

FY21 ANNUAL REPORT

UCDD** Area Agency on
Aging and Disability

July 1, 2020-June 30, 2021

Upper Cumberland Area Agency on Aging and Disability

1104 England Drive
Cookeville, TN

www.ucdd.org

UCAAAD Overview

UCAAAD Mission

Upper Cumberland Area Agency on Aging and Disability 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.

Program Goals

UCAAAD offers a wide array of programs and services for individuals over the age of 60 and other adults with disabilities ensuring that the services are tailored to best meet the needs of each client. This is accomplished by developing a four-year plan that describes AAAD's goals, objectives, strategies and measurable outcomes that will meet these needs while adhering to the Tennessee Commission on Aging and Disability's (TCAD) requirements. The area plan is updated each year and submitted to TCAD for approval. In the area plan, the following were FY21 AAAD goals:

- Ensure that programs and services funded with federal Older Americans Act (OAA) are cost effective and meet best practices.
- Develop partnerships with the aging network, community-based organizations, local governments, health-care providers, and state departments in order to advocate to reduce the gaps in services as identified in the needs-assessment.
- Ensure that programs and services funded by state allocations are cost effective and meet best practices.
- 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 independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care.

Benchmarks or Indicators to Determine Progress

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

- 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. SRT includes the number of people served, units of service provided and the money spent on each service. 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's performance to other states, particularly in the southeastern region of the United States.
- AAAD services are recorded in the SAMS database, or another similar data system, which is utilized state-wide. Program Managers and the MIS Specialist monitor the database on a monthly basis to insure timely, complete, and accurate data entry.
- AAAD is contractually obligated to adhere to performance measures, compliance of timeframes for specific responsibilities, such as returning calls within two days, completing in-home assessments for services within five days, etc.
- Service providers are monitored for contract compliance and the implementation of plans of corrections issued for any deficiencies identified.

FY21 AAAD STAFF

AAAD Director, Holly Williams
AAAD Assistant Director, Kelly Clarkson
Contracts Manager, Jennifer Birdwell
QA Coordinator, Christopher Phillips
SNAP Outreach/Nutrition Coordinator, Emily Sells
MIS/Benefit Programs Manager, Meghian Moore
CREVAA Advocate, Lisha Wiley
CREVAA Advocate, Makenzie Fowler
SHIP Coordinator, Tyler McCullar
SHIP Benefits Outreach/Volunteer Coordinator, Amanda Smith
Data Specialist, Nestor Chavez
Data Specialist, Phillip Fox
Data Entry Assistant, Barbara Williams
SMP Statewide Manager, Loni Hitchcock
Administrative Assistant, Debbie Martin
Financial Specialist, Nathan York
HCBS Programs Manager, Jeff Hodges
CHOICES Qualified Assessor, Betty Scruggs
CHOICES Qualified Assessor, Holly Oakley
CHOICES Qualified Assessor, Kellie Nash
CHOICES Qualified Assessor, Cynthia Spivey
CHOICES Support Staff, Connie Vassilev
CHOICES Support Staff, Sonny Sexton
CLS Ombudsman, Judy Roberson
Options Counselor, Gertha Walker
Options Counselor, Alana Huddleston
Options Counselor, Jim McCaleb
Options Counselor, Linda Maggart
SNAP/Options Counsellor, Miranda Malin
Family Caregiver Coordinator, Clare Farless
Family Caregiver/Evidence-Based Assistant, Sara Martin
I&A Specialist, Jessica Roberson
I&A Specialist, Olivia Gallagher
Public Conservator, Lynn Dawson
Public Conservator, Matt Silvey
Public Conservator, Terri Whited
Public Guardianship Financial/Administrative Assistant, Billie Grogan

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 AAAD/ADRC for Information & Assistance (I&A) through email (infoassist@ucdd.org), personal visit, or telephone (1-866-836-6678).

I&A includes:

- Assessing the needs and capacities of the individual, including Home and Community Based Services
- 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 Service (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 AIRS members.



Success

Because of COVID-19, alternative methods were developed and refined to transition all I&A CHOICES paperwork from physical to digital.

Senior Centers

Through the 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 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 2021, UCAAAD contracted with 19 senior centers throughout the region. Some of the services available through local seniors centers include:

Recreation

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

Evidenced Based Programs (EBP)

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

In FY21, the following evidence-based programs were conducted:

- AEA Arthritis Foundation Exercise Program
- Matter of Balance
- Walk with Ease

Due to COVID-19, flexibility was granted for the use of the Title IIID Evidence-Based funding allowing the UCAAAD to spend funds in other ways. UCAAAD was able to pay for five senior center directors and three staff to attend the National Conference on Aging (NCOA) virtually. This conference provided senior centers information on Evidence-Based programs as well as new innovative activities for their centers. Blood pressure cuffs and exercise equipment was also purchased for the centers as well sending one senior center director through training for Bingocize. In partnership with Cumberland Regional Development Corporation, \$15,000 worth of groceries were provided to 104 residents at ten of the senior housing complexes during the month of June.

Successes

Several senior center directors noticed an increase in new members after being closed for COVID-19. The new members stated they wanted to be around others since they felt isolated at home.

Some senior centers were able to provide outdoor activities such as parking lot bingo and drive by goody bag pickups. The goody bag items were donated by local businesses in their county.

Senior center directors and volunteers made 109,433 telephone reassurance calls to 4,892 participants.

Challenges

Due to COVID-19, the majority of the senior centers were either closed or open with limited activities. Only two of the eleven senior centers that contracted with the AAAD to provide Evidence Based Programs were able to do so. These programs were able to be completed virtually or in an outside setting.

Participants have felt isolated and missed the interaction with others during center closures for COVID-19, but have been slow to return to the center due to COVID-19 concerns.



**Sara Martin
delivering food
bags to Betty
Parrott at the
Overton County
Senior Center**

Congregate Nutrition

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

The goals of the Congregate Nutrition Program are to:

- Promote, maintain and improve the health and well-being of 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

Successes:

- Over the past few years, the AAAD has been working with the Upper Cumberland Human Resource Agency (UCHRA) to transition them from being the regional nutrition provider to identifying other local providers. This transition was successfully completed January 1, 2021. As a result of being able to contract with restaurants utilizing COVID funds, the AAAD was able to recruit some of the same restaurants to also serve as providers for traditional meal programs in lieu of UCHRA. As of January 2021, the AAAD had contracts with 7 senior centers, 2 restaurants, 3 local non-profits, 1 nursing home and 1 frozen meal distributor to provide meal services.
- Cookeville/Putnam County Senior Center, Cannon County Senior Center, and Ollie's Restaurant in Clay County became nutrition providers in FY21 serving their respective counties.
- Congregate meals increased from 81,226 in FY20 to 144,276 meals in FY21.

Meals Served

144,276

| | |
|----------------------|---------------------|
| Algood (0) | Granville (5,106) |
| Alexandria (470) | Jamestown (23,807) |
| Byrdstown (8,617) | Lafayette (815) |
| Carthage (3,370) | Livingston (9,894) |
| Celina (3,981) | McMinnville (3,635) |
| Cookeville (17,125) | Smithville (950) |
| Crab Orchard (3,480) | Sparta (15,498) |
| Crossville (313) | Spencer (2,618) |
| Fairview (16,285) | Woodbury (4,353) |
| Gainesboro (23,959) | |

Unduplicated Clients Served

2,352

| | | |
|--------------------|------------------|---------------|
| Algood (0) | Gainesboro (539) | Woodbury (50) |
| Alexandria (30) | Granville (115) | |
| Byrdstown (122) | Jamestown (271) | |
| Carthage (62) | Lafayette (10) | |
| Celina (70) | Livingston (154) | |
| Cookeville (226) | McMinnville (47) | |
| Crab Orchard (110) | Smithville (14) | |
| Crossville (3) | Sparta (532) | |
| Fairview (248) | Spencer (18) | |

Challenge:

The closure of senior centers due to COVID-19 resulted in congregate sites being closed as well. However, most sites were able to continue providing meals in a drive-through manner ensuring seniors continued to receive nutritious meals during the pandemic.



Drive-through meals being provided at the Fentress County Senior Center



Drive-through meals being provided at the White County Senior Center

Transportation

Regional Transportation Voucher Program

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 healthcare-related appointments, pharmacies, congregate meal sites, etc. The transportation voucher is redeemed through the Ride Upper Cumberland public transit system throughout the 14-county region. See page 11 for trips provided 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 Putnam and Cumberland Counties in FY21.

MyRide Total Riders: 38

Cumberland County: 22

Putnam County: 16

MyRide Total Trips: 1,488

Cumberland County: 1,269

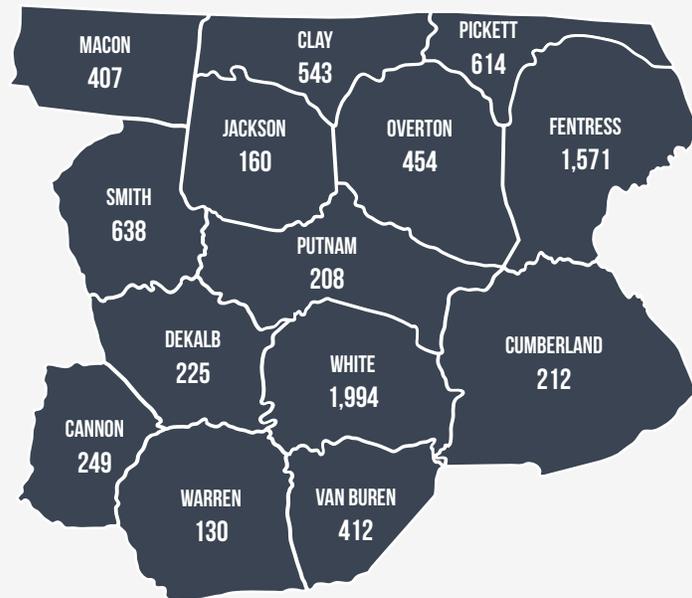
Putnam County: 219

Successes:

- UCHRA began efforts to expand MyRide Upper Cumberland into Warren County. They recruited and trained the volunteers needed to start MyRide Warren County and signed up the first rider during the last quarter of the year.
- Despite not being able to transport clients as usual, UCHRA kept in constant contact with the riders and volunteer drivers in Cumberland and Putnam Counties to identify any needs they could assist with.



A CLOSER LOOK BY COUNTY



TRIPS WITHIN THE UPPER CUMBERLAND: 7,817
OUT OF DISTRICT: 16
TOTAL TRIPS: 7,833
OLDER ADULTS WHO USED VOUCHERS: 239

Success Story

A MyRide Cumberland County volunteer driver, Cindy Byars, goes above and beyond taking care of the clients she transports. She fixes them gift bags of goodies for Valentine's Day, Easter, Halloween, and Christmas and personally delivers them to each one so she can see the smiles on their faces. She makes each one of them feel special and lets them know that someone truly cares about them. One of the clients, Ruby, had to go to the hospital on three different occasions a few days apart. While she was in the hospital, Cindy sat with her in the emergency room until she got into a regular room several hours later and then visited and called her while she was in there. After Ruby was released from the hospital to a rehabilitation facility for a while to recover, Cindy picked her up from the hospital and got her settled in the facility. During the hospital visits and still now while she is in the facility, Cindy has checked her mail, picked up and done her laundry and got a spare key made so one of Ruby's neighbors could check her mail and water her plants. Last but certainly not least, Cindy took Ruby's inside dog, Sophie, home with her to care for her while Ruby is not able to. One of Cindy's neighbors liked Sophie as well so Cindy has enlisted their help as a foster family for Sophie. This keeps the peace with Cindy's dog since Sophie wanted all of Cindy's attention. Sophie is now on vacation with her foster family in Connecticut. Cindy lives in Lake Tansi, and Ruby lives in Pleasant Hill so the round trip is over an hour. Cindy has a true servant's heart, and the clients are blessed to have her as well as MyRide.

Challenges:

- When the Covid-19 pandemic hit, Putnam County's volunteer drivers dropped from 18 to 5 active volunteers. Since most volunteers are age 60 and above, they were considered to be at an increased risk of contracting the virus. Even with the increased percentage of individuals over the age of 60 obtaining the vaccination, they remained hesitant to volunteer.
- UCHRA was unable to open the MyRide program up to any new riders due to the limited number of volunteer drivers in Putnam and Cumberland Counties.

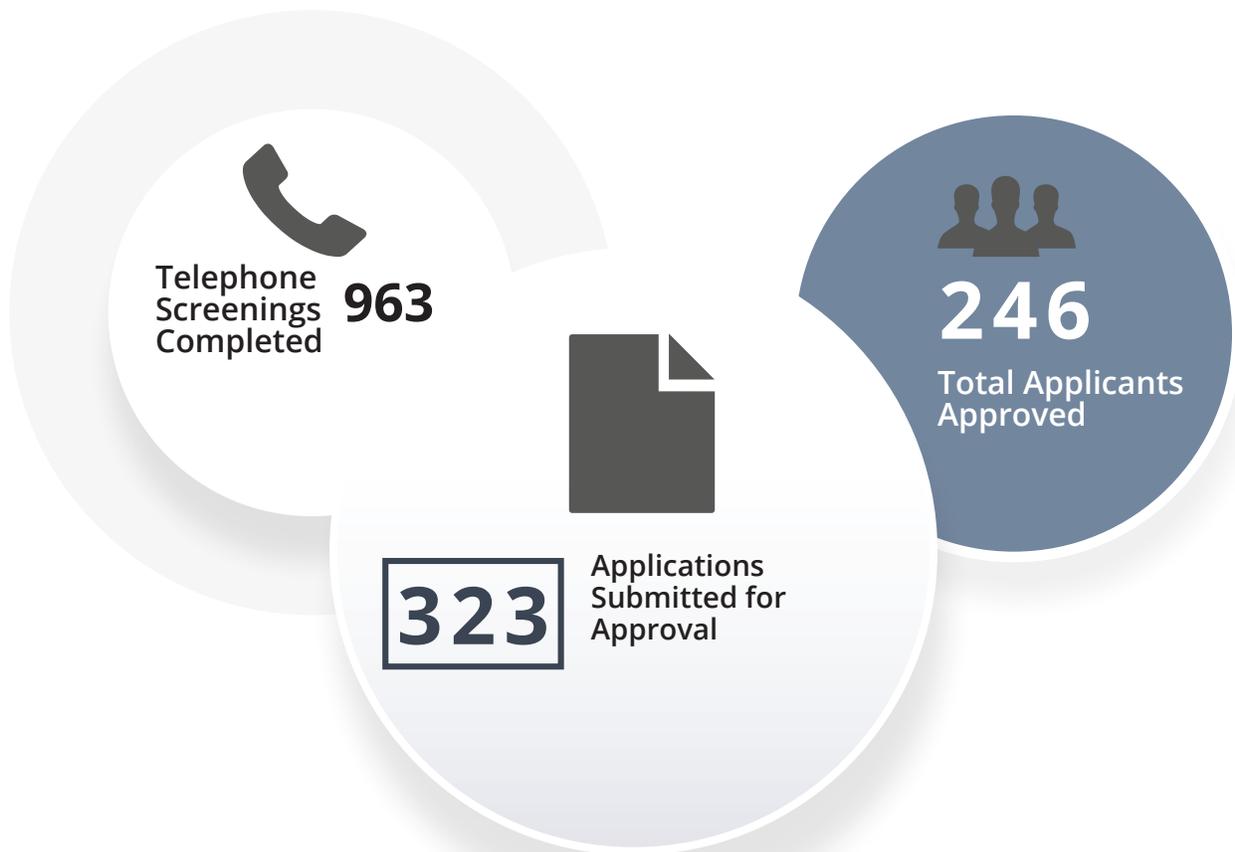
TennCare CHOICES

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 include 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 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 CHOICES LTSS system
- Advocacy on behalf of individuals and families seeking access to and/or receiving Medicaid-reimbursed LTSS
- Assistance in maintaining medical eligibility
- Community Living Support (CLS) Ombudsman educates and advocates for individuals who are planning to or have transitioned into CLS homes.



Success Stories

An applicant paralyzed from the chest down applied for CHOICES through the AAAD while in a Long-Term Care facility. He is now at home thriving while enrolled in the CHOICES program receiving 55 hours a week of assistance by a caregiver he already knew.

One of our staff assessed a gentleman in Putnam County who was found unconscious in the street by an employee of a business next door to his home. The client is blind, a brittle diabetic, and had not been eating because he is unable to prepare meals. His home was infested with roaches. He was approved for one of our pro-

grams and is now receiving personal care, homemaker, home-delivered meals, and pest control. Since the program paying for his services is funded through TennCare, his medical bills are covered and he is able to get the care he needs. He is now getting regular medical checkups and is happy with the services he is receiving.

A CHOICES applicant was approved and enrolled with 35 hours a week of services. The program's services enabled her to move out and obtain her own apartment which she is loving.

Challenge

The continued need to conduct assessments by phone due to COVID-19 made it difficult to obtain the most accurate health information and best determine clients' ability to perform activities of daily living.

Home & Community Based Services

Home and Community Based Services (HCBS) provides 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 is given to those with greatest economic and social need.

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 and C2 provides eligible individuals age 60 and over with home-delivered meals, homemaker services, and personal care.

Successes By the Numbers Options Clients

| | CLIENTS | UNITS OF SERVICE |
|-----------------------|---------|------------------|
| Home Delivered Meals | 163 | 28,728 |
| Homemaker | 181 | 11,698 |
| Personal Care | 28 | 1,044 |
| Totals (Unduplicated) | 269 | 41,470 |

Successes By the Numbers Title III Clients

| | CLIENTS | UNITS OF SERVICE |
|-----------------------|---------|------------------|
| Home Delivered Meals | 521 | 78,756 |
| Homemaker | 88 | 4,472 |
| Personal Care | 27 | 912 |
| Totals (Unduplicated) | 551 | 84,017 |

Success Story from Service Coordinator

“A Van Buren County client was added for home-delivered meals last year during the middle of the pandemic so I was unable to go to the home to complete the assessment paperwork. While I was on the phone completing the eligibility process, I asked if there was anything besides the meals that we could help her with and she said the meals were her only need. Immediately after the meal provider started delivering her meals, they contacted me because they were concerned about her living situation. She was living in a small building with no kitchen in a rural part of Van Buren County. When I called to check on this client, she was adamant about staying there. She loves her place, is happy there, and is proud to live there because she owns the property. However, she was afraid of not being able to remain living there due to the fact she had nowhere to store food nor is physically able to prepare a nutritious meal any longer. When she found out that she was able to receive the meals through our program, she was so excited because it meant she could continue to live in her own place that she loves without the worry of where she will get her next meal.”

Success:

- The HCBS Missed Visit Report and Provider Request for Service Change section were converted to an online form for providers to submit. This change has allowed both of these forms to be received in one location while also allowing the AAAD to better review valuable summarized data.

Challenges:

- As of June, 30 2021, there were 841 individuals on the waiting list for HCBS programs. This was an increase from the previous year by 42.
- The continued need to conduct assessments because of COVID-19 limited the ability of staff to obtain the most accurate health information and determine clients' ability to perform activities of daily living.
- Because of exposure risk to COVID-19, 29 client's services were placed on hold. This total accounts for all of FY21.



Jeff Hodges picking-up
donated pet food



Packing Christmas gifts for the
“Be a Santa to a Senior” Program

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:

- Information to caregivers about available services
- 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 (ex: homemaker, adult day care,

respite, and personal care services)

- Supplemental services, on a limited basis, to complement the care provided by family caregivers (ex: home-delivered meals and medical supplies)

Program Eligibility

- 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)

FY21 NFCSP Service Units

| | UNITS OF SERVICE |
|----------------------------|------------------|
| Medical Equipment/Supplies | 76 |
| Home Delivered Meals | 4,189 |
| Homemaker | 8,288 |
| Individual Counseling | 87 |
| Personal Care | 2,245 |
| In-Home Respite | 1,164 |

Alive Inside Drive-In Screening

The AAAD's Family Caregiver Program joined with TCAD for a screening of Alive Inside on November 7th, 2020 at the Sparta Drive-In. This successful event had a total of 33 people in attendance who also received free popcorn and drinks. The AAAD handed out swag bags to all of those that attended. These bags were filled with goodies donated from community partners in lieu of the annual Senior & Caregiver Expo. Included in the bag was a newly developed AAAD Resource Guide.

The film brings awareness of music and memory and the importance of care for those that have dementia. Several people who attended shared how much the documentary changed their view on the impact that music and memory can have.



Success

Family Caregiver funding allowed for the AAAD to purchase and assemble food bags for all NFCSP clients.

Challenge

Due to COVID-19, the Family Caregiver program staff was unable to provide support groups at local community sites and experienced the closure of both Adult Day Care facilities.

Senior Expo

When faced with the challenges of living during a pandemic, the AAAD had to change the way they usually provide resources to seniors and caregivers in the region as in the previous 18 years through the Senior & Caregiver Expo. By collaborating with local businesses, service providers, and statewide support programs, the AAAD came together and created a great way to still reach out to seniors and caregivers in a safe way for 2020. The AAAD created a resource guide with information about services and assistance throughout the 14-county region. Along with the 1,000 resource guides, 1,000 swag bags were assembled with educational materials and donated items from local sponsors. These bags and resource guides were distributed throughout the Upper Cumberland region through senior centers, home-delivered meal providers, in-home services providers, county coordinators, and other community partners.



SNAP & SHIP

SNAP: Supplemental Nutrition Assistance Program

SNAP is the largest program in the domestic hunger safety net providing benefits for low income individuals to purchase food. Through a partnership with the Tennessee Department of Human Services and TCAD, the SNAP project was created to increase participation among older adults and adults with disabilities. SNAP assists adults 60 and older or adults with a disability with outreach and education about medical deductions, screenings, and applications assistance.

Success Story

“I had a client in Overton County who is homebound and lost her SNAP benefits because she wasn't able to make the walk to her mailbox to retrieve her recertification letter. She didn't have any copies of her required documentation on hand, so we worked together for about two weeks, calling all of her different utility companies, banks, etc. and getting her application signed to send off. She got approved again and has had no issues with her SNAP since, but she calls me every once in a while just to tell me how thankful she is. Now I'm connecting her with different resources for other services that could benefit her, some that she didn't know existed until being connected with the AAAD.” - Miranda Malin, SNAP Coordinator

Challenge

In-person outreach was cancelled due to COVID and SNAP staff was unable to speak at meetings or to other groups for SNAP education purposes.

Success By the Numbers

| | |
|-------------------------------|-------|
| SNAP Screenings | 265 |
| SNAP Applications | 116 |
| Outreach Through Social Media | 6,329 |

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. SHIP 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).

SHIP provides assistance to thousands of seniors each year that saves them large amounts of money on a monthly basis. To learn more about SHIP/SMP or to become a volunteer, visit our website: www.tnmedicarehelp.com or call 931-432-4150.

Success Story:

SHIP assisted a gentleman that was taking several different medications. A few of those medications were specifically for organ (liver, kidney, and pancreas) function, which he needed for his body to function. When estimating for best suited drug plans, all estimates were extremely costly, and he felt he would not be able to afford any option to maintain quality of life. SHIP was able to provide him with different help resources such as contact information manufacturer programs, foundational programs, other patient assistance programs, and prescription drug discount programs that would deal with the specific medications he was having to take. He was screened by several programs and deemed eligible to receive help for at least a couple of his very expensive medications. Once those medications had been accounted for through other programs, SHIP ran more estimates for drug plans on his remaining medications. This yielded more affordable results and the gentleman was able to find drug coverage that he could afford while also being able to take all the medication he needed.

Challenge:

There was no face-to-face counseling for Medicare beneficiaries nor any in-person Part D events during the Annual Open Enrollment period due to COVID-19.



Max the Medicare Bear is the fun new mascot for the Upper Cumberland AAAD SHIP Program. Max helps with educational events, health fairs and other media events to help educate the public on Medicare benefits.

Clients Served

| | |
|---------------------|-------|
| Outreach Events | 23 |
| One-on-one contacts | 6,417 |

SMP

SMP: Senior Medicare Patrol

SMP empowers and assists Medicare beneficiaries, their families, and caregivers to prevent, detect, and report healthcare 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 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



363
Active Team Members



23,726
Team Member Hours



53,350
Individual Interaction
Sessions

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:

- Although in-person training and presentations were cancelled due to COVID-19, SMP was still able to conduct some presentations and most team member trainings virtually across the state.
- An SMP team member received a call from a family member whose husband had received a bill from a collection agency in the amount of \$48,000 regarding services by air ambulance. The air ambulance company had not submitted the claim to Medicare as they should have and was trying to get the wife to pay the full cost of the service. The SMP team member contacted the company and collection agency, the company agreed to submit the claim and the collection agency closed the case.

Challenge:

Due to COVID-19, it's been challenging to educate beneficiaries and their families about new scams and how to avoid them. There has been a rise in beneficiaries giving out their Medicare number since they have been isolated at home.



A volunteer appreciation event was held in June 2021 for SMP/SHIP volunteers of the South Central Development District/Area Agency on Aging and Disability.

CREVAA

CREVAA: Collaborative Response to Elder and Vulnerable Adult Abuse Program

CREVAA has a mission of providing emergency services and also to coordinate the provision of long-term services and supports for elder (60-plus) and vulnerable (18-59) adult abuse victims of crime, in a trauma-informed, person-centered manner by providing direct services to victims. The program only accepts referrals from Adult Protective Services (APS), the District Attorney's office, law enforcement, and members of the VAPIT teams.

CREVAA Advocates secure donations such as food, clothing, furniture, and household items for CREVAA clients that are in need. CREVAA also provides outreach and education to groups such as District Attorney's offices, CHOICES Advisory Boards, church groups, local law enforcement agencies, Adult Protective Services, and the Country Giant radio show with Putnam County Mayor Randy Porter.

Successes By the Numbers



Cases Opened
307



Services Rendered
\$39,580

Success Story

As CREVAA Advocates for the UCAAAD, Advocates have the pleasure of helping Vulnerable and Elderly Victims of Crime. In 2021 Advocates assisted an elderly client who was located in a rural county in the Upper Cumberland. The client was suffering in multiple ways due to her daughter abandoning her in a rental property without utilities. She didn't have any electricity, food, transportation, or telephone accessibility and her trailer was infested with bed bugs. The elderly woman drew a modest social security check each month, but had never received it herself because her daughter had it deposited into her own account each month. The victim had always made very little money and had always been at the mercy of other family members to survive. The landlord of the rental property was the good samaritan who contacted authorities seeking help for her, which led to CREVAA's involvement on her case. CREVAA assisted her immediately and made multiple follow ups to ensure that her needs were being met. She was relocated to a clean low-income apartment that was completely furnished through furniture and home-good donations secured from private donors

to the CREVAA Program. Also, CREVAA paid her first month's deposit and first month's rent, along with groceries, clothing, and a pre-paid mobile phone. Other long term supports were implemented, such as getting her approved for food stamps and access to the local Senior Center in her area that provides support and activities.

She now thrives independently and has a sense of community where she lives. She enjoys evenings on her porch visiting with other neighbors who live close by. This is the first home she has had and maintained on her own. CREVAA was honored to serve this client and help her reclaim a sense of purpose and stability. The client continues to reside in her own low income apartment that she sustains each month with her monthly social security check and she is no longer at risk of being victimized by anyone.

Challenge

Finding victims affordable housing continues to be a barrier for those with disabilities and who are elderly. There are very few options for those on fixed incomes.

Public Guardianship

TCAD administers the state-funded Public Guardianship for the Elderly Program, in cooperation with the AAAD, 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 lack competency 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 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. Some people may have a fee to pay based upon their income or resources, but if a person qualifies for Supplemental Security Income (SSI), a fee is not required.



87

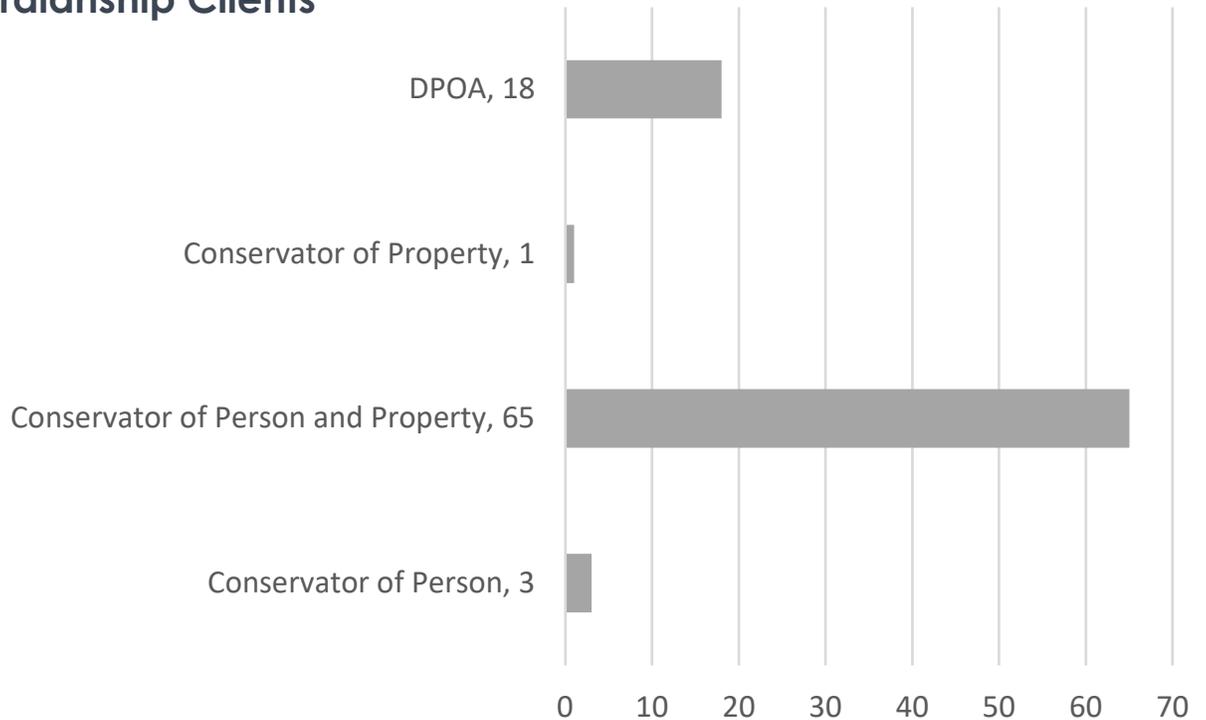
Total Number of Clients



4,061

Units of Service for Clients

Public Guardianship Clients



Success Story:

B.J. was enrolled in the Public Guardianship Program for 60 days for a limited healthcare fiduciary. Because of a severe injury, he did not remember much of what happened during his hospital stay prior to enrollment. During his first visit with PG staff, he was angry, distrustful, and was fearful that he would not be able to return to his apartment. During his illness, his rent was overdue, his utilities were disconnected, and he lost his SSI. Program staff was able to assist him in helping fill out paperwork for his overdue rent and disconnected utilities, as well as helping him solve his problem with Social Security. Using program fees, food and other supplies were purchased in preparation for his return home. After completing six weeks of rehab in a skilled nursing facility, B.J. was able to return to his home and to his normal routine. He has support services in place to allow him to be successful at home. He thanked the AAAD staff for making his return home possible. He said he was grateful to the PG staff and the AAAD and said they were angels sent from above to help him when he wasn't able to help himself.

Challenge:

Due to COVID-19, clients weren't able to have face-to-face visits with the public guardians or volunteers. Our clients, those living independently and in facilities, have lacked companionship. The benefits of having volunteers would provide clients companionship and something to look forward to and adds purpose to their lives.

Legal Assistance & Ombudsman

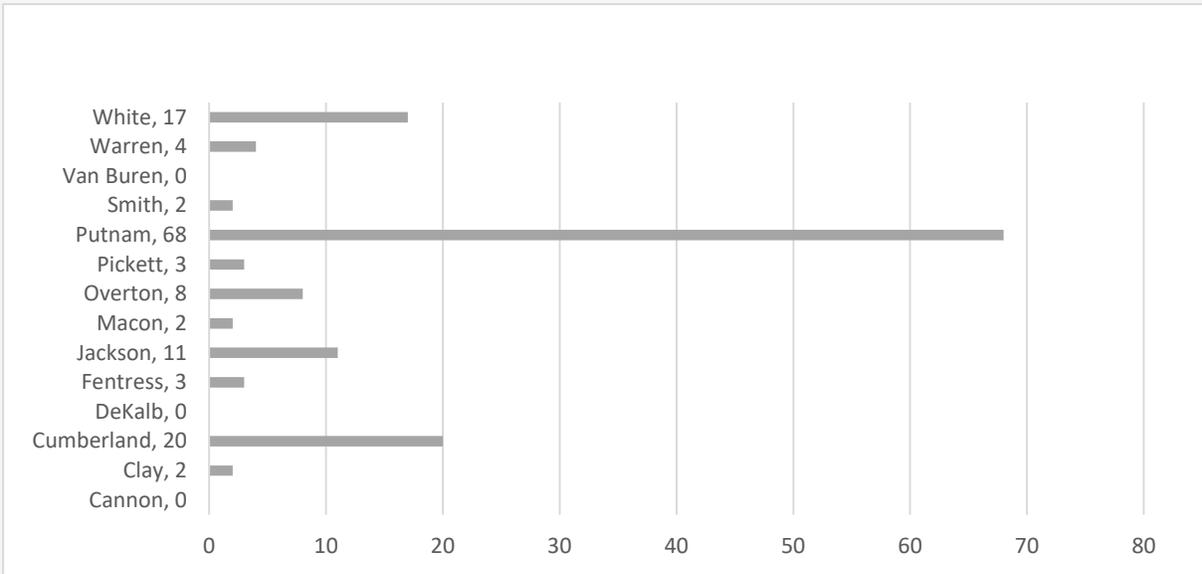
Legal Assistance

The legal assistance program is delivered through a subcontract with Aging Services for the Upper Cumberland Inc., a non-profit corporation which provides free legal assistance in specified areas of law for persons age 60 and over. The legal assistance program utilizes senior centers as contact points in each county and visits at least once per quarter. The Title III attorney is mandated to give priority to older persons who are minority individuals,

those with the greatest economic or social need, and those who are frail/disabled. The staff attorney can provide legal assistance, which may include advice, counseling, and representation, in areas of law including, but not limited to, Social Security, Supplemental Security Income (SSI), insurance problems, Medicare, TennCare, elder abuse, and other legal matters.

The very nature of the challenges we faced because of the pandemic, also led to our

Legal Cases Per County, 140



greatest successes, because we were able to continue to provide services for those clients who requested assistance. However, our method of delivering services definitely changed. Upon receiving a request for assistance, we would usually mail the documents we needed (retainer, release of information, ect.) to potential clients, with a return envelope. When the documents were returned, we could proceed with assistance. We continued to assist individuals who were applying to the CHOICES/Medicaid Trust, or an appeal. The need for assistance in the often burdensome application process for this program has not abated.

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. VORs receive ongoing training and refer clients with problems to the attorney and the District Ombudsman.

Success Story:

One FY21 case that stood out involved a teamwork approach with one of the nursing home facilities. There was a complaint that a family had a loved one who was dying and the facility was not offering them in-person visitation as death was imminent. The resident had been in quarantine for COVID-19 and was on his last day of isolation. Family and friends had been singing gospel songs outside of his window for several days. The male resident was listening to them by phone while in his bed. The call had originally come into the Title III attorney and she referred it to the Ombudsman. After conferring with the attorney, this District Ombudsman contacted the facility to explain the importance of compassionate care for the resident and family and explained the need for the facility to offer visitation in an area that has all the precautionary safety measures in place. They would follow the CDC guidelines and offer the family support and empathy during this difficult time. The facility agreed and offered the family compassionate care visitation before dying the following morning.

Challenge:

Due to COVID-19, the Ombudsman was unable to conduct in-person visits at facilities to help advocate for residents, who are the most vulnerable, to the level the Ombudsman deemed reasonable and necessary.

COVID-19 Related Services

Family's First

The AAAD received \$365,300 in funding for the period April 1, 2020 – September 30, 2021 through the Family's First Coronavirus Response Act to provide home-delivered and carryout meals to adults age 60 and above. The funds were intended to support small, local restaurants while providing meals to those in need during the challenging time created by the pandemic. The AAAD contracted with eight restaurants and three senior centers to provide meals. Between April 15-June 30, 2020, there were 14,354 meals served to 882 older adults in Clay, Fentress, Jackson, Overton, Pickett, Putnam, Warren, and White counties. In addition, during FY21, there were 38,782 meals served to 1,009 older adults.

CARES Act

The AAAD received \$1,152,500 in funding for the period August 1, 2020 – September 30, 2021 through the Coronavirus Aid, Relief and Economic Security (CARES) Act. The funds provided the following services in FY21:



**Staff established
telehealth stations
at 8 low-income
senior housing
complexes in the
Upper Cumberland**

- Monthly grocery purchases and delivery service to 161 residents at 8 low-income senior housing complexes managed by UCDD across the Upper Cumberland averaging about \$135 in groceries for each senior per month.
- Distribution of 1,500 boxes containing food, personal hygiene and household cleaning items provided by senior center staff to local seniors in need
- 186 clients began receiving home-delivered meals and 593 clients received to-go meals at senior centers and other nutrition sites totaling 48,787 meals
- Purchased coin change machines and exercise equipment for each of the eight low-income senior housing complexes managed by UCDD
- Established telehealth stations at eight of the low-income senior housing complexes
- 50 hours of counseling services by a Licensed Professional Counselor was provided to nine seniors
- 1,557 vaccination calls were made by AAAD staff to clients enrolled or on the waiting list for in-homes services to determine their need for transportation and / or assistance in scheduling an appointment to receive the COVID-19 vaccine
- 46 caregivers and care recipients were enrolled into the Family Caregiver program and received 7,745 units of homemaker, personal care, respite, home-delivered meals and medical supplies

Aging and Disability Resource Center COVID Critical Relief

The AAAD received \$95,000 in funding for the period December 1, 2020 – September 30, 2021 through the Aging and Disability Resource Center COVID Critical Relief grant. Due to senior centers being closed and difficulty in obtaining computers during this period of time, the planned activities such as telehealth stations, in-home telehealth equipment and providing online grocery shopping classes had to be temporarily suspended. All of the ADRC COVID services and internal AAAD technology enhancements will occur in FY22.

COVID III Supplemental Nutrition

The AAAD received \$242,824 in funding for the period May 1, 2021 – September 30, 2022 through the COVID Supplemental Nutrition for Home-Delivered Meals. For the two-month period of May 1-June 30, 2021, there were 16 new clients added for home-delivered meals resulting in them receiving 524 meals.

COVID-19 Telephonic Outreach

The AAAD received \$16,500 to hire six temporary staff who made 11,302 calls to 4,760 AAAD clients across the state to identify those needing transportation and / or assistance in scheduling an appointment to receive the COVID-19 vaccine.

Quality Assurance

Surveys: Home-Delivered Meals

Each year Quality Assurance (QA) staff survey 100 percent of home-delivered meal clients in order to obtain feedback about the nutrition program. In FY21 (July 1, 2020 – June 30, 2021), staff attempted to survey, via telephone calls, a total of 616 clients and were able to complete 355 satisfaction surveys. These surveys included questions covering the topics of meal delivery time, temperature, appearance, and taste as well as delivery staff satisfaction. In addition to the HDM satisfaction surveys, AAAD staff and volunteers made weekly telephone reassurance calls to clients receiving once per week frozen meal deliveries. Previously, these clients received daily hot meals; but, when the hot meal provider was unable to continue delivery in Cumberland, Dekalb, Macon, Putnam, Smith, and Van Buren counties, frozen meal deliveries were made. Attempts were made once per week to contact each meal client every week following their scheduled meal delivery to verify that the food was received and to ensure that the client was well.

Surveys; Home & Community-Bases Services

NFCSP provides five basic services for family caregivers that include: A sampling of 106 (40 percent) of 265 Home and Community-Bases Services (HCBS) clients was identified to complete a satisfaction survey by phone for service coordination, homemaker, personal care, counseling, adult day care and in-home services provided through the Options for Community Living, National Family Caregiver Support and Title III-B programs.

Surveys: Other Programs

For other AAAD programs such as CHOICES, I&A, SHIP, and SMP, Quality Assurance staff completed 653 surveys by phone.

| | SURVEY CALLS |
|---------------------|--------------|
| CHOICES | 169 |
| I & A | 370 |
| SHIP/SMP VOLUNTEERS | 22 |
| SHIP | 92 |

Successes

- Home-Delivered Meal survey results for FY21 revealed that 100 percent of clients surveyed were satisfied with their meal delivery staff.
- Google Forms was used this fiscal year to create online surveys which enabled the QA staff to document more readily the client satisfaction survey responses which were performed by telephone. Once the responses were entered online, a spreadsheet was automatically created with the tabulated results.
- There were a total of 4,253 HDM reassurance calls completed from January 2021 through June 2021.

Challenge

Throughout the past fiscal year, the QA staff has realized the need for a more comprehensive method of measuring the satisfaction of not only our clients but also our service providers. We have begun creating survey processes for measuring the satisfaction responses for nutrition providers, in-home services providers, and facility administration.



**Lois Maxfield and
Marsha Gibbons
hand out to-go
meals at the
Overton County
Senior Center**

FY21 Financial Report

| Internal Operations | | Passthrough | |
|---------------------|--------------------|-------------------------|--------------------|
| Title IIIB | \$99,060 | Adult Day Care | \$16,562 |
| Title IIIE | \$106,138 | Ombudsman | \$55,020 |
| Title IIIC Admin | \$190,904 | Transportation (IIIB) | \$47,223 |
| Title IIIE Admin | \$27,100 | Transportation (MyRide) | \$70,487 |
| Guardianship | \$249,800 | Evidence Based | \$17,103 |
| Options | \$232,730 | Personal Care | \$78,029 |
| SMP | \$290,151 | Legal Assistance | \$93,000 |
| SHIP | \$90,788 | Elder Abuse | \$5,000 |
| MIPPA | \$32,027 | CREVAA | \$39,580 |
| TennCare CHOICES | \$851,144 | Families First | \$265,516 |
| CREVAA | \$110,110 | Congregate Meals | \$801,697 |
| SNAP | \$50,042 | Homemaker | \$404,335 |
| ADRC | \$11,698 | Home Delivered Meals | \$498,939 |
| Vaccine Outreach | \$2,673 | Senior Centers | \$276,283 |
| ADPI | \$20,541 | COVID III Supplemental | \$3,144 |
| CARES | \$66,690 | ADPI | \$13,304 |
| | | CARES | \$746,026 |
| TOTAL | \$2,431,596 | TOTAL | \$3,431,248 |



TOTAL INTERNAL AND PASSTHROUGH FUNDS
\$5,862,844

FY21 Contracts

- Agency Tracking Number: UC-SVTN2
Grantor: Southwest Tennessee Development District
Amount: \$381,981
Terms: 10/4/2019-10/15/2021
Assist seniors in TN with funds from the Senior Trust / Elder Trust settlement Case No. 11-1548-111, Davidson County Chancery Court, Division III
- Agency Tracking Number: 31602-21018
Grantor: Tennessee Commission on Aging and Disability
Amount: \$934,800
Terms: 7/1/2020-6/30/2021
State funded services to individuals who are elderly and / or individuals with disabilities
- Agency Tracking Number: 31602-21017, Amendment #2
Grantor: Tennessee Commission on Aging and Disability
Amount: \$2,680,694
Terms: 7/1/2020-6/30/2021
Federally funded Older Americans Act services to individuals who are elderly and / or individuals with disabilities
- Agency Tracking Number: 31602-20046, Amendment #2
Grantor: Tennessee Commission on Aging and Disability
Amount: \$82,500
Terms: 4/1/2020-3/31/2021
Federally funded State Health Insurance Program (SHIP)
- Agency Tracking Number: 31602-21053, Amendment #1
Grantor: Tennessee Commission on Aging and Disability
Amount: \$67,627
Terms: 10/1/2020-8/31/2021
Federally funded Medicare Improvements for Patients and Providers Act (MIPPA)
- Agency Tracking Number: 31602-21047
Grantor: Tennessee Commission on Aging and Disability
Amount: \$51,792
Terms: 10/1/2020-9/30/2021
Federally funded to facilitate outreach for the Supplemental Nutrition Assistance Program (SNAP)/Food Stamp Program
- Agency Tracking Number: 31602-21023
Grantor: Tennessee Commission on Aging and Disability
Amount: \$258,056
Terms: 7/1/2020-6/30/2021
Federally funded VOCA Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA)
- Agency Tracking Number: 31602-20057, Amendment #1
Grantor: Tennessee Commission on Aging and Disability
Amount: \$365,300
Terms: 4/1/2020-9/30/2021
Federally funded meals for the elderly of Tennessee during the Coronavirus 19 pandemic
- Agency Tracking Number: 31602-21088
Grantor: Tennessee Commission on Aging and Disability
Amount: \$242,824
Terms: 5/1/2021-9/30/2022
COVID supplemental nutrition for home-delivered meals
- Agency Tracking Number: 31602-21031, Amendment #2
Grantor: Tennessee Commission on Aging and Disability
Amount: \$58,045
Terms: 7/1/2020-5/31/2022
Federally funded for implementation of the Person-Centered Music-Enhanced Powerful Tools for Caregivers program
- Agency Tracking Number: 31602-21038
Grantor: Tennessee Commission on Aging and Disability
Amount: \$1,152,500
Terms: 8/1/2020-9/30/2021
Federal grant award issued under the authority of the Coronavirus Aid, Relief, and Economic Security (CARES) Act
- Agency Tracking Number: 31602-21064, Amendment #1
Grantor: Tennessee Commission on Aging and Disability
Amount: \$95,000
Terms: 12/1/2020-9/30/2022
Federally funded for execution of the Aging and Disability Resource Center COVID-19 grant
- Agency Tracking Number: 31602-22019
Grantor: Tennessee Commission on Aging and Disability
Amount: \$16,500
Terms: 6/15/2021-9/30/2021
Federally funded for telephonic outreach for COVID-19 vaccination
- Agency Tracking Number: 31865-00094, Amendment #4
Grantor: Bureau of TennCare
Amount: \$854,490
Terms: 7/1/2020-6/30/2021
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
- Agency Tracking Number: 90MPPG0006-03-00
Grantor: Administration for Community Living
Amount: \$310,478
Terms: 6/1/2020-5/31/2021
Federally funded Senior Medicare Patrol Program (SMP)