAD utilizes a variety of systems to track progress toward meeting goals, objectives, and performance measures, as follows:

- The AAAD's services are recorded in dashboards as well as data collection systems, as determined by TCAD, the Bureau of TennCare, the Department of Human Services, and the Administration for Community Living. The AAAD's Program Managers track programmatic and fiscal progress on a monthly and/or quarterly basis.
- The Older Americans Act Performance System (OAAPS) is an annual report that measures the federally-funded Older Americans Act services. The OAAPS captures the number of individuals served, types and units of services provided, and the funds spent on each service. The report is used to compare: 1) each AAAD's services from the current fiscal year to the previous fiscal year, 2) performance to other AAADs in the state, and 3) Tennessee's performance to other states.
- The AAAD is contractually obligated by its funding agencies to adhere to performance measures and timeframes for specific program activities.
- The AAAD's subcontracted providers are monitored annually by staff for contractual compliance and successful implementation of plans of corrections that are issued for any deficiencies.

AAAD ADVISORY BOARD

Board members are as follows, from left: James Burden, Jason Murphy, Richard Driver, Doug Young, Cynthia Strong, Katherine Pack, Johnnie Wheeler, Mitzi Brandon, Brenda Roberts, Beverly Wattenbarger, Melinda Vanatta-Davis, and Melonie Turner.

Other members not pictured are Shelley Brown, Marvin Lusk, Myra Walker, and Steve Moore.



UCAAAD STAFF



AAAD Director: Holly Williams
AAAD Assistant Director: Kelly Clarkson
AAAD Financial Specialist: Nathan York
AAAD Administrative Assistant: Debbie Martin

Home and Community-Based Services (HCBS) Staff

HCBS Programs Manager: Jeff Hodges
I&A Specialists: Jessica Roberson, Ashlee Seymour (Olivia Tillman)
Options Counselors: Gertha Walker, Linda Maggart, Alana Huddleston, Brenda Phillips (Jim McCaleb, Miranda Malin)
Family Caregiver Coordinator: Lynn Drew (Clare Farless)
HCBS Support Staff: Kaitlin Carrick
CHOICES Qualified Assessors: Cynthia Spivey, Kellie Nash, Holly Oakley, Betty Scruggs
CHOICES CLS Ombudsman: Patty Ray
CHOICES Support Staff: Sonny Sexton, Connie Vassilev

Benefits Programs and Data Management Staff

MIS/Benefits Programs Manager: Meghian Moore
TN SHIP Regional Coordinator: Sara Martin
TN SHIP and SMP Volunteer Coordinator: Erin Perdue
CREST Advocate: Alli Hammock
CREVAA Advocate: Trent Carter
Benefits Coordinator: Amanda Smith
Fiscal and Data Assistant: Ariel Lewis

Provider Relations and Quality Assurance Staff

Contracts Manager: Phil Fox
Senior Center Services Coordinator: Emily Sells
Outreach and QA Coordinator: Judy Roberson

District Public Conservatorship Staff

Public Conservators: Terri Whited, Tracie Greene (Lisha Wiley, Lynn Dawson)
Public Guardianship Financial Assistant: Billie Grogan
Public Guardianship Program Support & Volunteer Coordinator: Olivia Tillman

TN Senior Medicare Patrol (SHIP) Statewide Manager

Loni Holloway-Hitchcock

2023 UCAAAD EMPLOYEE OF THE YEAR



Being a Public Conservator is a very demanding and high-stress position. For three months, Terri Whited handled the work of three conservators working tirelessly, as she always does, to meet their needs.

Terri does not let challenging days prevent her from finding optimistic results for her clients. She handles extremely difficult cases with grace, compassion, and perseverance. She is such a positive person always with a smile on her face, and a kind word to offer her colleagues and clients.

As her coworkers have said, not only is she a great co-worker but also a friend to so many!

REMEMBERING JIM

Jim McCaleb passed away June 19, 2023. Jim dedicated over 20 years as an Options Counselor for the Area Agency on Aging and Disability. His caring and compassionate demeanor, work ethic, and service to his community were the driving force that led to the positive impact he had on so many people.

Jim improved the lives of many older adults and others with disabilities, primarily those in Cumberland, Putnam, and White counties who were in need of in-home services and other types of assistance.

In addition to working at the Development District, he worked at Dyer Funeral Home and spent countless hours sharing his gifts of singing and piano playing at many churches in the area. Jim was a veteran having served our country in the Air Force division of the United States Armed Forces. This service instilled in him a strong sense of duty and honor that would carry through his entire life. Jim will be dearly missed and never forgotten by his coworkers, his clients, and so many others!



INFORMATION AND ASSISTANCE

The AAAD serves as the Aging and Disability Resource Center (ADRC) for adults aged 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.

The I&A Specialists adhere to the certification requirements established by the Alliance of Information and Referral Services (AIRS), a national organization providing leadership and support to advance the capacity of I&A staff in bridging people and services.

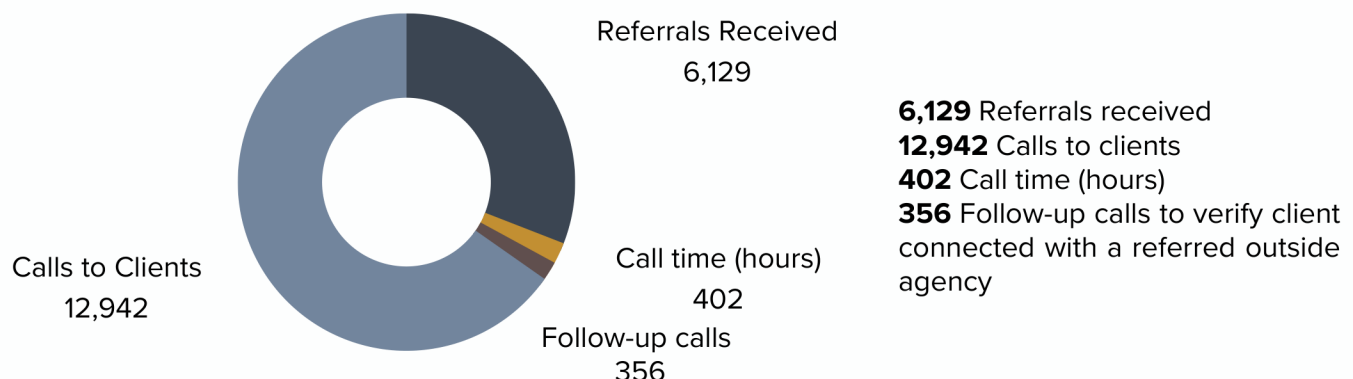
SUCCESSES

I&A staff had an 11 percent increase in referrals received compared to the previous fiscal year. The I&A team was able to maintain the two-day maximum return call attempts to clients despite the increased call volume.

A new method for the general public to communicate with the I&A Specialists was identified in FY23 for FY24 implementation. A chat option was researched and determined to be beneficial to those who prefer to communicate with I&A staff in this manner.



BY THE NUMBERS: INFORMATION AND ASSISTANCE



SENIOR CENTERS

Through the OAA, the term “multipurpose senior center” means a community facility for the organization and provision of a broad spectrum of services, which shall include provision of health, social, nutritional, and educational services and the provision of facilities for recreation for older individuals. Senior centers provide access to community resources that maintain independence and wellness.

The AAAD serves as the agency designated by 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 and economic needs 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 2023, UCAAAD contracted with 19 senior centers throughout the region. Some of the services available through local senior centers include recreation and evidence-based programs.

RECREATION

Health screenings, card games, crochet, knitting, quilting, painting, music, craft making, and educational activities are all examples of recreational activities offered at the centers.

EVIDENCE-BASED PROGRAMS (EBPs)

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

EBPs Conducted in FY23:

- AEA Arthritis Foundation Exercise Program
- Tai Chi for Arthritis and Falls Prevention
- Matter of Balance
- Tai Chi Quan, Moving for Better Balance
- Take Charge of Diabetes
- Walk With Ease
- Chronic Disease Self-Management: Living Well with Chronic Conditions

RECREATION
PARTICIPANTS

4,768

UNITS OF
RECREATION SERVICE

155,605

EBP PARTICIPANTS

167

UNITS OF EBP SERVICES

1,425

SUCCESSES

Senior Centers were offered another opportunity to apply for grant funding through TCAD. Sixteen (16) of the Upper Cumberland’s nineteen (19) Senior Centers were awarded the \$8,000 grants. The funds were used to purchase new computers and exercise equipment and update and renovate the centers.

Overall, Senior Centers had a successful year with participation at most centers increasing due to older adults being more comfortable in group settings again. The ability to receive a hot meal at a majority of these centers resulted in increased participation in other activities as well.

The Upper Cumberland had five (5) new Senior Center Directors in FY23. With new management comes new programming and a boost in participation.

\$8,000

*in grant funds awarded to 16 Upper
Cumberland senior centers*



SENIOR CENTERS, CONTINUED

SUCCESSES

Baxter Senior Center's new director, Brent Lee, brought in more programming and fostered partnerships for bingo and other activities. Participation at the center increased by 46 clients and 2,805 units. They have added activities such as rock painting, chair volleyball, book clubs, and trips.

The Monterey Senior Center experienced significant growth in FY23. The Senior Center Director, Brigitte Delk, began offering day trips such as visiting Harmony Lane Farm and Creamery (pictured at right) where they enjoyed the animals and even milked a few goats. The participants also had their own Senior Olympics, competing in games such as water bucket relay, tic tac frisbee, pool noodle archery, and balloon darts.

They continue to offer educational classes/guest speakers weekly followed by a meal prepared at the senior center. Other activities include a weekly walking group, chair volleyball, bingo, emergency preparedness, a variety of educational and nutritional classes through UT Extension, and exercise classes three times per week.



CHALLENGES

Senior Centers continue to face many challenges as a result of COVID. Some of the centers are still experiencing a stall in growth due to older adults in their areas being wary of public gatherings.

A large number of participants were not able to return due to mobility issues that developed during the previous few years. The AAAD's goal is to work with each center across the region to identify new activities that can be offered and market to the younger senior population.

CONGREGATE NUTRITION

The congregate nutrition program provides a nutritious lunch to older adults in each of the 14 counties. There are nineteen (19) congregate meal sites co-located at the senior centers or other community sites across the Upper Cumberland.

The goals of the Congregate Nutrition Program are to:

- Promote, maintain, and improve the health and well-being of those aged 60 and older
- Reduce nutritional risk
- Reduce social isolation
- Provide nutrition education, screening, and counseling
- Link eligible consumers to available community services
- Reduce hunger and food insecurity
- Increase access to nutrition and other disease prevention and health promotion services

SUCSESSES

The congregate nutrition program was very successful across the Upper Cumberland in FY23. Due to the addition of Fit Clean Meals as a multi-county meal provider and senior centers contracting with the AAAD to serve meals, hot congregate meals are available for the first time in over five years in all 14 counties of the region.

Fit Clean Meals is a frozen meal provider offering balanced and nutritious meals to home-delivered meal clients in 11 counties as well as eight (8) congregate meal sites. In some of the more rural areas, the senior centers are not able to cook a fresh, hot meal nor procure another provider to cook and transport daily meals to the centers.

Fit Clean Meals has been a great resource to assist in getting meals to more seniors across the region by providing frozen meals to the following senior center/congregate sites to heat and serve: Cannon, Clay, Dekalb, Jackson (two sites), Macon, Putnam, and Smith Counties.

MEALS SERVED:

Algood	1,111
Alexandria	1,640
Baxter	1,485
Byrdstown	5,085
Carthage	2,257
Celina	2,200
Cookeville	1,277
Crossville	22,260
Fairview	1,956
Granville	1,352
Jamestown	14,796
Lafayette	1,574
Livingston	4,698
McMinnville	11,775
Sparta	12,295
Spencer	7,099
Woodbury	1,690

1,934

ESTIMATED CLIENTS SERVED

94,550

TOTAL MEALS SERVED

CONGREGATE NUTRITION, CONTINUED

SUCCESS STORY

Alexandria Senior Center is one of the nutrition sites that has experienced notable growth in FY23. The Fit Clean Meals are heated and served five days a week. With the addition of hot meals at the center, participation in other activities has increased. According to Jennifer White, Alexandria Senior Center Director, “The Nutrition Program at the Alexandria Senior Center has helped our participants. As a whole, each person is happy to share a meal and conversation with their friends. Many have stated they are so grateful for the nice meal to eat because it is their main meal of the day.”



Fair Park Senior Center - Cumberland County

An example of the nutrition program’s success is that of an 82-year-old man. “The first day he came in he looked down and lonely. He wanted to take his meal and leave. I learned he lived alone and just needed a little help with getting enough to eat. I encouraged him to stay and eat with us. He did and quickly made friends. He left with a smile shortly after the meal.

“He came back the next day with a different demeanor. He was smiling and became involved with the others. He comes in nearly every day and participates in activities and meals. As much as he needed the meal that drew him in, he needed the social interactions. It is truly a blessing to see him happy every day.”

CHALLENGE

During COVID, the senior centers were able to offer pick-up meals to any participant who did not want to or was not able to eat in a congregate setting. The number of meals served at every senior center increased during that time.

With the requirement by the Federal government to transition back to only offering meals in a congregate setting, some of the center numbers plummeted drastically.

Although most of the sites have been able to recoup their attendance over time, there is still a large number of older adults who do not qualify for home-delivered meals and are unable to or don't feel comfortable, eating in a congregate setting.



Cannon County Senior Center

TRANSPORTATION

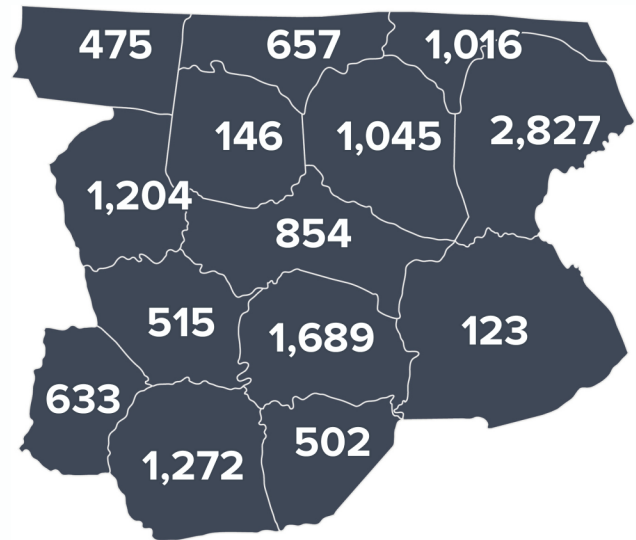
In partnership with the Upper Cumberland Human Resource Agency (UCHRA), public transportation vouchers are available for adults aged 60 and older, with priority given to those of greatest economic and social need. Transportation vouchers are disseminated at each senior center to those needing transportation to places such as the grocery store, doctor's office, and other health care providers, pharmacy, congregate meal sites/senior centers, etc. The transportation voucher is redeemed through the Ride Upper Cumberland public transit system throughout the 14-county region. To obtain voucher tickets, contact your local senior center.

SUCCESSSES

Since FY23 was the first fiscal year that senior centers were open after having to close due to COVID, the transportation voucher program was utilized more than it had been in recent years.

The total number of older adults using vouchers was 446 while the total number of vouchers used was 12, 958.

TRANSIT VOUCHERS BY COUNTY:



MYRIDE UPPER CUMBERLAND

MyRide Upper Cumberland is a volunteer driver program that provides door-to-door transportation for important appointments and errands for a minimum annual subscription fee and a round-trip charge. The AAAD contracts with UCHRA to develop and coordinate the program which was operational in Cumberland, Overton, Putnam, and Warren Counties through 2022.

SUCCESSSES

Foreseeing that the MyRide Program would be coming to an end, UCHRA started educating the MyRide participants about UCHRA Public Transportation and how to utilize UCHRA's transportation options with their local offices.

UCHRA's Public Transportation office offered travel training and mobility management to the MyRide participants.

CHALLENGE

Due to the Senior Trust Settlement grant funding coming to an end, the program could not be financially sustainable on its own, and therefore operations had to cease at the end of December 2022.

MYRIDE BY THE NUMBERS:

Vol. hours donated
229



Trips provided
236

Vol. drivers
30

236 Trips provided
19 Unduplicated older adults assisted
30 Volunteer drivers
229 Volunteer hours donated

CHOICES

TennCare's CHOICES in Long-Term Services and Supports (LTSS) program provides eligible older adults and adults with physical disabilities with needed services and supports in the home/community setting or nursing facility.

Depending on the level of eligibility, services available may include:

- In-Home Respite Care
- Assistive Technology
- In-Patient Respite Care
- CommunityBased 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



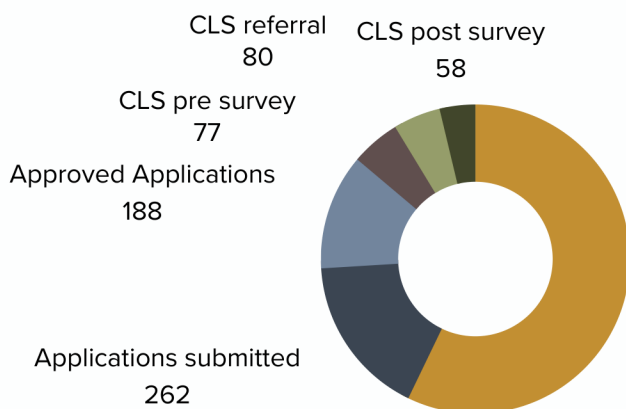
CLIENT SUCCESS STORY

A CHOICES Qualified Assessor completed an assessment for a client that was elderly and residing alone in an apartment. The client was having difficulty remembering to take her medications, which had resulted in multiple hospitalizations.

The client's health was failing and she was requiring more assistance on a daily basis to complete her activities of daily living. The client's children both work and were unable to give her the one-on-one daily assistance that she was requiring. TennCare approved the client's application for CHOICES. As a result, the client is now residing in an assisted living facility.

The client's daughter reports that the client is doing great now and receiving the assistance that she needs, which has greatly improved her quality of life.

CHOICES BY THE NUMBERS:



- 887** Telephone screenings
- 262** Applications submitted for approval
- 188** Total applications approved (72% of those submitted)
- 80** CLS referrals received
- 77** CLS education/pre-transition survey visits
- 58** CLS post-transition survey visits

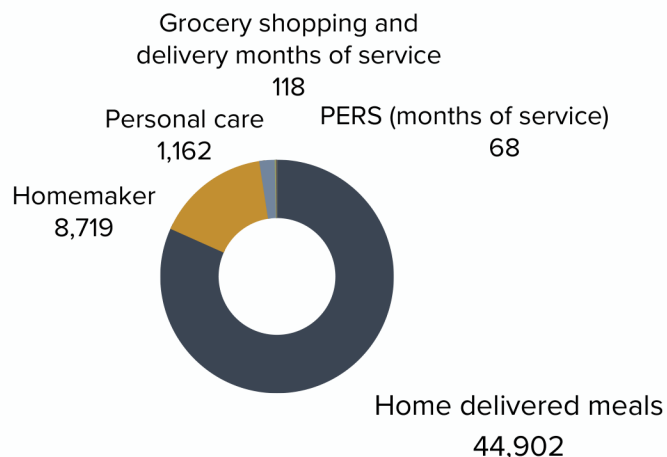
HOME AND COMMUNITY BASED SERVICES

HCBS provides eligible adults aged 60 and over and adults aged 18-59 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. HCBS are state-funded (OPTIONS for Community Living) and federally-funded (Older Americans Act Title III). Priority of services is given to those with the greatest economic and social need.

Services available include:

- Home-delivered meals: One hot or frozen meal per day delivered to the client's residence.
- Homemaker: Light housekeeping such as sweeping, vacuuming, mopping, laundry, dusting, errands and shopping, emptying trash, changing bed linens, cleaning bathtub or shower, washing dishes, etc.
- Personal Care: Non-medical assistance such as bathing, foot/nail care, shaving, dressing, ambulation, and assistance with eating and toileting.
- In-Home Respite: Paid caregivers to stay with a client in the home, providing family members with a temporary break from their caregiving responsibilities.
- PERS: Electronic device worn by the client to quickly connect them with family, neighbors, or emergency workers during an emergent time of need.
- Grocery Purchasing and Shopping Services: An alternative to home-delivered meals providing clients with a supply of groceries each month including shopping and delivery services by a contracted agency.

BY THE NUMBERS: HOME AND COMMUNITY BASED SERVICES



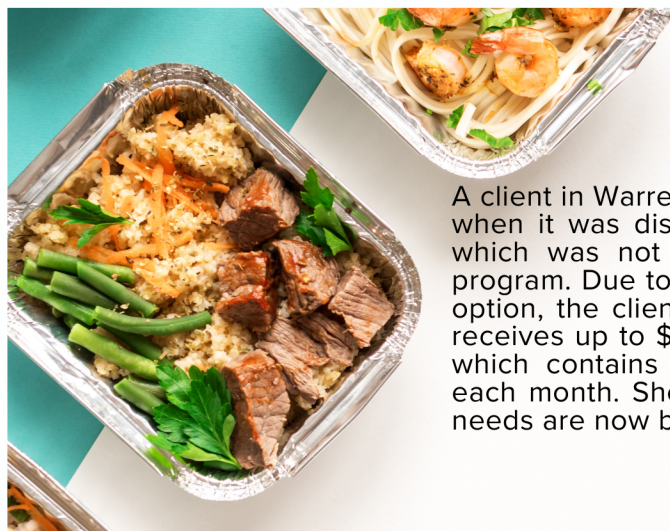
OPTIONS 1.0 and OPTIONS 2.0

CLIENTS SERVED

292 Home delivered meals
195 Homemaker
47 Personal care
17 Groceries
19 PERS

UNITS OF SERVICE

44,902 Home delivered meals
8,719 Homemaker
1,162 Personal care
118 Grocery shopping and delivery months of service
68 PERS (months of service)



CLIENT SUCCESS STORY

A client in Warren County was receiving home-delivered meals when it was discovered that a gluten-free diet was needed, which was not available through the home-delivered meal program. Due to the new Grocery Assistance service being an option, the client was able to switch to this service and now receives up to \$1,800 worth of groceries throughout the year, which contains gluten-free items, that are delivered to her each month. She is pleased with this service and her dietary needs are now better met.

HCBS, CONTINUED

SUCCESSES

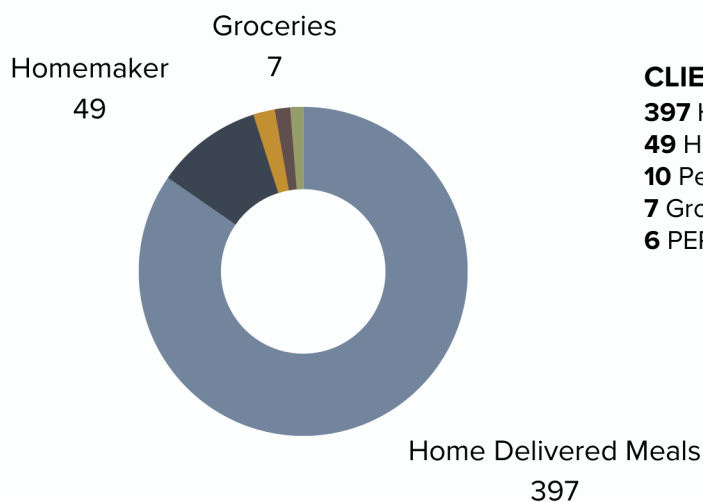
The Upper Cumberland AAAD implemented two new HCBS services in FY23: Personal Emergency Response System (PERS) and Grocery Assistance. Those who received these new services during the year totaled 27 clients for PERS and 26 clients for Grocery Assistance.

Between the new Options 2.0 program and the new services offered in FY23, the AAAD had an increase of 83 percent in people served and 61 percent additional units provided through the Options 1.0 and 2.0 programs.

The AAAD received the Alzheimer's Disease and Related Dementia (ADRD) respite program funding which provided nineteen (19) caregivers with four (4) hours of respite services on a weekly basis.



TITLE III BY THE NUMBERS:



CLIENTS SERVED

397 Home delivered meals
49 Homemaker
10 Personal care
7 Groceries
6 PERS

UNITS OF SERVICE

80,318 Home delivered meals
2,688 Homemaker
435 Personal care
32 Grocery shopping and delivery
39 PERS (months of service)

CHALLENGE

Although the AAAD is appreciative of the new Options for Community Living 2.0 and ADRD program funding by the State of Tennessee's Legislature, the AAAD was unable to maximize enrollment. Primarily, that was due to in-home service provider staffing shortages as well as diagnosis documentation necessary for the ADRD program. With FY24 changes related to ADRD qualifying criteria and services along with an increase in pay rate for providers, the AAAD should be able to maximize enrollment in the upcoming program year.

FAMILY CAREGIVER

The National Family Caregiver Support Program (NFCSP) provides assistance to family caregivers and grandparents or other relative caregivers.

PROGRAM SERVICES

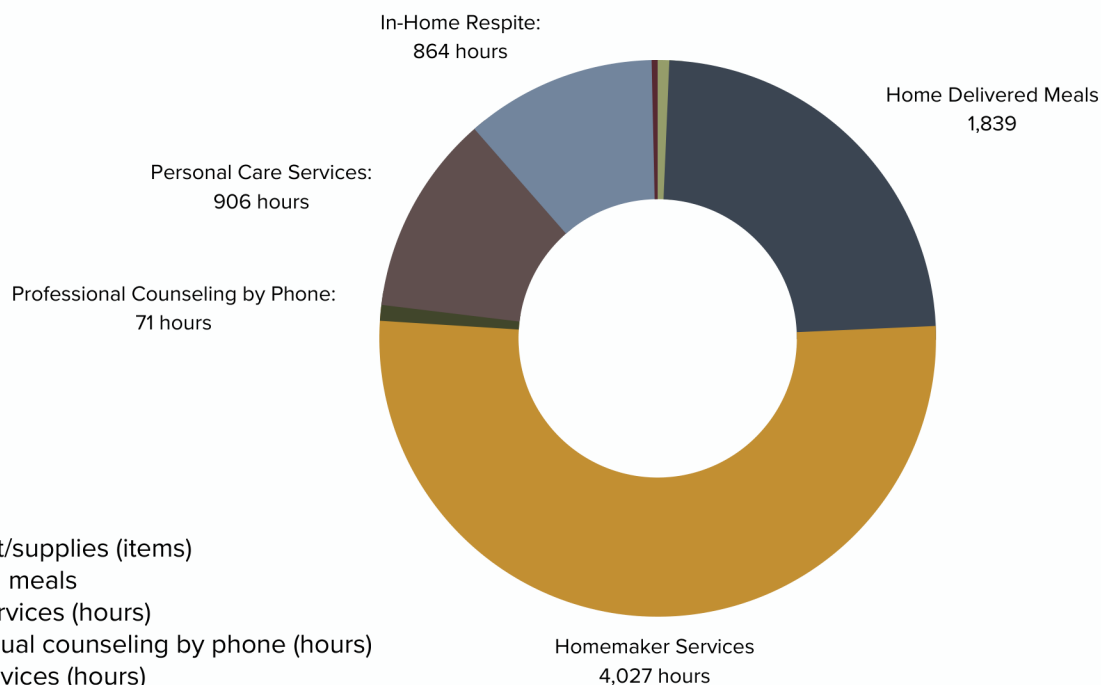
- Information for caregivers about available services and events including the Senior and Caregiver Expo
- Assistance to caregivers in gaining access to case-management services
- Individual counseling, support groups, and caregiver training to assist the caregivers in making decisions and solving problems related to their caregiving roles
- Respite care that allows caregivers to be temporarily relieved from their caregiving responsibilities (eg: homemaker, adult day care, respite, and personal care services)
- Supplemental services, on a limited basis, to complement the care provided by family caregivers (eg: 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)

FAMILY CAREGIVER PROGRAM BY THE NUMBERS:



52 Medical equipment/supplies (items)
1,839 Home delivered meals
4,027 Homemaker services (hours)
71 Professional individual counseling by phone (hours)
906 Personal care services (hours)
864 In-home respite (hours)
27 Personal emergency response services (months of service)

FAMILY CAREGIVER, CONTINUED



Photos, counter-clockwise from top: a logo from *Alive Inside, A Story of Music and Memory*; companion pets bring smiles and delight to clients; Family Caregiver clients and staff participate in trips to Lazy G Ranch and The Table: Cookeville's Board Game Lounge; attendees browse the many booths at the 2022 installment of the annual Senior & Caregiver Expo.

SUCCESSES

The AAAD held a third viewing of the documentary *Alive Inside* at UCDD. It was held on May 30 with 47 attendees, the largest AAAD viewing so far.

With funding from the ADPI (Alzheimer's Disease Programs Initiative) grant, the Family Caregiver program was able to distribute Companion Pets to identified individuals in the community, totaling 25 pets for the entire grant period. With realistic fur and pet-like sounds and sensors that respond to petting and hugs, the robotic pets bring comfort, companionship, and fun to clients.

The Family Caregiver program continued to partner with Alzheimer's Tennessee with their Memory Café throughout FY23. Various AAAD staff attended the events which included trips to the History Museum, Lazy G Ranch, and The Table: Cookeville's Board Game Lounge.

The 2022 Senior and Caregiver Expo (pictured below) returned to a traditional indoor event at Life Church. Vendors were able to set up inside the church again for attendees to visit them. In total, 759 people attended.



SNAP (SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM)

SNAP BY THE NUMBERS:

1,600 SCREENINGS

41 APPLICATIONS

12,302 OUTREACH



SNAP is the largest program in the domestic hunger safety net providing monthly benefits for low-income individuals to purchase food.

The SNAP project was created to increase participation among older adults and adults with disabilities. SNAP provides adults 60 and older or adults with a disability with education about medical deductions, screenings, and application assistance.

All clients that are screened for SNAP are also screened for Low-Income Subsidy and Medicare Savings Programs which help pay for Medicare costs as well.

SUCCESSSES

SNAP partnered with SHIP to provide 12,524 outreach materials through targeted mailing in Warren, Dekalb, and Fentress Counties.

In October 2022, the SNAP contract transferred from the Tennessee Commission on Aging and Disability (TCAD) to the Department of Human Services (DHS). SNAP outreach and application assistance continues to be of high need due to the rising price of food.

Tennessee Department of Human Services Family Assistance Application		Please tell us if you need assistance with this form because you have a disability or don't speak English. Free assistance is available. Contact the Family Assistance Service Center Number 866-311-4287 and/or the TTY number at 711. If you have a disability, we can call or visit you if you cannot come to our office. Primary/Preferred Language: _____	
THIS BOX TDHS USE ONLY		We will take your application with only your name, address, and signature. But the more you tell us, the faster we can see if you can get help. If you are approved, your benefits may start from the date we receive your application. In most cases you will need to talk with a TDHS worker to complete the application process.	
Case #: _____ Date received: _____ County: _____		You may be able to get SNAP/Food Stamps in 7 days if: 1. Your household's monthly income is less than \$150, and you now have resources of \$100 or less. 2. Your shelter cost (plus utilities) is higher than your monthly income plus savings. 3. You do seasonal farm or migrant work.	
If you have a disability that makes it hard for you to fill out or understand this application, we can help. We can call or visit you if you cannot come to our office. Clients may submit an application for benefits and certification materials to their county office by mail, fax to 615-313-2360, hand-delivery, or apply online at https://faonlineapp.dhs.tn.gov/ .			
Name (First/MI/Last)		I am applying for: Families First _____ SNAP /Food Stamps	
Home Address		We may use your home or cell phone number to call and remind you of an appointment. We will leave a message if you do not answer.	
City State Zip Code		Home Phone Work Phone Cell/Other Phone	
Mailing Address (if different)		We use Social Security Numbers to check that you are who you say you are. We use them to make sure you get the right amount of aid, to change the amount of aid you get, to check other computer and government records, and to make sure you qualify. We check Social Security, IRS, and employment records. We may check the United States Citizenship and Immigration Services (USCIS) records. If those records don't match what you say, it may affect whether you can get help and how much cash or food stamps you get. If you give incorrect information on purpose to get help, you may go to jail.	
City State Zip Code		By providing Race/Ethnicity information, it helps show if Tennessee is following civil rights laws. Please use the following to indicate race: W = White/ Caucasian, B = Black/African-American, A = Asian, H = Native Hawaiian/Pacific Islander, I = American Indian/Alaska Native (Your household is not required to give us this information and it will not affect your eligibility or benefit level.)	
Email Address		Marital Status: Use one of the following below for each adult member of the household: married, single, divorced, widowed, separated	
Are you homeless? () Yes () No			
Do you need an EBT card? () Yes () No			
List everyone in your household (including self) To add more people, please attach another application or sheet of paper	Is this person applying for benefits? (Yes/No)	(NOT needed if person does not want to receive benefits) For more information, see page 1 of the Statement of Understanding	Sex (M/F)
		Social Security Number	Check box if U.S. citizen
I swear under penalty of perjury (making false statements under oath) and all other applicable penalties that the statements made on this application, any attachments, and to whoever interviewed me are true and correct. All persons applying for or receiving aid are U.S. citizens, legal aliens, or eligible immigrants. I understand and agree to the rules and information given to me. If asked, I will give information, or give TDHS permission to get proof. I understand I must report any changes the way TDHS tells me to. I understand that the information I provide will be subject to verification by federal, state, and local officials to determine if such information is factual.			
Release: The State of Tennessee or people who work for it may need to prove the information I gave is true. By signing this paper, I am saying it is OK to get proof. This will let them decide if I can get Food Stamps or Families First. I am also saying that I have read and understand the Statement of Understanding.			
Signature: _____ Date: _____ Witness (if signed with an X): _____ Date: _____			
DHS staff should check the "Forms" section of the intranet to ensure the use of current versions. Forms may not be altered without prior approval.			
Distribution: FARAS (original)			
HS-0169 (Rev. 08-19)			
RDA: 1716 Page 1 of 2			

SHIP (STATE HEALTH INSURANCE ASSISTANCE PROGRAM)

SHIP provides free and objective one-on-one counseling and education to individuals and groups with regard to Medicare and other related insurances. Through the Medicare Improvements for Patients and Providers Act (MIPPA), SHIP also receives funding to recruit and train volunteers for the program. Collectively, SHIP and MIPPA:

- Assisting Medicare beneficiaries in comparing and enrolling in Medicare Prescription Drug Plans
- Answering general questions about original Medicare and Medicare Advantage Plans
- Assisting beneficiaries with applying for Medicare Savings Programs and the Low-Income Subsidy (Extra Help)

SHIP BY THE NUMBERS:

6,521
ONE-ON-ONE CLIENT CONTACTS

105
OUTREACH EVENTS

4,889
OUTREACH CONTACTS

SUCCESSES

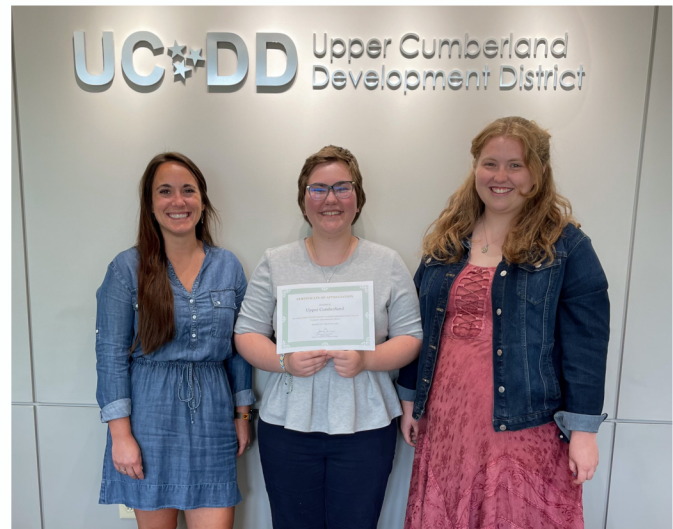
The Upper Cumberland SHIP Team was recognized at a statewide SHIP Training for excelling in every focus area and was presented the award *For Outstanding TN SHIP Volunteer Program Performance in the Area of Volunteer Administrative Hours*. (Pictured left to right: Sara Martin, Erin Perdue, and Amanda Smith.)

The SHIP/SMP Volunteer program expanded to having 14 true volunteers and 23 in-kind volunteers

With increased outreach efforts by staff and volunteers, SHIP gained 56 new partnerships

SHIP staff developed a great partnership with Get Covered Tennessee to receive referrals for those who need help with Medicare Savings Programs. The staff is able to send referrals to them for individuals who are uninsured and ineligible for Medicare.

During the Annual Enrollment Period for Medicare Part D (October 15-December 7), SHIP Counselors exceeded prior years having a total of 2,680 contact episodes with Medicare beneficiaries.



SMP (SENIOR MEDICARE PATROL)

SMP (Senior Medicare Patrol) empowers and assists Medicare beneficiaries in preventing, detecting, and reporting healthcare fraud, errors, and abuse by:

- Conducting outreach and education events consisting of group events, presentations, one-on-one counseling, and media exposure
- Recruiting and training 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 available at local sites throughout the state at established times to offer assistance in reporting Medicare fraud, waste, and abuse and provide education on how to prevent Medicare fraud, waste, and abuse
- Processing complaints and issues identified by volunteers, Medicare beneficiaries, and caregivers

SMPs are grant-funded projects through the Administration for Community Living (ACL). In Tennessee, the UCDD/AAAD holds the statewide SMP contract. The AAAD 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, TCAD, homeless prevention groups, and retired individuals.

SUCCESSES

One example of many successes is the SMP Statewide Manager helping a Medicare beneficiary get a **refund of \$3,000** and kept the beneficiary from having to pay \$52,000 for a prosthesis that had to be returned to the Durable Medical Equipment supplier due to it not fitting.

SMP was **able to reach 58,719 people** through **586** statewide outreach and education events.

The SMP Program sponsored and attended the Tennessee Federation for the Aging Conference (October 2022), Tennessee Elder Justice Conference (June 2023), Northwest Elder Justice

Conference (June 2023), and the South Central Adult Abuse Coalition (May 2023).

In June 2023, the Administration for Community Living (ACL) awarded UCDD another five-year SMP grant to continue providing Medicare fraud, waste, and abuse outreach, and education for Tennessee.

SMP BY THE NUMBERS:

261 ACTIVE TEAM MEMBERS
20,945 INDIVIDUAL INTERACTION SESSIONS
13,361 TEAM MEMBER HOURS



CHALLENGES

Due to limited state-wide staff and the number of complaints for Medicare fraud increasing due to the COVID-19 pandemic and the resulting public health emergency, it's been difficult to focus on a statewide outreach campaign and training volunteers in person. Instead, the focus has been on fraud complaints.

Beneficiaries are still hesitant to go to in-person events, and volunteers are hesitant to meet with beneficiaries one-on-one.

CREVAA (COLLABORATIVE RESPONSE TO ELDER AND VULNERABLE ADULT ABUSE)

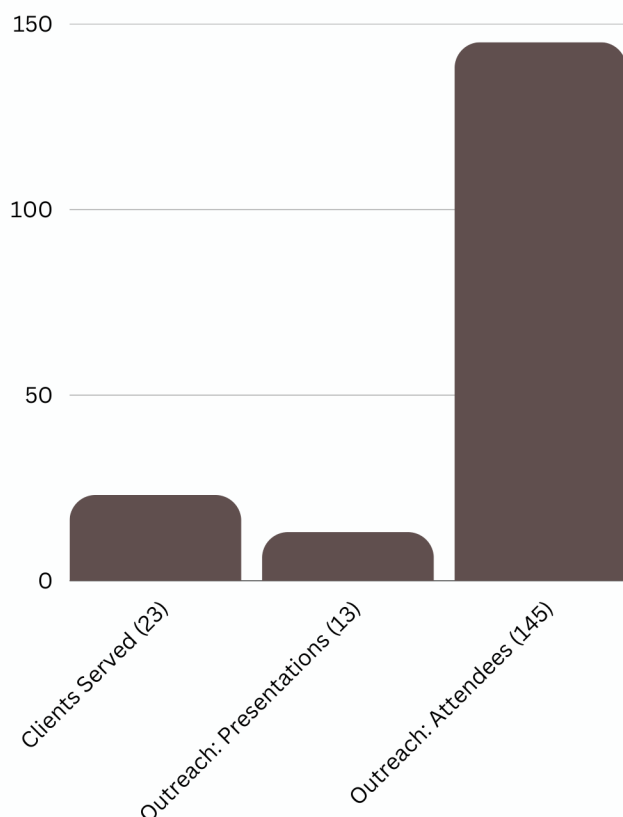
CREVAA provides emergency and non-emergency services and supports for older (60-plus) and vulnerable (18-59) adults who are alleged victims of a crime. Referrals for the assistance are primarily from Adult Protective Services (APS), the District Attorney's offices, law enforcement, and members of the Vulnerable Adult Protective Investigative Team (VAPIT). CREVAA addresses both the emotional and physical needs of victims by providing temporary services related to the crime in a trauma-informed and person-centered manner.

Services may include food, clothing, therapy and counseling, personal care, homemaker, transportation, durable medical equipment, housing/shelter, and home repairs. The CREVAA Advocate secures donations of any of these items to provide to clients in need. The CREVAA Advocate also provides outreach and education across the region to bring awareness about services available through the program.



CREVAA staff across the state celebrate the 5th anniversary of the program.

CREVAA BY THE NUMBERS:



SUCCESSES

CREVAA successfully attained three (3) new partnerships through December 2022.

In July 2022, the Office of Criminal Justice Programs took over the CREVAA contract. In January 2023, Adult Protective Services took over the CREVAA contract from the Office of Criminal Justice Programs. The experienced staff of Adult Protective Services has been very informative and helpful when tackling difficult cases where victims are in need.

CLIENT SUCCESS STORY

The CREVAA Advocate had a client who was a vulnerable adult with Autism who had recently been financially exploited and emotionally abused by his father. Staff at the Upper Cumberland Family Justice Center helped him apply for an order of protection against his father.

The emotional and financial burden placed on this client left him unable to keep up with the expenses at his rental home, so CREVAA helped him locate affordable housing and was able to move him into his own place for a fresh start. There was also an interagency collaboration between UCDD and UCHRA. UCHRA's Public Transportation team helped transport him across county lines.

CREST (COLLABORATIVE RESPONSE TO END SELF NEGLECT IN TENNESSEE)

CREST provides emergency and long-term client-centered services and resources to Adult Protective Services clients who are victims of self-neglect as well as abuse, neglect, and exploitation by others.

The CREST Advocate addresses both the emotional and physical needs of the clients to help stabilize their lives and reduce the risk of harm. Services may include food, clothing, therapy and counseling, personal care, homemaker, transportation, durable medical equipment, housing/shelter, and home repairs.

SUCCESS STORY

The CREST Advocate had a client who was in the hospital for a period of time. He was discharged to return home, but because his home had been neglected and his dogs had made a mess, he could not start the Veterans Administration's homemaker services and they were placed on hold. CREST provided a one-time deep cleaning, so they would resume his in-home services.

CHALLENGE

Many self-neglect clients do not qualify for TennCare's CHOICES in-home services yet cannot take care of themselves or their homes. In addition, they do not qualify for many hours of other services in order to keep their homes clean and safe. Waiting lists for many of these programs keep them from getting the help they need to remain in their home and remain independent.

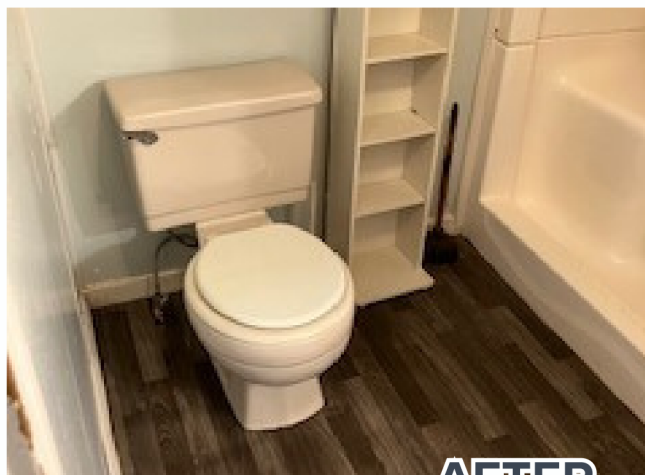
CREST BY THE
NUMBERS:

57

CLIENTS
SERVED



BEFORE



AFTER

PUBLIC GUARDIANSHIP

The Public Guardianship program is designed to aid in making financial or medical decisions for persons 60 years of age or older who lack competency 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 healthcare 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.

92

TOTAL NUMBER OF CLIENTS

1,338

STAFF & VOLUNTEER VISITS TO CLIENTS

3,820

SERVICE FOR CLIENTS (UNITS)



PUBLIC GUARDIANSHIP BY THE NUMBERS:

10 Durable Power of Attorney Clients

81 Conservator of Person and Property

1 Conservator of Person

7 Clients Residing in the Community

85 Clients Residing in Long-Term Care Facilities

SUCCESSES

Using Program fees, the public conservators collaborated with long-term care facilities to purchase robotic pets for clients in four counties who would greatly benefit from them.

Through a community partnership with Averitt Express, employees purchased Christmas gifts for PG clients.



PUBLIC GUARDIANSHIP, CONTINUED



SUCCESS STORY

Resuming the Volunteer Program following the COVID suspension has benefited many of the program's clients. One of those who benefited lived in deplorable physical conditions, was in an abusive relationship, and had frequent hospital admissions due to neglect.

Before admission into the program and on her last hospital admission, the physician proposed beginning hospice services due to her poor mental and physical condition. Once in the program, she was placed in a skilled nursing facility, began rehab, and was matched with a

volunteer who began weekly visits. Because of the abuse/neglect she suffered, our client had poor self-worth, was distrustful of others, and talked little during visits. After a few weeks, she started to look forward to seeing the volunteer and then began calling her "my friend."

Because of the visits from this kind volunteer, our client's feeling of self-worth has increased and she initiates conversation during visits. She now chooses her clothing, wears make-up, is very talkative, goes to facility activities, and smiles.

CHALLENGES

Unfortunately, the program had many staffing changes during the fiscal year. At the beginning of FY23, the AAAD had three full-time district Public Conservators and a part-time PG Outreach and Volunteer Coordinator. In September 2022, one conservator left the agency and that position was not filled. In December 2022, a second conservator left the agency and after many months of advertising and searching for the right fit, another conservator was hired in March 2023.

The Outreach & Volunteer Coordinator hired in early FY22 was unable to return to the agency. As a result, a full-time Public Guardianship Program Support and Volunteer Coordinator was hired in May 2023. The goal is to recruit more

volunteers and have one volunteer per long-term care facility.

Securing supportive living housing for clients with mental illness is very difficult. There have been two (2) clients in the last year who have spent more than 30 days in psychiatric hospitals because placement in the region could not be found.

There are many more clients who require this type of housing than there are beds available in the area. Mental Health Supportive Living homes are not required to give their residents a 30-day discharge notice so they are often moved from facility to facility with no stability.

LEGAL ASSISTANCE

The Legal Assistance program is administered by 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 staff attorney offers advice, counseling, and representation in areas of law including, but not limited to, Social Security, Supplemental Security Income (SSI), insurance problems, Medicare, TennCare, and elder abuse.

For assistance, contact Aging Services for the Upper Cumberland at (931) 432-4210.

LEGAL CASES BY COUNTY:



158

TOTAL LEGAL CASES (UPPER CUMBERLAND)

26

PUBLIC SPEAKING/OUTREACH EVENTS

SUCCESS STORY

The Title III legal assistance program was contacted by a family that had been referred to our program by the Area Agency on Aging and Disability. The individual, a 70-year-old gentleman, was applying for TennCare's CHOICES in Long Term Care Services and Supports program in order to receive care in his home. He is married and their adult daughter lives in the home with them providing care for her parents.

In order to be approved for CHOICES, he had to have a Qualifying Income Trust (QIT) but the applicant and the family were very confused and apprehensive about that process. The attorney met with them, explained the process and purpose of the QIT. Their biggest concern was that they would lose all control over his income. They were able to explain why the QIT was needed, how it would work, and the benefits the applicant could receive when approved. Once they fully understood how the QIT worked, they were comfortable with proceeding. After several visits to the home, the QIT documents were finalized and he was approved for CHOICES.

OMBUDSMAN

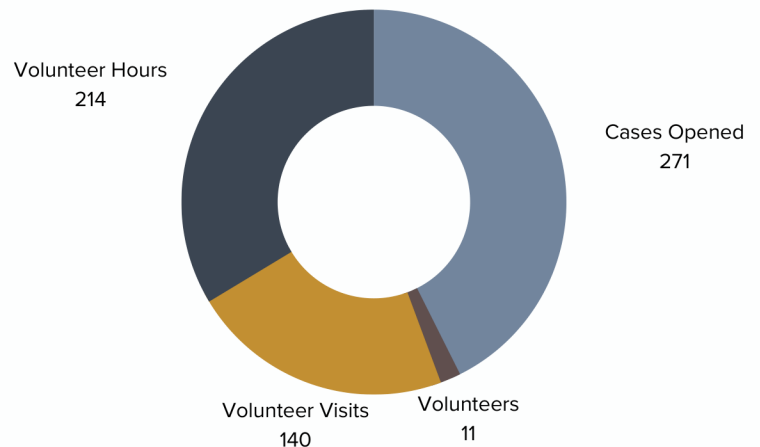
The Ombudsman program is administered by Aging Services for the Upper Cumberland, Inc. which provides advocacy services to persons residing in long-term care facilities such as nursing homes, assisted care living facilities, and homes for the aged.

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.

SUCCESSES

The Ombudsman Program received additional grant funding for a portion of FY22-23 and FY23-24. The first grant was used to increase the hours of a part-time Ombudsman and increase the salary of the full-time Ombudsman. The second grant was used to move the part-time Ombudsman to the position of RCC (Residential Care Community) Ombudsman. The RCC Ombudsman worked directly with Assisted Care Living Facilities and Homes for the Aged to provide training for staff, family members, and residents of these facilities, as well as assist in the development and growth of resident and family councils.

OMBUDSMAN PROGRAM BY THE NUMBERS:



271 Cases opened by LTC Ombudsman

11 Volunteers

140 Visits by volunteers/**15** long-term care facilities

214 Volunteer hours of service



SUCCESS STORY

A resident at Cookeville Regional Medical Center for two months was awaiting their return to the long-term care facility. Although the resident had been at the facility for five years, the facility stated that they believed they could not take the resident back to his current condition unless he signed a Do Not Resuscitate (DNR) directive.

Requiring a DNR for acceptance by a facility violates the law. The Ombudsman spoke with the Title III attorney and informed the State Ombudsman and the Health Facilities Commission. He desperately wanted to return to his home facility while also stating, "I want to live".

The Ombudsman reached out to the facility, spoke to the Administrator, and, finally, the resident was able to return to the place he called home.

OMBUDSMAN, CONTINUED



SUCCESS AND CHALLENGE STORY

The Ombudsman was called to a Long-Term Care facility in regards to a young male resident who is an amputee. His Medicare days had run out and was on the verge of being discharged to a possibly unsafe environment. The resident had been difficult to work with and was getting frustrated that his needs weren't being met.

The Ombudsman went to the facility to meet with the resident and was told he didn't want to talk to anyone but ended up being invited to his room. After talking with him for close to two hours, it was determined that the resident was already determined eligible for TennCare's CHOICES program which pays for in-home and nursing home care. The Ombudsman told the resident he was very lucky to be on CHOICES since that would allow him to receive in-home

services and possibly housing assistance.

After discussing relocation options, it was also discovered that he had been proactively looking for a place to move to with the help of facility night staff. The Ombudsman talked to the resident about contacting his CHOICES Care Coordinator and being discharged to a Community Living Support home but he was not interested as he desired an apartment-type setting.

Although the Social Worker, Care Coordinator, and Ombudsman have been successful in keeping the resident at the facility, the challenge of finding an income-based apartment available remains due to long waiting lists.

COVID-19 PANDEMIC FUNDED PROGRAMS

COVID III SUPPLEMENTAL NUTRITION

The UCAAAD received \$242,824 in funding for the period May 1, 2021 – September 30, 2022 grant through the COVID Supplemental Nutrition Grant for Home-Delivered Meals. For the remaining three months (July-September 2022) of the grant, there were 19 older adults who received 362 meals.

VACCINE 5 OUTREACH

The UCAAAD received \$76,100 to expand vaccination outreach from January-September 2022. The AAAD subcontracted with the Upper Cumberland Human Resource Agency (UCHRA) to administer the outreach activities. UCHRA created marketing materials which were used by County Coordinators to increase awareness and provide support to those in need of scheduling an appointment or transportation to a vaccination site. During the final three months of the program (July-September 2022), UCHRA provided community presentations to 488 attendees, outreach to 400 people at food distribution events and distributed 248 materials.



AMERICAN RESCUE PLAN

UCAAAD received \$1,973,500 in American Rescue Plan funds for a three-year period (FY22-24) allowing for the expansion of the Older Americans Act programs.

AMERICAN RESCUE PLAN BY THE NUMBERS:

29

UNITS OF GROCERY ASSISTANCE PROVIDED TO FOUR CLIENTS

PROVIDED BY ARP TITLE IIIB FUNDING

2,164

HOURS OF HOMEMAKER/PERSONAL CARE SERVICES FOR 26 CLIENTS

PROVIDED BY ARP TITLE IIIB FUNDING

\$4,056

PROVIDED TO SENIOR CENTERS TO INCREASE EVIDENCE-BASED PROGRAMS

PROVIDED BY TITLE IIID FUNDING

\$4,800

PROVIDED TO THE OMBUDSMAN PROGRAM TO SUPPORT INCREASED HOURS FOR PART-TIME STAFF

PROVIDED BY TITLE VII FUNDING

\$22,873

TO NINE SENIOR CENTERS

FOR IMPLEMENTING NEW AND INNOVATIVE PROGRAMS

PROVIDED BY ARP TITLE IIIB FUNDING (ART CLASSES, TELEPHONE RESOURCES, COMPUTER AND OTHER TECHNOLOGY CLASSES RELATED TO TELEHEALTH AND ONLINE GROCERY SHOPPING)

29,486

HOME DELIVERED MEALS TO 142 CLIENTS

PROVIDED BY TITLE IIIC2 FUNDING

50,141

CONGREGATE MEALS TO 1,729 CLIENTS

PROVIDED BY TITLE IIIC1 AND E FUNDING

QUALITY ASSURANCE

HOME DELIVERED MEALS SURVEYS

Each year, the Quality Assurance (QA) staff attempts to survey 100 percent of the home-delivered meal clients. The goal of these surveys is to ascertain the client's satisfaction with the meals that they are receiving, as well as with the providers that are preparing and/or delivering said meals. These surveys include inquiries about the person delivering the meals and the time of delivery, as well as the appearance, taste, and quantity of the food.



QA staff attempted 714 of these surveys in FY23, and received 475 responses. The survey results revealed the following:

98 percent of clients are satisfied with their meal delivery time

97 percent of clients are satisfied with the appearance of their meals

93 percent of clients are satisfied with the taste of their meals

83 percent of clients are satisfied with the quantity of food that they receive

99 percent of clients are satisfied with the meal delivery staff

HOME-DELIVERED MEALS BY THE NUMBERS:

QUALITY ASSURANCE

HCBS SURVEY RESULTS

The QA staff also conduct annual surveys for the in-home services that the AAAD provides through the OPTIONS, Title III, and NFCSP Programs.

These services include: homemaker, personal care, in-home respite, grocery shopping and delivery, personal emergency response systems, and counseling. In addition to inquiring about the clients' satisfaction with the services they are receiving and the providers performing them, we also ask them for feedback about their AAAD service coordinator.

These service coordination surveys are done to ensure that AAAD staff are effectively communicating with them and helping them obtain the services that they need.

SUCCESSES

For FY23, a sampling of 180 Home and Community-Based Services (HCBS) clients was chosen to contact via phone call for these surveys. The clients surveyed rated their overall service as either Excellent, Good, Fair, or Poor.

The results of the FY23 Home-Delivered Meal surveys show that the vast majority of clients are satisfied with the program. Over 98 percent of clients surveyed were satisfied with their delivery staff and time of delivery, and over 90 percent were satisfied with the appearance and taste of the food.

The new HCBS services that the AAAD began offering in FY23, Grocery Shopping & Delivery, and PERS, were very well received by clients. The survey results show that 100% of the Grocery clients, and 94% of the PERS clients, rated their service as either Excellent or Good. 100% of PERS clients who responded to the survey stated that having a PERS device made them feel more secure and comfortable in their home.

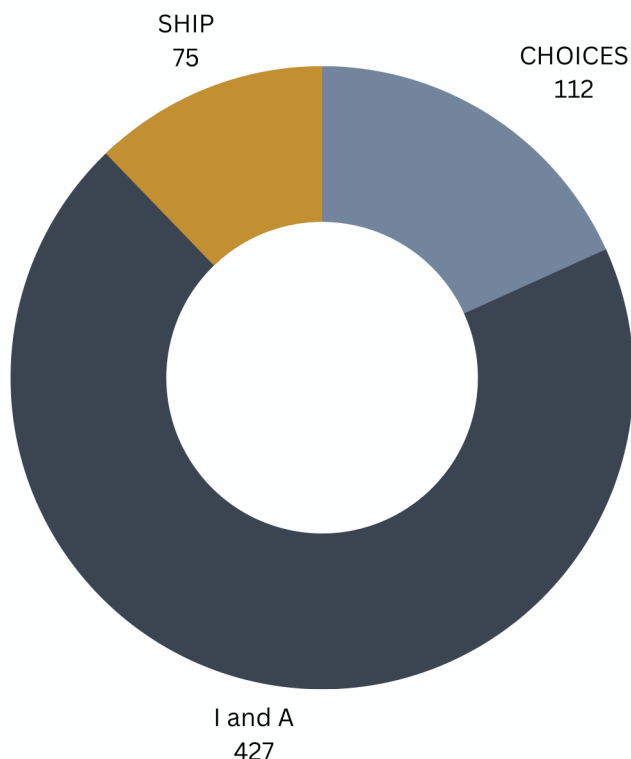
	Excellent (%)	Good (%)	Fair (%)	Poor (%)
Homemaker (95 attempted, 61 completed)	43%	44%	11%	2%
Personal Care (36 attempted, 26 completed)	50%	39%	11%	0%
In-Home Respite (17 attempted, 12 completed)	67%	25%	0%	8%
Grocery Shopping & Delivery (24 attempted, 18 completed)	78%	22%	0%	0%
PERS (38 attempted, 16 completed)	56%	38%	6%	0%
Counseling (6 attempted, 2 completed)	50%	0%	50%	0%

QUALITY ASSURANCE, CONTINUED

OTHER PROGRAMS

Quality Assurance staff completed 614 surveys by phone for other AAAD programs such as CHOICES, I&A, and SHIP.

OTHER PROGRAM SURVEY RESULTS BY THE NUMBERS:

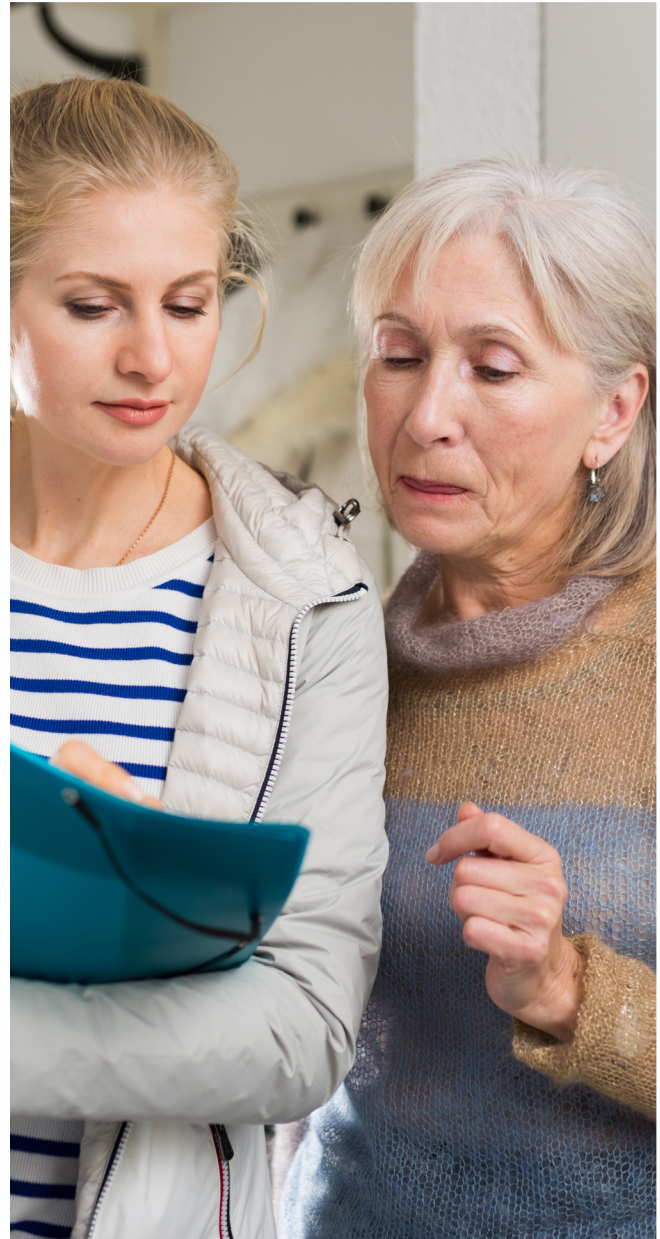


OF 614 COMPLETED SURVEYS

112 CHOICES

427 I&A

75 SHIP



CHALLENGES

To this point, the majority of the HCBS surveys have been conducted at the end of each fiscal year. This does not allow for timely feedback. QA staff will seek to alter the schedule by which these surveys are conducted, with the goal being to conduct these surveys more frequently and consistently throughout the fiscal year. Hopefully, this will allow a greater percentage of clients to be surveyed and will provide more timely feedback on these services and providers.

While the AAAD conducts surveys to evaluate the subcontracted service providers, there has not been a way for the providers to evaluate the AAAD. The QA staff will seek to develop and implement survey processes for the nutrition and in-home service providers in order to ascertain their satisfaction with the AAAD. These surveys will evaluate the relationship between the agency and the service providers, and identify any potential improvements that could be made to ensure that those relationships continue to be positive and productive.

CONTRACTS

Grantor: Southwest Tennessee Development District

Agency Tracking or Other ID #: UC-SVTN

Amount: \$107,900 | Term: 11/1/2021-12/31/2022

Description: Assisting seniors in Tennessee with funds from the Senior Trust/Elder Trust settlement Case No. 11-1548-111, Davidson County Chancery Court, Division III.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-23018

Amount: \$962,600 | Term: 7/1/2022-6/30/2023

Description: State-funded services to individuals who are elderly and/or individuals with disabilities.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-20317, Amendment #3

Amount: \$3,149,925 | Term: 7/1/2022-6/30/2023

Description: Federally funded Older Americans Act services to individuals who are elderly and/or individuals with disabilities.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-22121

Amount: \$80,110 | Term: 4/1/2022-3/31/2023

Description: Federally funded State Health Insurance Program (SHIP).

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-23061

Amount: \$80,000 | Term: 9/1/2022-8/31/2023

Description: Federally funded Medicare Improvements for Patients and Providers Act (MIPPA).

Grantor: Tennessee Department of Human Services

Agency Tracking or Other ID #: 34530-62723

Amount: \$60,226 | Term: 10/1/2022-9/30/2023

Description: Outreach services for the Supplemental Nutrition Assistance Program (SNAP)/Food Stamp Program.

Grantor: Tennessee Department of Finance and Administration, Office of Criminal Justice Programs

Agency Tracking or Other ID #: 2112 (Edison Vendor ID)

Amount: \$67,250 | Term: 7/1/2022-12/31/2022

Description: Federally funded VOCA Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA).

Grantor: Tennessee Department of Human Services

Agency Tracking or Other ID #: 34549-82623

Amount: \$67,250 | Term: 1/1/2023-6/30/2023

Description: Federally funded VOCA Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA).

Grantor: Bureau of TennCare

Agency Tracking or Other ID #: 31865-00094, Amendment #8

Amount: \$854,490 | Term: 7/1/2020-6/30/2023

Description: Federally funded Single Point of Entry (SPOE) services to Medicaid-reimbursed Long-Term Services and Supports (LTSS) for persons who are elderly and adults twenty-one (21) and older with a physical disability.

Grantor: Administration for Community Living

Agency Tracking or Other ID #: 90MPPG0006-05-00

Amount: \$577,867 | Term: 6/1/2022-5/31/2023

Description: Federally funded Senior Medicare Patrol Program (SMP).

CONTRACTS

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-21088, Amendment #1

Amount: \$242,824 | Term: 5/1/2021-9/30/2023

Description: COVID supplemental nutrition for home-delivered meals.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-21031, Amendment #4

Amount: \$58,045 | Term: 7/1/2020-5/31/2023

Description: Federally funded for implementation of the Person-Centered Music-Enhanced Powerful Tools for Caregivers program.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-21064, Amendment #2

Amount: \$95,000 | Term: 12/1/2020-9/30/2022

Description: Federally funded for execution of the Aging and Disability Resource Center COVID-19 grant.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-22102

Amount: \$76,100 | Term: 1/1/2022-9/30/2022

Description: Federally funded to expand access to COVID-19 vaccination for individuals who are elderly and/or with disabilities.

Grantor: Best Buddies International, Inc.

Agency Tracking or Other ID #: 31865-00845

Amount: \$63,000 | Term: 4/11/2022-11/15/2022

Description: National Core Indicators surveys to assess quality and outcomes of Developmental Disability services for individuals & families.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-22064, Amendment #1

Amount: \$39,282 | Term: 8/16/2021-9/30/2022

Description: CARES re-entry assistance funding (Ombudsman).

Grantor: Tennessee Department of Human Services

Agency Tracking or Other ID #: 34549-80922, Amendment #1

Amount: \$177,183 | Term: 4/1/2022-9/30/2024

Description: CREST (Collaborative Response to End Self-neglect in Tennessee) Program.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-23039

Amount: \$629,100 | Term: 7/1/2022-6/30/2023

Description: Options 2.0 - State-funded services to individuals who are elderly and/or individuals with disabilities.

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-23075

Amount: \$36,753 | Term: 10/1/2022-9/30/2023

Description: Ombudsman services in Residential Care Communities (RCC).

Grantor: Tennessee Commission on Aging and Disability

Agency Tracking or Other ID #: 31602-23028, Amendment #1

Amount: \$111,111 | Term: 7/1/2022-6/30/2023

Description: Alzheimer's and Dementia Respite Care Pilot.

FINANCIALS

Internal Operations

Program	YTD Amount
CREST	\$ 63,873.00
Title III D	\$ 5,517.00
Title III B	\$ 151,462.00
Title III C Admin	\$ 232,800.00
Title III E Admin	\$ 26,300.00
Guardianship	\$ 226,543.00
Options	\$ 292,143.00
SMP	\$ 377,491.00
SHIP	\$ 70,872.00
MIPPA	\$ 78,706.00
Choices (TennCare)	\$ 736,431.00
CREVAA	\$ 51,511.00
SNAP	\$ 61,343.00
ADRC	\$ 13,288.00
ADPI	\$ 3,566.00
Best Buddies	\$ 100.00

Passthrough to Providers

Program	YTD Amount
Adult Day Care	\$ 4,500.00
Ombudsman	\$ 56,420.00
Transportation IIIB	\$ 78,882.00
Personal Care	\$ 59,722.00
Legal Assistance	\$ 73,000.00
Elder Abuse	\$ 4,800.00
NSIP	\$ 154,600.00
Congregate Meals	\$ 546,435.00
Homemaker	\$ 380,711.00
HDM)	\$ 806,458.00
Other (Pers, Groceries, Errand Delivery, Med Supplies, GNRC Etc.)	\$ 291,316.00
Senior Centers	\$ 301,625.00
Evidence Based (Senior Centers)	\$ 16,000.00
ADPI	\$ 4,619.00
CREVAA	\$ 9,479.00
Cares Ombudsman	\$ 13,094.00
Vaccine 5	\$ 34,689.00
ARP Ombudsman	\$ 27,565.00
Covid 3 Supplemental	\$ 2,896.00

TOTAL **\$2,391,946.00**

TOTAL **\$2,866,811.00**

Total funds: \$5,258,757

Nationwide, every \$1 in federal OAA funding leverages nearly an additional \$3 in state, local, and private funding.

