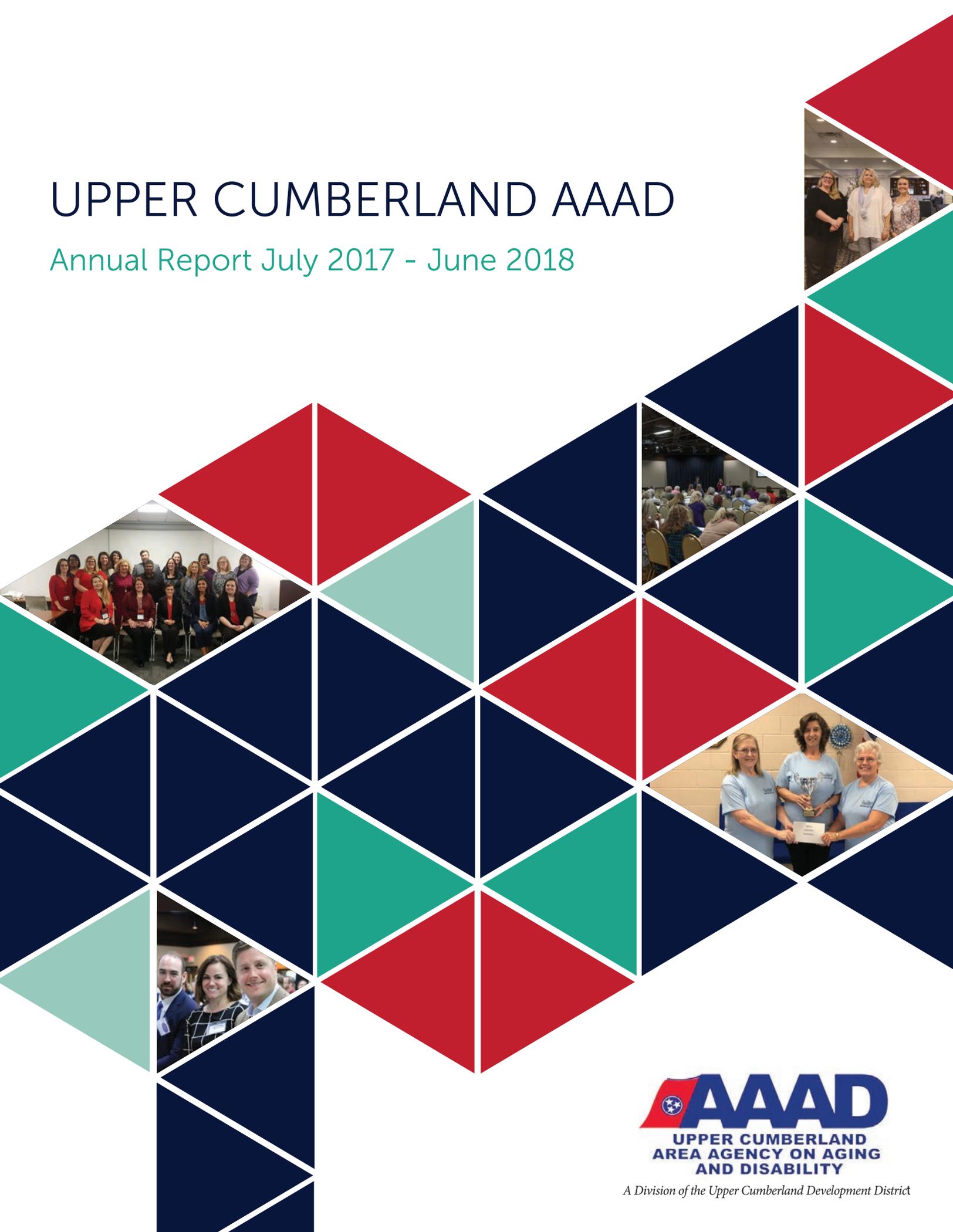


UPPER CUMBERLAND AAAD

Annual Report July 2017 - June 2018



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 Specialist

TENNCARE CHOICES

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

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

Options Counselors
NFCSP Coordinator

SENIOR CENTERS, TRANSPORTATION, CONGREGATE MEALS

Planning & Administrative Staff

SENIOR MEDICARE PATROL (SMP)

SMP Project Director
SMP Project Manager
SMP Project Support Staff

STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)

SHIP Manager



**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

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
(SNAP)**

SNAP Coordinator

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

CREVAA Advocate

**Edison or Other Contract
Identification Numbers
UC AAAD/FY18**

**Edison ID number: 54288
Grantor: TCAD;
Amount: \$771,200.00;
State funded services to elderly
and/or adults with disabilities**

**Edison ID number: 54276
Grantor: TCAD;
Amount: \$1,987,100.00;
Federally funded Older Amer-
ican's Act services to elderly**

**Edison ID number: 53526
Grantor: TCAD;
Amount: \$ 74,413.00;
Federally funded State Health
Insurance Program (SHIP)**

**Edison ID number: 56707;
Grantor: TCAD;
Amount: \$67,627.00;
Federally funded Medicare
Improvement for Patient and
Provider Act (MIPPA)**

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

**Grant number: 9 OMPO225-
03-02
Grantor: Administration on
Community Living (ACL);
Amount: \$306,821.00;
Federally funded Senior Medi-
care Patrol Program (SMP)**



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

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

Each year the Upper Cumberland AAAD submits an update to the four year plan, which must be approved by the state agency. For FY18, the primary goals, objectives, strategies and measurable outcomes, as identified in the four-year plan, remain the same. However, the Upper Cumberland AAAD answered questions in the format requested by the state agency that addressed planning and advocacy for the following functions: Information & Assistance; Home and Community-Based Services (Title IIIB and OPTIONS); Title IIIC Nutrition Services; Guardianship; National Family Caregiver Support Program (NFCSP) – Title IIIE; Legal Assistance; Ombudsman; Senior Centers; Emergency Preparedness; targeting objectives related to rural, minority, Limited English Proficiency (LEP) , and poverty populations; as well as, Civil Rights Act of 1964, Title VI, and Older Americans Act Required Targeting activities.

PLANNING & ADMINISTRATION

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

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

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

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

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

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



PLANNING & ADMINISTRATION, CONT.

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

- The MIS Specialist attended the Mediware annual conference to gather information about product development which could improve accuracy and efficiency in data management.
- The AAAD staff serves on multiple coalitions/work groups, which include: APS multiple disciplinary team, Upper Cumberland Adult Abuse Coalition, the VAPIT teams, Tennessee Suicide Prevention Council, Tennessee Federation on Aging Board, the Tennessee Vulnerable Adult Coalition, the Power of Putnam anti-drug coalition, WCTE TV Community Advisory Board and regional health councils.
- Holly Williams, Assistant Director, serves on the Executive Committee of the Putnam County Food Council (PCFC). The PCFC aims to foster community collaboration to address public health, education and research concerning our local and regional food system. The function of the PCFC is to identify needs related to food in the local and regional community and look for healthy options through education, collaboration, research, advocacy and action.



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.

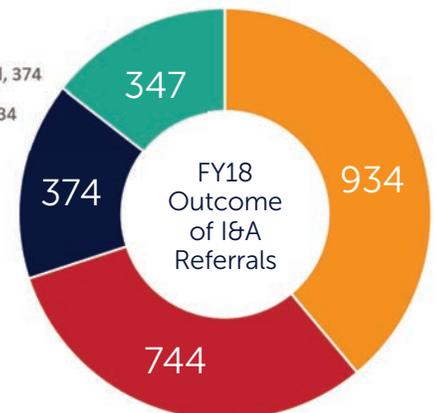
SUCCESSSES

- The I&A Specialist coordinates the Tennessee Senior PREP (Planning and Resources for Emergency Preparedness) program in the Upper Cumberland region and has partnered with senior centers, Walgreens, churches and Putnam County EMA.
- The I&A Specialist participated in 23 health fairs or other community events providing information about AAAD programs.

Clients served	1,215
Units of assistance	1,993
Referral follow-up calls	934

- Provided Other Assistance or Resources, 744
- HCBS Screening Completed, 374
- Transferred Internally to Specialized Staff, 347
- Follow-up Calls to Client, 934

FY18 I&A Clients





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 or have transitioned into CLS homes*

SUCCESSSES

I&A calls received	3,603
Telephone screenings completed	889
Applications submitted for approval	403
CLS Ombudsman referrals	86

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

- 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, Golden Corral and SAMS Club to raise over \$4,900 for holiday food bags. The AAAD staff was able to assemble and distribute up to 275 holiday food bags each year to HCBS clients. In addition to fundraising, several other community partners made canned and boxed food donations, including Sunset Rotary Club of Cookeville, First Volunteer Bank, Tennessee Tech University's Food Pantry, Peachtree Learning Center's home school class and teachers Catrina Howell and Adonna Pryor, HB Specialty Foods, and Coke through their community program Coke Cares.
- 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 \$8,000 in donations from one individual and one local community group, the AAAD has been able to provide homemaker and home-delivered meals to three clients.



	OPTIONS CLIENTS	OPTIONS UNITS OF SERVICE
Home Delivered Meals	178	32,229
Homemaker	147	10,209
Personal Care	34	1,579
TOTALS	232	44,017

	HCBS CLIENTS	HCBS UNITS OF SERVICE
Home Delivered Meals	297	46,242
Homemaker	105	6,020
Personal Care	16	727
TOTALS:	330	52,989

CHALLENGES/SETBACKS/NOT COMPLETED

- As of June 30, 2018, there were 487 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)*

SUCCESSES

- Ten students from Tennessee Technological University and the University of Tennessee interned with UCAAAD's Family Caregiver Program.

Clients served	162
Units of service provided	10,925



In addition to providing the five basic services, the Upper Cumberland AAAD coordinated the following during FY18:

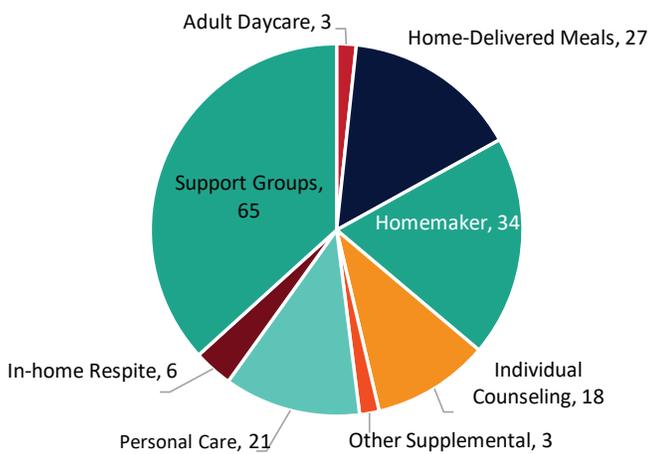
SENIOR EXPO

The Senior Expo held in October 2017 had 844 people in attendance from all 14 counties of the Upper Cumberland. The Halloween themed event provided attendees an opportunity to participate in a costume contest.

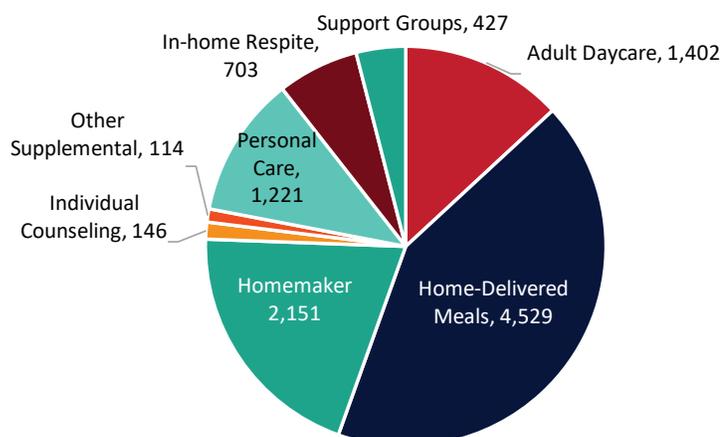
In addition to obtaining information and resources from 75 vendors across the Upper Cumberland, the expo offered attendees opportunities to participate in health screenings, safety programs such as SMART 911 through the local EMS and enjoy an antique car show.



FY18 NFCSP Clients



FY18 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 2018, the Upper Cumberland AAAD contracted with 19 senior centers throughout the region. Some of the services available through local seniors centers include:

RESOURCE INFORMATION

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

HEALTH PROMOTION

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

PHYSICAL FITNESS & EXERCISE

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

RECREATION

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

EDUCATION

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

TELEPHONE REASSURANCE

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

EVIDENCED BASED PROGRAMS (EBP)

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



In FY18, the following evidence-based programs were conducted:

- *AEA Arthritis Foundation Aquatic Program*
- *AEA Arthritis Foundation Exercise Program*
- *Chronic Disease Self-Management*
- *Stay Strong, Stay Healthy*
- *Healthy Communities*
- *Eat Smart, Live Strong*
- *Matter of Balance*
- *Stepping On Falls Prevention*
- *Tai Chi for Arthritis*
- *Tai Chi*
- *Take Charge of Diabetes*
- *Walk with Ease*

CHALLENGES/SETBACKS/NOT COMPLETED:

- As a result in changes to reporting procedures for senior centers services, the clients and units are lower than in previous years.
- One of the AAAD's staff was trained by BCBS's Micro Clinic Program to conduct evidence-based training on Healthy Life Styles. Due to the length of time required for participants, there was not anyone interested in signing up for the program.

SUCCESSES

Unduplicated clients served (all services)	4,463
Total units of service provided	261,064

	Clients Served	Units of Service
Health Promotion	1,919	11,668
Telephone Reassurance	304	4,963
Resource Information	1,152	2,545
Recreation	4,180	187,083
Physical Fitness/Exercise	1,475	30,343
Education	1,332	6,239
Evidence Based Service	251	874

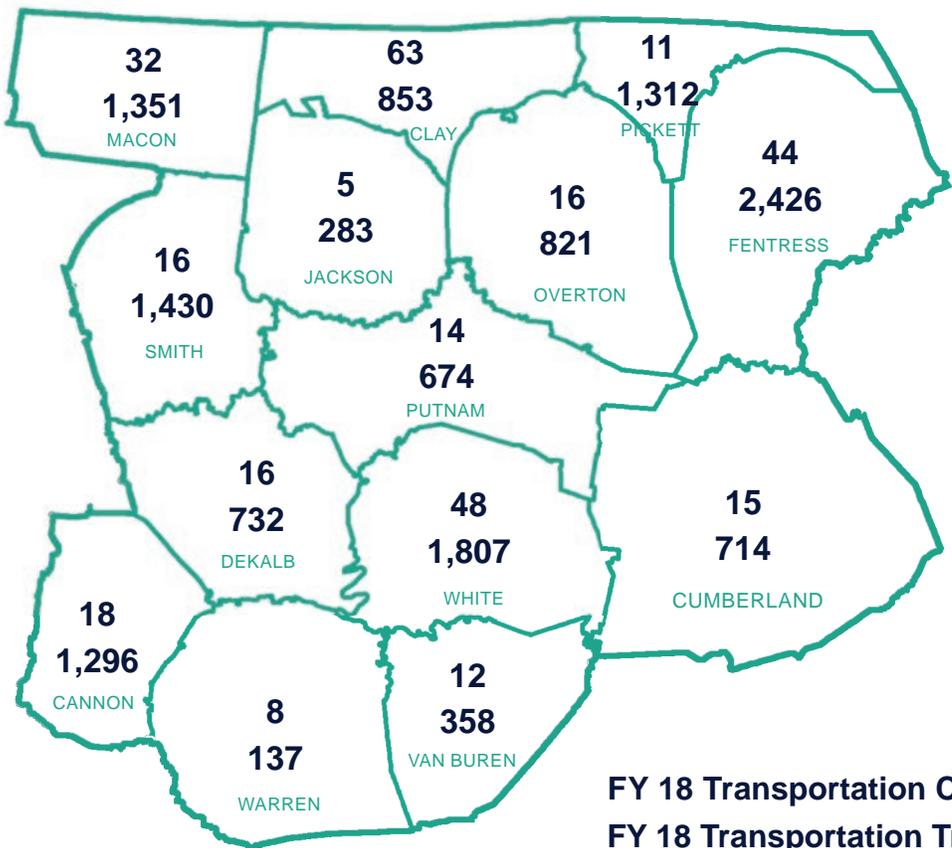
TRANSPORTATION

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 in the Fall 2018. The transportation service will be provided by volunteers utilizing their personal vehicles offering door-through-door assistance to riders.

Clients served	318
One-way trips	14,194



FY 18 Transportation Clients
FY 18 Transportation Trips



CONGREGATE NUTRITION

The congregate nutrition program provides a nutritious lunch to older adults in each of the fourteen counties. There are 17 congregate meal sites throughout the Upper Cumberland co-located at the senior centers. The goals of the Congregate Nutrition Program are to:

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

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

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

SUCCESSSES

An extra fifth day meal was added at five congregate meal sites, which were currently open five days per week. Also, a new congregate meal site was added in one town.

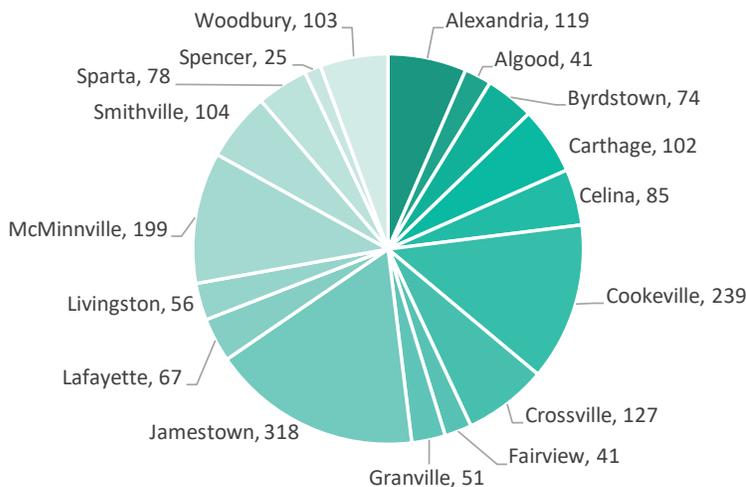
PROVIDE PLANNED NUTRITION EDUCATION and supportive nutrition service activities in the congregate and home-delivered meals programs in order to enhance the consumer's ability to remain independent.

LINK eligible consumers to available community services.

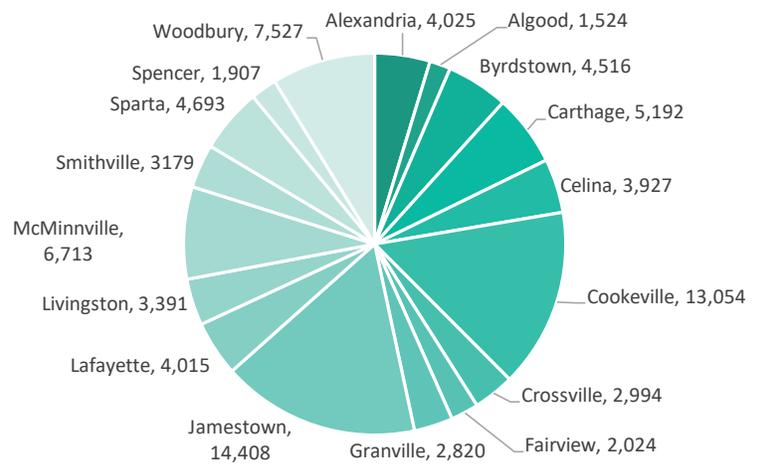
REDUCE HUNGER and food insecurity.

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

Meal Clients



Meals Served



Clients served	1,755
Meals served	85,909



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

SMP received a call from a beneficiary's wife in May 2017 from Marshall County, Tennessee. The beneficiary had received a bill from a collection agency in the amount of \$47,962.67 regarding services from an air ambulance company. This beneficiary has Medicare and a Medicare supplement. The air ambulance company had never submitted the claim to Medicare for payment. SMP talked to the collection agency and the air ambulance company. They submitted the claim to Medicare and Medicare paid the claim and then the supplement paid the remaining 20%. The collection agency closed their case. SMP was able to save this beneficiary from paying \$47,962.67.

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 May 1st event, geared toward professionals, caregivers and volunteers, had 130 attendees.

Active team members	432
Team member hours	24,870
Group outreach & education events	1,304
Individuals reached	101,276
Individual interaction sessions	27,885

• Above, Hero Award Presented at the Vulnerable Adult Summit
 • Recipient, Investigator Chad Norris
 •
 •

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

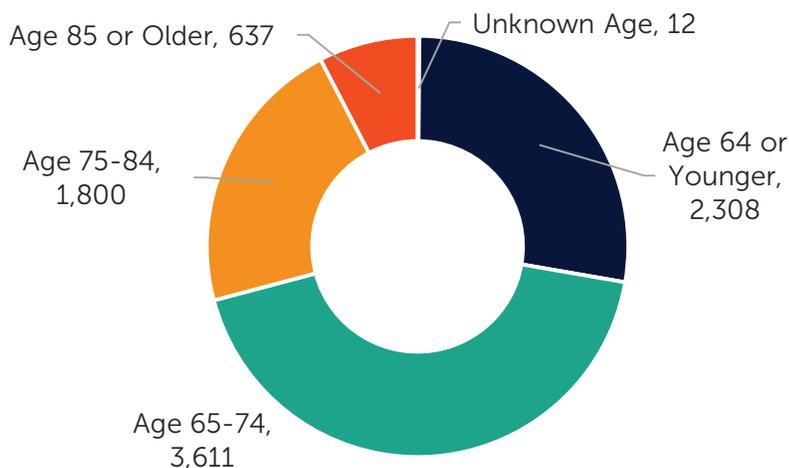
SUCCESSES

The Upper Cumberland SHIP saved beneficiaries \$2.4 million as a result of prescription drug comparisons during open enrollment.



One-on-one client contacts	8,368
Individuals reached through events	9,781
Outreach events	168

FY18 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.

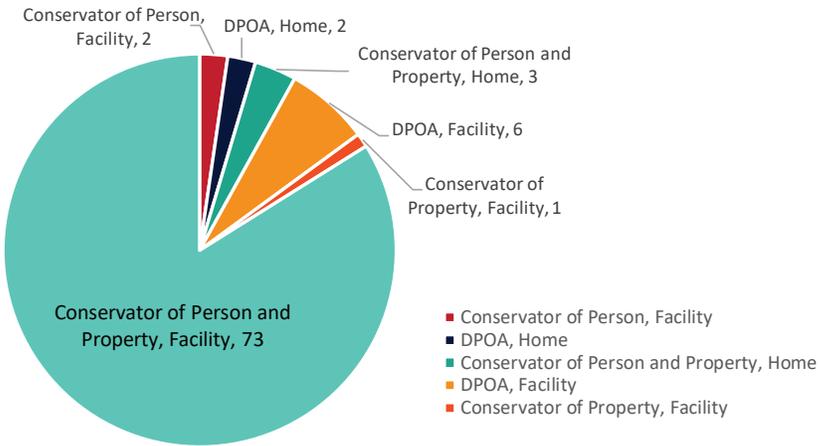
The statewide program is designed to aid persons 60 years of age and older who are unable to make financial or medical decisions and have no family member, friend, bank or corporation willing and able to act for them. The District Public Conservator may, through court appointment, legally make decisions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



SUCCESSSES

Public Guardianship Clients



Clients	87
Units of service	2,667
Volunteers	11
Units of volunteer service	473

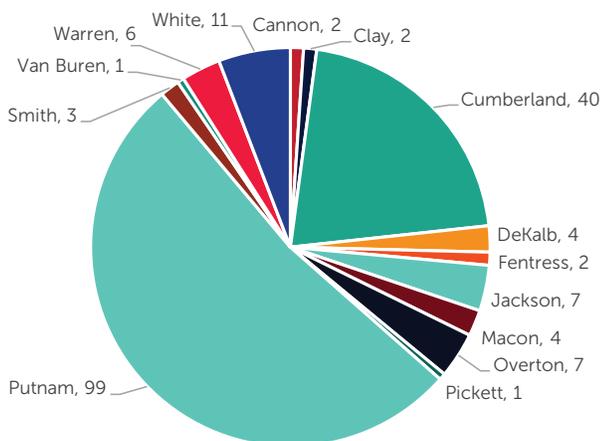
LEGAL ASSISTANCE AND OMBUDSMAN

LEGAL ASSISTANCE

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

SUCCESSSES

Cases Per County



Clients served 189



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	305
Units of service	985
Facility consultations	149
Cases opened	209
Active volunteers	18

LEGAL & OMBUDSMAN

Public education events	25
Attendees of public education events	738

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 60 year old client in Warren County was referred to the SNAP program by one of the Choices nurses because the client was only receiving \$16 in SNAP benefits. After reviewing this case, it was discovered that the client could take advantage of the medical deduction that older adults are entitled to receive. The client was able to submit medical bills she had accumulated in the last several months, along with a change form to the Department of Human Services for processing. After the 30 day processing period, the client was contacted and was informed that her monthly benefits increased from \$16 to \$111 for the year.*

Initial Enrollment

2. *A client in Overton county was referred by the Choices program staff. The client's 29 year old son had an accident and was unable to work. In addition, she had to care for her son full time and lost her business. Through the SNAP program, we were able to provide application assistance and gathered all documentation which was submitted to the Department of Human Services. After the 30 day processing period, the client was contacted and was informed that her monthly SNAP benefits would begin at \$350 for the next year.*

SUCCESSSES, FEBRUARY 9, 2018 - JUNE 30, 2018

SNAP screenings	674
Application assistance	59
Outreach events	86
Outreach material distributed	5,587



CREVAA: COLLABORATIVE RESPONSE TO ELDER AND VULNERABLE ADULT ABUSE PROGRAM

The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) Program 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.

SUCCESS STORY

The CREVAA program was referred a client that was living with his mom who passed away and ended up staying with a "family friend" who was financially exploiting him. The friend would pay his own rent from the client's monthly check and that left the client without any money or a place to live.

The client had a brother who lived across the country and wanted the client to come live with him and his family. Through the CREVAA program, we were able to pay for emergency housing, that provided him hot meals and helped him with his meds, at an assisted living until his family member could drive across country and pick him up about a week later. The referring agency emailed and said, "He loves it; left him playing X-Box." She also said,

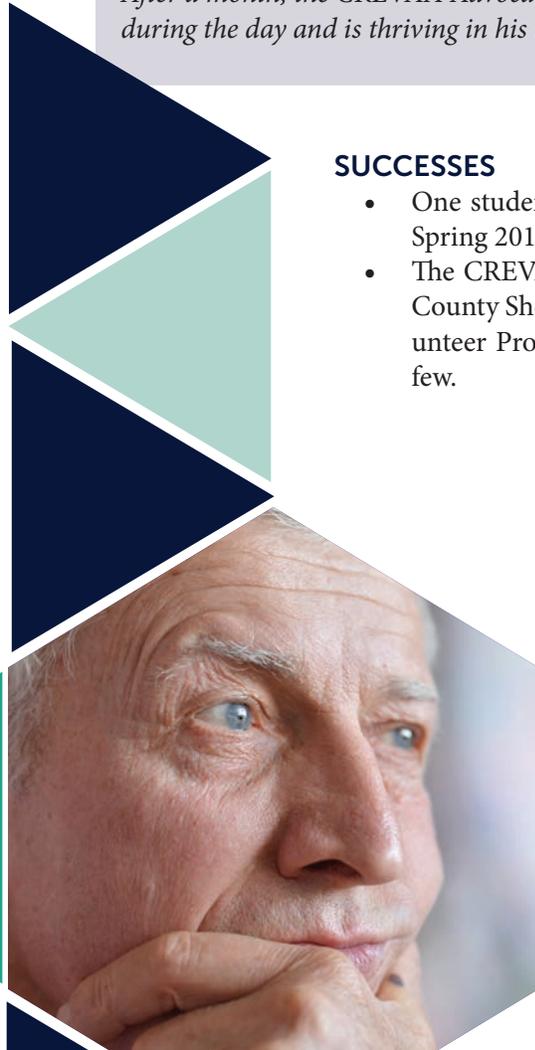
"The look on his face was priceless. He couldn't believe he had his own room and with a bathroom."

After a month, the CREVAA Advocate called the family to check on the client. The client was attending a support group during the day and is thriving in his new environment.

SUCCESSSES

- One student from Tennessee Tech University interned with the CREVAA program during the Spring 2018 semester.
- The CREVAA Advocate provided outreach and education to 143 staff members of the Putnam County Sheriff's Department, APS, Family Justice Center, UC Adult Abuse Coalition, AAAD Volunteer Programs, judicial VAPIT teams, and the Cookeville Police Department just to name a few.

Referrals	12
Spent to help clients with services	\$3,000
Value of donated food given to clients	\$100
Individuals reached through outreach and education	400



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.

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

Program	Survey Calls
CHOICES	153
I&A	96
Transportation	95
SHIP	154
SMP	36
SHIP/SMP Volunteer	30

HCBS Mail Out	Attempts	Completed
Service Coordinator	76	30
Homemaker	80	29
Personal Care	20	8
Mental Health Counseling	13	4
Adult Daycare	3	2
In-Home Respite	5	3



QUALITY ASSURANCE, CONTINUED

HOME-DELIVERED MEAL SURVEYS

In addition, satisfaction surveys were mailed to HDM (home-delivered meal) clients in FY18. Of the 422 HDM surveys mailed, QA staff received 193 completed surveys with an overall satisfaction rating of 4.4 on a scale of 1 to 5 (highest).

HOME AND COMMUNITY BASED SERVICES SURVEYS

A sampling of 76 (31%) of 247 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. The results are as follows:

- Of the 76 **Service Coordination** survey responses attempted, 30 surveys were completed for a response rate of 39%. The overall satisfaction rating was 9.8 on a scale of 1 to 10 with 10 being the highest.
- Of the 80 **Homemaker** survey responses attempted, 29 surveys were completed for a response rate of 36%. The overall satisfaction rating was 9.7 on a scale of 1 to 10 with 10 being the highest.
- Of the 20 **Personal Care** survey responses attempted, 8 surveys were completed for a response rate of 40%. The overall satisfaction rating was 9.2 on a scale of 1 to 10 with 10 being the highest.
- Of the 13 **Mental Health Counseling** survey responses attempted, 4 surveys were completed for a response rate of 31%. The overall satisfaction rating was 9.8 on a scale of 1 to 10 with 10 being the highest.
- Of the 3 **Adult Day Care** survey responses attempted, 2 surveys were completed for a response rate of 67%. The overall satisfaction rating was 10 on a scale of 1 to 10 with 10 being the highest.
- Of the 5 **In-Home Respite** survey responses attempted, 3 surveys were completed for a response rate of 60%. The overall satisfaction rating was 10 on a scale of 1 to 10 with 10 being the highest.



FY18 FINANCIAL REPORT



Internal Operations

Title IIIB	\$166,728
Title IIE	\$77,455
Title IIIC Admin	\$185,200
Title IIIE Admin	\$27,100
Guardianship	\$155,700
OPTIONS	\$231,021
SMP	\$306,821
SHIP	\$74,413
MIPPA	\$67,627
TennCare Choices	\$854,490
CREVAA	\$22,103
SNAP	\$15,534

Total Pass-through Service Dollars: \$1,893,832

