



AREA PLAN on AGING and DISABILITY

*For Progress toward a Comprehensive, Coordinated Service System
for Older Persons and Adults with Disabilities*



East Tennessee Human Resource Agency

Designated Area Agency on Aging and Disability

for the

East Tennessee

Planning and Service Area

**in TENNESSEE for
July 1, 2010 – June 30, 2014**

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Older Americans Act

Section 306 *AREA PLANS*

Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1).

Section 307 *STATE PLANS*

(a) Except as provided in the succeeding sentence and section 309(a), each State, in order to be eligible for grants from its allotment under this title for any fiscal year, shall submit to the Assistant Secretary a State plan....

(a)(1) The plan shall—

(A) require each area agency on aging designated under section 305(a)(2)(A) to develop and submit to the State agency for approval, in accordance with a uniform format developed by the State agency, an area plan meeting the requirements of section 306; and (B) be based on such area plans.

Link to OAA: http://www.aoa.gov/AoAroot/AoA_Programs/OAA/oa_full.asp

Submittal Page

- Part A: Area Profile**
- Part B: Area Service Plan**
- Part C: Status Report and Goals, Objectives & Strategies**
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SUBMITTAL PAGE

- (X) 4-Year Plan for July 1, 2010 – June 30, 2014
- () Plan Update for _____
- () Amendment (Date): _____

This Area Plan for Programs on Aging and Disability is hereby submitted for the East Tennessee planning and service area. The East Tennessee Area Agency on Aging and Disability assumes full responsibility for implementation of this plan in accordance with all requirements of the Older Americans Act and Regulations; laws and rules of the State of Tennessee; and policies and procedures of the Tennessee Commission on Aging and Disability.

This plan includes all information, goals and objectives, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature: _____ Date: _____
Area Agency on Aging and Disability Director

The Area Agency Advisory Council has participated in the development and final review of the Area Plan. Comments of the Advisory Council are included in Part F of the Plan.

Signature: _____ Date: _____ Chair,
ETAAAD Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the Plan A-G. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature: _____ Date: _____
Director, Grantee Agency

Signature: _____ Date: _____
Chair, Grantee Agency Board

Part A: AREA PROFILE

Older Americans Act

Section 305(a) *ORGANIZATION*

(1) the State shall, in accordance with regulations of the Assistant Secretary, designate a State agency as the sole State agency to—

(E) divide the State into distinct planning and service areas...in accordance with guidelines issued by the Assistant Secretary, after considering the geographical distribution of older individuals in the State, the incidence of the need for supportive services, nutrition services, multipurpose senior centers, and legal assistance, the distribution of older individuals who have greatest economic need...residing in such areas, the distribution of older individuals who have greatest social need...residing in such areas, the distribution of older individuals who are Indians residing in such areas, the distribution of resources available to provide such services or centers, the boundaries of existing areas within the State which were drawn for the planning or administration of supportive services programs, the location of units of general purpose local government within the State, and any other relevant factors....

Section 306(a) *AREA PLAN*

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point....

<u>Exhibit Number</u>	<u>Title of Exhibit</u>
A-1	Designated Planning and Service Area
A-2	Area Profile
A-3	2000 Census Data
A-4	Focal Points
A-5	Methods Used to Determine Service Needs
A-6	Summary of Service Needs

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Designated Planning and Service Area

Area Agency: East Tennessee Area Agency on Aging and Disability

Physical Address: 9111 Cross Park Drive
Suite D-100
Knoxville, Tennessee 37923

All Phone #s and Fax #: 865/691-2551
865/691-2555 (fax)
SHIP: 1-877/801-0044
I & A: 1-866/836-6678

E-mail Address: ABradley@ethra.org

Website: <http://www.ethra.org/services/aging-disability/aging-and-disability.htm>

Director: Aaron Bradley

In Operation Since: 1977

Mission:

Provide quality information and support services to older adults and their families to assure an improved quality of life.

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

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Area Profile

1. Identification of counties within the planning and service area.

Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union

2. Identification of counties / cities / communities designated as rural in the planning and service area.

Anderson – Outside Oak Ridge / Clinton
Blount – Outside Maryville
Campbell – Outside Jacksboro / LaFollette
Claiborne – Outside New Tazewell
Cocke – Outside Newport
Hamblen – Outside Morristown
Jefferson – Outside Jefferson City
Knox – Outside Knoxville / Farragut
Loudon – Outside Lenoir City / Loudon / Tellico Village
Monroe – Outside Madisonville / Sweetwater
Morgan – Outside Wartburg
Scott – Outside Oneida
Sevier – Outside Sevierville
Union

See NASUA Map

3. Identification of counties/cities / communities designated as urban in the planning and statistical area.

Anderson – Oak Ridge / Clinton
Blount – Maryville
Campbell – Jacksboro / LaFollette
Claiborne – New Tazewell
Cocke – Newport
Hamblen – Morristown
Jefferson – Jefferson City
Knox – Knoxville / Farragut

Loudon – Lenoir City / Loudon / Tellico Village
Monroe – Madisonville / Sweetwater
Morgan – Wartburg
Scott – Oneida
Sevier – Sevierville

See NASUA Map (provided by TCAD)

4. Describe significant differences among counties/communities in the planning and service area.

From the ETAAAD perspective and with a focus on service and service delivery, the primary differences are the availabilities of service providers and service infrastructure between the urban counties (*Knox / Anderson / Blount*) and the balance of the region. There are marked cultural differences in the more rural areas of the regions. Individual county profiles are included in the Area Plan as Attachment A.

Anderson County ... With a 2008 population estimate of 74,738 Anderson County is home to the Oak Ridge National Laboratory. The Oak Ridge 60+ population (*15,365*) comprises 21 per cent of 60+ population in Anderson County. The Median Family Income varies widely from city to city within the county; from \$57,000 + in Oak Ridge to \$21,000 + in Lake City. Anderson County is not ranked as a rural county.

Blount County ... Although considered to be rural, it is also a bedroom community of Knoxville and Knox County. The Chamber of Commerce markets the area as part of the technology corridor with Oak Ridge, Tennessee Tech, Technology 2020 etc. People aged 60 and over comprise 18% of the county's 105,825 population.

Cocke County ... Shares the Great Smoky Mountains with two other Tennessee counties. There is an active Senior Advisory Council that represents the 6,313 citizens 60+. Cocke County has several small towns nestled in valleys and located on hillsides. Cocke County is home to old mountain families that take care of their own. Cocke County ElderWatch has formed a presence in the county recently. It is also the location of the non-fiction book, *Christy*. Cosby, in Cocke County is also known as the Moonshine Capital of the World.

Claiborne County ... Rural with a 60+ population of 5,505, markets itself as a retirement community because of the Cumberland Gap National Historic Park, the Wilderness road State Park, and the TVA-created Norris lake.

Campbell County ... Rural with a 60+ population of 8,181, (*20% of the total county population*). Cove Lake State Recreational Area and nearby parks were created in the 1930's as a part of the CCC to attract tourists. The county actively seeks clean industry and commerce. For years Campbell County was known for coal mining. On the fringe of the Appalachians, the area is also known for fierce independence and mistrust of government run enterprises.

Grainger County ... Home to farms and manufacturing. Seventeen percent of the population (3635) is 60 or over. The average per capita income is \$16,328 annually. This is an ideal county for outreach to low income people.

Hamblen County ... Has a population of 58,130, with 20% (10,809) being age 60 or over. The county is rural and has a median household income of \$32,350. There are 358 nursing home beds and 290 hospital beds.

Jefferson County ... Has a population of 44,295 with a 60+ population of 8035 – based on census projections. The county promotes the attraction of both Douglas and Cherokee Lakes at the foothills of the Smokies. Median income is \$32, 906.

Knox County ... Largest metropolitan area in the region. Home of the 1982 World's Fair. Interstates 40 and 75 intersect the county and bring with them a cultural cross-section of the country. Aligned along the Tennessee River, the University of Tennessee campus is the largest educational entity in the region, and has produced many professional athletes and national championships in multiple sports categories. Sometimes referenced as the "Gateway to the Smokies," Knox County has a population of 173,890 with 63,578 persons age 60 or older among that number.

Loudon County ... Located on Tellico Lake; the county promotes itself as a tourist attraction with old forts, cotton mills, agri-tourism, farms, antiques and dining. With a median household income of \$40,401 it is one of the wealthier counties in the area. The county has a population of 39,085 which includes a 60+ population of 8685.

Monroe, Morgan and Scott counties ... Considered rural and have total population of 14,000 adults age 60 and over. Median household income ranges from \$24,000 to \$30,000. Much of the land is occupied by the Big South Fork National river and recreation area. Morgan County Contains part of the Obed wild and scenic river. Scott County is located in rugged mountains, and borders on Kentucky. The Cherochala Skyway may be accessed from Monroe County. It follows the Tellico River for 21 miles on the Tennessee side.

Roane County ... Total population of 51,910 based on census projections and 11,000 are adults age 60 or over. Median household income was \$33,226. About 10.30% of families and 13.90% of the population were below the [poverty line](#), including 18.80% of those under age 18 and 13.80% of those age 65 or over.

Sevier County ... Total population of 71,170 with 12,380 being adults age 60 or over. The growing Tourism industry, based on the location of 30% of the Great Smoky Mountains National Park in Sevier county, and the location of Dollywood, and Gatlinburg, has bolstered the county's economy. Median household income for the county is \$34,719.

Union County ... Located 15 miles north of Knoxville, the county markets itself as an ideal place to retire. Union County has a total population of 17,819 with 2685 age 60 or over and is included in the Knoxville/Metropolitan statistical area. The county borders on Norris Lake and the Big Ridge State Park is located on the shores of the lake. Median household income for Union County is \$27,335.

Exhibit A-3

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
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----- ET Census Data Table Attached as Attachment B -----

Exhibit A-4

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Focal Points

1. For the purpose of assuring access to information and services for older persons, the area agency shall work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate. Define "community" for the purposes of focal point designation.

A focal point community is a location where there is a concentration of older individuals who are living in a defined area of the county, generally the county seat or larger population area. Another factor is the availability of services and infrastructure.

2. List community focal points within the Planning and Service Area.

Anderson County Office on Aging / Clinton, Tennessee
Blount County Office on Aging / Maryville, Tennessee
Maryville / Alcoa / Blount County Senior Center / Alcoa, Tennessee
Campbell County Office on Aging / LaFollette, Tennessee
Jellico Senior Center / Jellico, Tennessee
Claiborne County Office on Aging – Senior Center / New Tazewell, Tennessee
Harrogate Senior Center / Harrogate, Tennessee
Cocke County Office on Aging / Newport, Tennessee
Grainger County Office on Aging – Senior Center / Rutledge, Tennessee
Hamblen County Office on Aging – Senior Center / Morristown, Tennessee
Jefferson County Office on Aging – Senior Center / Jefferson City, Tennessee
Dandridge Senior Center / Dandridge, Tennessee
New Market Senior Center / New Market, Tennessee
Strawberry Plains Senior Center / Strawberry Plains, Tennessee
Knox County Office on Aging / Knoxville, Tennessee
John T. O'Connor Senior Center / Knoxville, Tennessee
Halls Senior Center / North Knoxville, Tennessee
South Senior Center / South Knoxville, Tennessee
Frank Strange Senior Center / Farragut, Tennessee
Loudon County Office on Aging – Senior Center / Loudon, Tennessee
Monroe County Office on Aging – Senior Center / Madisonville, Tennessee
Morgan County Office on Aging / Wartburg, Tennessee
Coalfield Senior Center / Coalfield, Tennessee

Roane County Office on Aging – Senior Center / Rockwood, Tennessee
Kingston Senior Center / Kingston, Tennessee
Scott County Office on Aging / Huntsville, Tennessee
Oneida Senior Center / Oneida, Tennessee
Sevier County Office on Aging – Senior Center / Sevierville, Tennessee
Union County Office on Aging – Senior Center / Maynardville, Tennessee

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
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Methods Used to Determine Service Needs

1. Describe below how the Area Agency assessed the needs of older persons and adults with disabilities residing in the planning and service area.

- In consultation with the East Tennessee Council on Aging and Disability
- Identification of the I & A requests at the AAAD and the county offices on aging and senior centers
- In dialogue with our community partners
- Experience related to past demands and needs
- Statewide needs assessment commissioned by TCAD

2. Which home and community based services have all slots filled and how many individuals are on wait lists as of October 1, 2009?

- Title III Home Delivered Meals / 300
- Title III Homemaker / Personal Care / 97
- Statewide Waiver – Enrollment Closed as of 3/2010 / 200
- Options for Community Living – Anticipate Enrollment to close on or before 7/1/2010 / 100
- National Family Caregiver – Anticipate Enrollment to close on or before 4/1/2010 / 70

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
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Service Needs

1. Based on the information reported in Exhibit A-5, Methods Used to Determine Service Needs, **list** the prevalent service needs of older persons and adults with disabilities in the planning and service area.

- Nutrition
- Residential Support
- Homemaker / Personal Care
- Caregiver Support
- Transportation
- Financial Security
- Information and Assistance

2. Based on the **list** of needs identified in question #1, briefly describe how the Area Agency will address the top 5 identified needs? This is an overview, details are more specific in Part C of this plan in the Goals, Objectives and Strategies section.

- Increase meal services and options through the implementation of a regional meal preparation facility
- Expand residential support services through the expansion of the Knoxville based "One Call" program
- Advocate for changes in the new CHOICES program to allow for expanded residential services beyond nursing homes and assisted living facilities
- Work with TennCare and the MCOs to expand the CHOICES program to include the ability to contract with individual caregivers (licensed or certified direct care workers) and add a companionship service to the list of service options
- Expand Caregiver support programs including respite care
- Develop a transportation coordinating council in ET that brings all the transportation providers together to design a more comprehensive and coordinated transportation system for older adults especially in rural areas
- Design an outreach program to identify individuals in ET who are not taking advantage of the LIS and QMB/SLMB/QI-1 benefits
- Enhance the ability of the ETAAAD to provide and coordinate information services through the full implementation of the Single Point of Entry process in ET and in coordination with the 211 information system in the region

3. **List** the top 5 needs for the Grand Division that includes the planning and service area identified in the 2009 Statewide Needs Assessment.

- Rural Transportation
- Adult Foster Homes
- Silver Alert Initiative
- Dental Care - Dentures / Eye Care – Eyeglasses / Hearing Care – Hearing Aids
- Respite Care – Institutional / In-home

4. Based on the list of needs in question #3, briefly describe how the Area Agency will address the top 5 needs identified. Do not repeat if the service was already addressed in question #2. This is an overview, details are more specific in Part C of this plan in the Goals, Objectives and Strategies section.

- Covered in 2 above – also consider funding special pilot projects that address the specific needs of rural transportation
- Covered in 2 above
- Incorporate the Silver Alert Initiative in the ongoing work of the ET ElderWatch Coalition and request that the Tennessee Vulnerable Adults Coalition support educational initiatives to support the full implementation of this program
- Consider expanding the “Gift of Sight” program in ET (currently operating in Knox County) through the development of a special “ad hoc” committee effort of the East Tennessee Council on Aging and Disability
- Covered in 2 above

Part B: AREA SERVICE PLAN

Older Americans Act

Section 306 *AREA PLANS*

(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area.... Each such plan shall—

(a)(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, or construction of multipurpose senior centers, within the planning and service area covered by the plan,

(a)(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers

Exhibit Number

Title of Exhibit

B-1

System of Aging and Disability Services

B-2

Service Delivery in the Planning and Service Area

B-3

AAAD Budget Summary

PSA: East Tennessee
 Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
 () Update, Dated:

Statewide Aging and Disability Programs AREA SERVICE PLAN

Introduction

The Area Agency uses funding from a number of programs to provide a comprehensive array of services for older persons and other adults with disabilities in the planning and service area (PSA). The following is a brief description of the public funding sources and a summary of how many individuals were served in each program.

Older Americans Act

Older Americans Act (OAA) funds provide, in addition to a comprehensive array of services, the administrative infrastructure to deliver all OAA programs. As the designated state unit on aging, the Tennessee Commission on Aging and Disability (TCAD) receives an annual allotment under Title III of the Older Americans Act as amended, from the Administration on Aging (AoA) in the U.S. Department of Health and Human Services. TCAD allocates OAA funds to nine Area Agencies on Aging and Disability (AAADs) based on an approved intrastate funding formula. The AAADs plan, develop, and implement a system of services for older persons age 60 and over in their respective Planning and Service Areas (PSA). OAA funds support home and community based programs and services such as information and assistance, case management, nutrition services, in-home services, multipurpose senior centers, health promotion, transportation, legal services, Long Term Care Ombudsman Program, and the National Family Caregiver Support Program.

Using Older Americans Act funding the Area Agency served approximately:

Persons Served	2009	2010*	2011*	2012*	2013*
Personal Care	-0-				
Homemaker	228				
Nutrition Services	4,183				
Case Management	667				
Transportation	1,011				
Legal Assistance	803				
Information & Assistance	6,636				
Family Caregiver	104				
Ombudsman	362				
Units of Service					

Personal Care	-0-				
Homemaker	16,106				
Nutrition Services	555,725				
Case Management	13,747				
Transportation	44,027				
Legal Assistance	1,183				
Information & Assistance	19,669				
Family Caregiver	21,571				
Ombudsman	703				

* 2010-2013 data will be completed in future Area Plan Updates.

Options for Community Living

On July 1, 2000, the Tennessee Commission on Aging and Disability received \$5 million in state funds to support information and referral and to initiate a home and community based long term care services program for older persons and other adults with disabilities who do not qualify for Medicaid long term care services. The Options Program provides homemaker, personal care and home-delivered meals. Other services may be available on a case-by-case basis as funds allow.

Using Options for Community Living funding the Area Agency served approximately:

	2009	2010	2011	2012	2013
Persons Served	381				
Units of Service	63,429				

Statewide Medicaid Home and Community Based Waiver Services for Elderly and Disabled (*Waiver*)

Tennessee is in the process of implementing the Long Term Care Community Choices Act of 2008. The State Medicaid Agency, the Bureau of TennCare, is converting from a 1915(c) Statewide Home and Community Based Medicaid Waiver for Elderly and Disabled to a 1115 Waiver. The planned start date for the transition is expected to begin in 2010 and phased in over an eighteen month period. The State's nine Area Agencies on Aging and Disability will act as the single points of entry for the CHOICES Program.

The Statewide Home and Community Based Services Waiver is intended to provide a community-based, cost-effective alternative to institutional nursing facility care for eligible individuals. The program is administered by the Tennessee Department of Finance and Administration, Bureau of TennCare. This Medicaid Waiver program provides a variety of home and community-based services to low-income older persons and adults with disabilities who are frail, functionally impaired, and at-risk of nursing home placement. Funding for this program comes from the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid.

Using Waiver funding the Area Agency served approximately:

	2009	2010	2011	2012	2013
Persons Served	783				
Units of Service	1,477,459				

State Health Insurance Assistance Program (SHIP)

SHIP is funded by the Centers for Medicare and Medicaid in the U.S. Department of Health and Human Services. The SHIP program is mandated by Congress to provide *free and objective* information, counseling and assistance to consumers, their adult children, caregivers, health care providers and other advocates about Medicare and all other related health insurance. Currently, an important aspect of the program is to provide information and assistance with enrollment in Medicare Part D and target outreach to low-income Medicare beneficiaries eligible for the Medicare Part D Low-Income Subsidy and Medicare Savings Programs. The Centers for Medicare and Medicaid Services (*CMS*) funds the nationwide program. The statewide Tennessee SHIP operates through a small, but highly trained, paid and volunteer staff. In addition to counseling, program staff performs community education and outreach on Medicare and current related issues.

Using SHIP funding the Area Agency served approximately:

	2009	2010	2011	2012	2013
Individuals Provided SHIP Counseling	2,340				

Public Guardianship for the Elderly Program

The Public Guardian Program is a state funded program designed to assist persons 60 years of age and older who are unable to manage their own affairs and have no family member, friend, bank or corporation willing or able to act on their behalf. Public Guardians (*Conservators*) assist clients in obtaining the basic necessities of life including making decisions regarding their finances or needed medical care. Legal proceedings (*court order*) are required prior to service delivery. The Tennessee legislature established a volunteer component to expand the guardianship program in 1996.

Using Public Guardianship funding the Area Agency served approximately:

	2009	2010	2011	2012	2013
Persons Served	53				

Other State Appropriations

The State of Tennessee also appropriates funds to distribute among the area agencies to support multipurpose senior citizen centers, home delivered meals and homemaker services. An intrastate funding formula is used to distribute the funds to each area agency. The funding formula is based on a number of factors such as the number of counties in the planning and service area, the proportion of elderly persons and proportion of low income elderly persons residing in the area.

Using State Appropriations the Area Agency served approximately:

Persons Served	2009	2010	2011	2012	2013
Senior Centers	26,211				
Meals	63				
Homemaker Services	35				
Units of Service					
Senior Centers	186,901				
Meals	9,973				
Homemaker Services	3,617				

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Service Delivery in the Planning and Service Area

1. Describe how the following ACCESS SERVICES and related activities are coordinated and/or delivered in the planning and service area.

Information and Assistance:

The primary responsibility for intake and screening for home and community based services resides at the ETAAAD and general information and assistance service is delivered locally through the county offices on aging. With the recent deployment of SAMS IR, the AAAD and OOA staff has access to resource data for their county and the region

Single Point of Entry:

We are working collectively with the AAADs / TennCare / TCD on the following issues for SPOE implementation:

1. How will we answer the phone
2. What about signage outside the building
3. What about letterhead and business cards
4. What about branding and logos
5. Will our phone systems need to change - at least to allow for warm transfers between AAADs and other SPOE partners
6. What protocol will we use to make sure communications are in real time between nursing homes, hospitals, MCOs and the AAADs
7. Will our call, screening, data tracking system be uniform across the state
8. What reports will be required by TCAD and TennCare
9. Can these reports be generated electronically
10. Do we need to modify the LTC Screening and ILA forms going forward
11. Will these form modification be tracked in SAMS
12. What are the timelines and what staff capacity do we need to develop
13. What coordination level will be expected between our offices and TennCare, DHS, MCOs
14. Are we planning a single statewide web site at TCAD or 9 AAAD sites and how will companion sites be linked
15. How will service delivery resource data be provided to TCAD and where are we with the SAMS IR migration

16. Will we have "quality" access to the TennCare, DHS and MCO data systems so we can obtain information in real time
17. How will we confirm quickly if an individual is a member of an MCO
18. Will we have SPOE staff co-located in locations around the region
19. Where will the co-location exist
20. Will we have to have at least one CM on call every night and weekends to manage emergencies
21. Will the CM staff have access to data systems (ours, TennCare, DHS) while in the home via laptop and air card

Website and Resource Directory Development:

The ETAAAD now has a separate landing page on the ETHRA web site that provides comprehensive information and contact information. The site is located at: <http://www.ethra.org/services/aging-disability/aging-and-disability.htm>.

We completed migration to SAMS IR on February 8, 2010 and prior to this migration we spent approximately 500 hours of staff time updating Beacon resource directory data. We are confident the data is at least 90 percent up to date. With this migration, all office on aging contractors has access to this data and will be trained on how to search the directory effectively. We will establish a protocol that will allow the office on aging staff to assist the AAAD staff with updates and additions to the director. Edits will be managed at the AAAD level after edits are verified.

Marketing the Area Agency:

- ETHRA / ETAAAD / TCAD / TennCare websites
- ETAAAD Facebook and Twitter Accounts
- East Tennessee Council on Aging and Disability
- ETHRA Policy Council – City and County Mayors and Community Reps
- ET State Legislative Delegation
- ElderWatch Coalition
- Quarterly Contractors Meeting
- County Offices on Aging and Senior Centers
- Various Departments of State Government – DHS / TCAD / TennCare

Outreach:

- SHIP / SMP / MIPPA Community Education Efforts
- Partnerships with community agencies in ET
- Community Education Events
- Distribution of Printed Materials

Transportation:

Anderson

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: City of Oak Ridge/Senior Center Taxi Coupon Program
Cost: Purchase coupons @ large discount, then \$1.50 one way
Funding Source: City of Oak Ridge
Eligibility: Seniors

Blount

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

Campbell

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

Claiborne

- 1: ETHRA
Cost: \$3.00 per county
Funding Source: TDOT
Eligibility: General Public

- 2: Senior Center Van
Cost: Suggested donation
Funding Source: OAA – T-III-B
Eligibility: Age 60+

Cocke

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

Grainger

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

Hamblen

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: Hamblen County Senior Center/Office on Aging Van
Cost: \$5.00 round trip
Funding Source: OAA / State
Eligibility: 60+

Jefferson

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

Knox

- 1: Knox Area Transit (KAT)
Cost: \$1.50 one way / .25 transfer / Free for 65+ persons
Funding Source: Federal-State-Local funds
Eligibility: General Public

- 2: Knox County CAC Transit
Cost: \$3.00 one way
Funding Source: Federal-State-Local funds
Eligibility: Knox Co. residents who cannot use KAT

- 3: CAC/OOA Volunteer Assisted Transportation
Cost: \$3.00 one way
Funding Source: Out of pocket for consumer
Eligibility: Those who require assistance to travel safely

Loudon

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: Senior Center
Cost: Donation
Funding Source: OAA / State
Eligibility: 60+

Monroe

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: Senior Center
Cost: \$5.00 – 15.00, depending on location
Funding Source: State
Eligibility: 60+

Morgan

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: Senior Center Van
Cost: Free for group trips
Funding Source: State / Local
Eligibility: Age 60+

Roane

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: FISH
Cost: Free ... also, gas \$ for doctor appts w/verification w/in 3 days
Funding Source: Volunteer Organization
Eligibility: Roane County residents transported to doc appts ONLY

- 3: Mid-East
Cost: Free
Funding Source: Titles III-C & III-B
Eligibility: 60+ for congregate meals/doc appts/grocery shopping

Scott

- 1: ETHRA
Cost: \$3.00 one way
Funding Source: TDOT
Eligibility: General Public

- 2: Scott County OOA / Senior Services
Cost: Free to Sr Ctrs-\$2.00 1st stop / \$1.00 Next stop / \$3.00 max
Funding Source: ETHRA/Scott Government
Eligibility: Age 60+

- 3: Road to Recovery
Cost: Free
Funding Source: American Cancer Society/Scott Gvt./City of Oneida
Eligibility: Have/Had Cancer

Sevier

- 1: ETHRA
Cost: \$3.00 – 6.00
Funding Source: TDOT
Eligibility: General Public

- 2: Seniors on the Go
Cost: \$5.00 round trip
Funding Source: Senior Center
Eligibility: Age 60+

- 3: City Trolley
Cost: .25 cents
Funding Source: Sevier County
Eligibility: General Public

Union

- 1: ETHRA
Cost: \$3.00
Funding Source: TDOT
Eligibility: General Public

- 2: Senior Center
Cost: Free
Funding Source: Union County
Eligibility: To Senior Center and back ONLY

2. Describe how the following HOME & COMMUNITY BASED SERVICES are coordinated and/or delivered in the planning and service area.

Service Coordination/Case Management:

We manage all Options for Community Living, National Family Caregiver, and the Statewide Waiver services directly at the ETAAAD. We maintain a manager for the Options / NFCS programs and a manager for the SWW program. Activities often include a comprehensive eligibility determination that is based on the consumer's needs and financial situation and with Options / NFCS we also manage ongoing service plans.

Service Provider Network Support:

The ETAAAD QA staff is responsible for provider recruitment; network support and monitoring that include the following activities:

- Ongoing recruitment efforts for new providers
- Daily technical assistance to provider staff
- Quarterly provider meetings
- Conflict resolution between providers and consumers
- Complaint resolution
- Annual on-site monitoring (more often if needed)
- Missed visit monitoring and corrective action plan development

Family Caregiver Support:

The ETAAAD manages the National Family Caregiver Support Program and the focus is primarily on the provision of direct respite support through the delivery of homemaker, personal care and companionship services. We maintain a comprehensive list of community agencies / programs that we can access on behalf of the caregiver as needed to provide training and counseling services.

Homemaker:

This service is managed by the ETAAAD through the Options and NFCS programs and through contract with four County Offices on Aging. We have 17 homemaker providers in the region. We often utilize these services on a referral basis for private pay consumers.

The SWW program is the dominate purchaser of homemaker services in the ET region today and given the budget constraints in the other programs mentioned earlier, the SWW program will continue to grow and dominate this service as the largest payor.

Personal Care:

This service is managed directly by the ETAAAD through the Options and NFCS programs and we have 17 personal care providers in the region. We often utilize these services on a referral basis for private pay consumers, as well.

The SWW program is the dominate purchaser of personal care services in the ET region today and given the budget constraints in the other programs mentioned earlier, the influence of the SWW program will continue to grow.

Respite:

In-home respite services are provided primarily through the NFCS and SWW programs in ET. In most cases, in-home respite is delivered through homemaker / personal care support activities and is not a "sitter" style service.

The SWW program offers institutional respite services but this service is not utilized to a great degree in ET – less than 2% of the caseload utilizes this service.

Chores/Home Modifications:

The SWW program is the primary source for home modifications in the region. Home modifications are limited in scope and the dominate focus is improving access to the home through the installation of a wheel chair ramp or modifications in the bathroom to improve delivery of personal care services. Structural changes to the home are not allowed.

Personal Emergency Response Systems:

Once again, the SWW is the dominate purchaser of PERS services in the region. At the present time we have 12 providers that offer these services. The service includes a base unit that is installed in the home using the existing phone service along with a pendant or watch style transmitter that the consumer wears that can be activated in the event of an emergency. The cost is generally under \$45 per month for this service. We have 12 PERS providers in the region.

Assistive Technology:

These devices assist consumers in the SWW program to manage activities of daily living. It can be as simple as a device that is added to a doorknob for a better grip or a device to aid in eating or reaching controls on an oven. We have 6 providers for this service.

Pest Control:

This service is offered as part of the SWW program and may be up to 9 visits per year. We often work with the providers to start the service on a monthly basis initially and then move it to a bi-monthly or quarterly basis after a level of control is established. We have 4 pest control agencies in the region on contract.

Adult Day Care:

This is a facility based service and funded primarily through the SWW along with a small program in Knox County funded by the ETAAAD for approximately 10 individuals through Title III of Older Americans Act. We have found that most families do not request this service due to the lack of transportation or the need to get a family member ready for transport. Travel outside the home often becomes a serious barrier to the participant and the family.

3. Describe how the following DISEASE PREVENTION and HEALTH PROMOTION services and related activities are coordinated and/or delivered in the planning and service area.

Health Promotion / Health Education:

The ETAAAD established the Health Promotion Resource Center to coordinate health promotion and education services for the region through senior centers and other community locations. The concept is to develop and support the delivery of quality programs throughout the region on an ongoing basis and to evaluate their effectiveness. With the limited amount of funding annually for these services, it became obvious that the most effective use of the funds would be for planning and coordination at the community level to leverage direct services to older consumers.

Medication Management:

We have had a number of programs to support medication management activities over the past several years. We purchased Life Alert Flash Drives that were distributed through senior centers to older persons so they could enter and track their medical information on a device they could carry with them to health care appointments and to be used by emergency personnel. We utilized a Pharmacist last year to review and evaluate Options and NFCS client medication files to identify medication management issues and provide counseling and guidance to consumers and family members to assure medication compliance and identify potential medication conflicts. We have in place this year a plan to provide health promotion / medication management programs

through a remote learning model that will take advantage of video streaming over the internet. This will allow for the development of a program that utilizes professional faculty so the program can be presented in one location and transmitted directly to remote locations (senior centers) via the web. These programs will be archived digitally and on DVD for use at later scheduled events.

4. Describe how ELDER RIGHTS services and related activities are coordinated and/or delivered in the planning and service area.

Long Term Care Ombudsman:

This service is a direct service of the ETAAAD. We have a full time Ombudsman and approximately 40 trained and certified volunteers that provide complaint resolution to residents in long term care facilities. The dominate focus is on nursing homes with a secondary focus on assisted care living facilities. The Ombudsman coordinates complaint resolution activities closely with the Department of Health survey staff and various legal and policy staff with that division and with TennCare and the Department of Human Services.

Legal Assistance:

This service is provided as a direct service of the ETAAAD. We have a licensed attorney to assist consumers in all counties in the region except Knox County. In Knox County, we contract with the Knox County Office on Aging to provide this service and they in turn contract with Legal Services of East Tennessee. In both programs the focus is on legal support around public benefit issues, housing, and health care.

Public Guardian for the Elderly:

By state law, this service is managed directly by the ETAAAD. We have a full-time guardian, a full-time guardian assistant, a part-time volunteer coordinator and a part-time specialist position. We also maintain a retainer with a local attorney to provide legal support for the program and to represent the agency during contested court proceedings. We coordinate these services with many local health care and long term care providers where with have client placements and with various departments of state government.

Elder Abuse Awareness:

The ETAAAD promotes elder abuse awareness through the East Tennessee ElderWatch Coalition. This group was formed 15 years ago and works in coordination with local service providers, law enforcement, various state departments, district attorneys general, county and city governments to identify educational and training opportunities

in the community that support improved awareness of the signs of abuse, how to prevent abuse and how to report abuse to the authorities. Through the efforts of this group, the Tennessee Vulnerable Adults Coalition (TVAC) was formed a couple of years ago to focus attention on the problems of elder abuse at the state level. The ETAAAD ElderCare Manager serves as the founding President of TVAC.

5. Describe how NUTRITION SERVICES are coordinated and/or delivered in the planning and service area.

The ETAAAD contracts with five contractors to provide nutrition services in the region and 6 of the 16 counties (Anderson, Campbell, Claiborne, Morgan, Scott, and Union) are served as a direct service of the ETAAAD through a management agreement with ETHRA. We contract with Blount County CAA for Blount County, Mid-East Community Action Agency for Loudon and Roane Counties, Knoxville-Knox County CAC for Knox County and Douglas-Cherokee Economic Authority for Cocke, Grainger, Hamblen, Jefferson, Monroe, Sevier Counties.

Brief County Overview:

County	Sites	HDM Routes	Meals / Day	Meal Prep
Anderson	2	2	197	Catered
Blount	4	11	200	Central Kitchen
Campbell	2	3	61	Central Kitchen / Catered
Claiborne	2	2	74	Central Kitchen / Catered
Cocke	1	2	115	On-Site
Grainger	1	1	46	On-Site
Hamblen	1	4	222	On-Site
Jefferson	1	2	75	On-Site
Knox	8	25	950	Central Kitchen / Catered
Loudon	2	2	120	Central Kitchen / Catered
Monroe	1	3	115	On-Site
Morgan	1	2	24	Catered
Roane	2	3	140	Central Kitchen / Catered
Scott	1	2	32	On-Site
Sevier	2	2	97	On-Site
Union	1	1	32	On-Site
			2500	

6. Describe how SENIOR CENTER activities are coordinated and/or delivered in the planning and service area.

We provide funding to 22 senior centers in the region through the state funds that are provided for this purpose by TCAD. We work primarily through the Health Promotion Resource Center and the UT Extension service to assist the center directors with programming during the course of the year. We are planning to finalize plans next year to implement a remote education project that will allow us to present programs in a central location in Knoxville (ETAAAD Office and / or John T. O'Connor Senior Center) and deliver the video feed to senior centers across the region via video streaming on the web. This should provide for a comprehensive catalog of programming for centers. These programs will be archived and available for viewing anytime by centers and by individuals who have computers and internet connections at home.

7. Describe how SHIP, SMP and MIPPA services are coordinated and/or delivered in the planning and service area.

We have 2 full-time and one part-time staff working in the SHIP / SMP / MIPPA programs. This staff manages calls, fraud complaints, community outreach, volunteer recruitment / training and reporting functions. We also work closely with the 16 county offices on aging to assure they are trained and certified to provide SHIP services on an ongoing basis. We coordinate our efforts with staff at TCAD, TennCare, CMS and the regional SSA offices. We are beginning an outreach / training effort with all of our HCBS providers to secure volunteers to reach more beneficiaries and to develop host sites across the region.

8. Describe how Older Americans Act funding for coordination is used within the planning and service area.

These funds are used primarily to support a portion of the Aging Services Manager position. This position includes working with regional and county councils on aging and supporting coordination efforts with inter-agency councils in the region along with the ElderWatch Coalition and affiliate efforts.

9. Describe how the Area Agency coordinates with other public, non-profit or private partners to meet the service needs of older persons or adults with disabilities within the planning and service area. Include a summary of emergency/disaster preparedness coordination activities.

We work with and maintain a comprehensive resource database (over 1,000 agencies) to support our coordination and information / assistance efforts and we work with over 75 provider agencies to meet service needs in the region. We work closely with the

Department of Human Services / APS and Medicaid Eligibility staff to promote additional access to services in the region.

We maintain an updated emergency / disaster plan for the ETAAAD and we coordinate / support readiness through our involvement with TEMA in ET and our county based disaster relief coordinators. The regional and county representatives are located at the following web sites: <http://www.tnema.org/ema/regions/east/index.html> and <http://www.tnema.org/ema/regions/east/documents/EASTREGIONEMAs.pdf> We provide a comprehensive list of our services and service locations to each of these partners each year so they know the resources we have available in the event of an emergency / disaster. (see attached office on aging / senior center / nutrition site list as Attachment C, D, and E)

10. Describe other coordination activities related to advocacy or public education to meet the needs of older persons or adults with disabilities in the planning and service area.

Our advocacy efforts are extensive and focus primarily on reforming the Long Term Care service delivery system in Tennessee. We were instrumental in the passage of the LTC Choices Act of 2008 and continue to work with the administration and the General Assembly to improve this bill and this effort. The push this year and next will be on modifying the Critical Adult Home Care Act of 2009 to include individuals who are Level 1 nursing home eligible and work to add two new elements to the CHOICES program; companion services and the ability to contract with trained and certified direct care workers either inside or outside the self directed model.

11. Describe how the Area Agency provides volunteer opportunities or coordinates with volunteer organizations to meet the service needs of older persons or adults with disabilities within the planning and service area.

The ETAAAD provides volunteer opportunities through four major programs; nutrition, ombudsman, public guardianship, and SHIP/SMP/MIPPA. In nutrition, the primary volunteer function is in support of the home delivered meal program. At the present time, we have over 200 volunteers who support this program regionally. The Ombudsman program supports an active Volunteer Ombudsman Representative program. This program requires intensive training, testing and certification so the volunteers can engage directly in the complaint resolution process. The ombudsman program has 39 volunteers at the present time. With the Public Guardianship program, the volunteers are trained and placed to support direct client services and the visitation program. They have 25 volunteers who are active in the program at the present time. The SHIP/SMP/MIPPA program has approximately 40 volunteers who have received training or are in the process of completing training. These volunteers are available for administrative support, counseling calls or investigations.

12. Describe any grant activities or pilot projects being conducted in the planning and service area to meet the needs of older persons, adults with disabilities and their caregivers.

We are involved in the Alzheimer's grant that is funded by the Administration on Aging and administered by TCAD. Our role is limited in scope and will focus on arranging for direct support services for clients who are identified through the ET Alzheimer's Association case management staff. The portion of the grant for the ETAAAD is approximately \$75,000.

13. How are consumers or their caregivers contributing to the cost of the services they receive—donations, cost-share and sponsored services.

In the Options for Community Living Program we are required to establish a cost share for consumers who meet certain income thresholds as established by TCAD. At this point, only a small percentage (under 10%) of the consumers in the program are assessed a cost share amount. In the Title III Older Americans Act programs we maintain a suggested contribution program and the dominate service that received contributions on a sustained basis is the nutrition services. We utilize the Public Guardianship Fee Schedule as the basis for fee requests that are submitted to the court during the annual or final reports.

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

AAAD Budget Summary

Operating Budget for FY 2011*

A: Total Resources to Be Used for Area Agency Administration:

	Federal/State Funds	Minimum Match	Other Resources	Total Budget
OLDER AMERICANS ACT				
Area Plan Administration	285,449	22,150		307,599
Coordination/Service Development	89,597			89,597
STATE FUNDS				
Options for Community Living				
MEDICAID				
Elderly & Disabled Waiver				
LOCAL FUNDS				
TOTAL	375,046	22,150		397,196

B: Total Resources to Be Used For Service Delivery:

	Federal/State Funds	Minimum Match	Other Resources	Total Budget
OLDER AMERICANS ACT				
Title IIIB Supportive Services	1,559,077	138,050		1,697,127
Title IIIC1 Nutrition Services	862,900	98,746		958,646
Title IIIC2 Nutrition Services	1,224,211	296,356		1,520,567
Title IIID Disease Prevention & Health Promotion	57,100	6,718		63,818
Title IIID Medication Management	20,200			20,200
Title IIIE Family Caregiver	468,300			468,300
Title VII Elder Rights	77,100			77,100
STATE FUNDS				
Senior Centers	231,700			231,700
Nutrition (Home Delivered)	133,200	13,320		146,520
Homemaker	71,500			71,500
Guardianship	113,400	25,128	13,172	151,700
Title III Match	89,000			89,000
Options for Community Living	1,812,600			1,812,600
OTHER				
Elderly & Disabled Waiver			1,128,964	1,128,964
NSIP	406,300			406,300
SHIP	12,000			12,000
TOTAL	7,237,588	807,018	1,142,136	9,186,742

*Allocations are estimates. Funding allocations for FY 2011 have not yet been approved by the State Legislature.

Part C: GOALS, OBJECTIVES AND STRATEGIES

Older Americans Act

Section 306 *AREA PLANS*

(a)(4)(A)(i)(I) provide assurances that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I)

(a)(4)(B) provide assurances that the area agency on aging will use outreach efforts that will—

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement

Exhibit Number

Title of Exhibit

C-1	Annual Status Report and Highlights
C-2	Access Services
C-3	Home and Community Based Services
C-4	Health Promotion and Disease Prevention
C-5	Elder Rights
C-6	Management Practices
C-7	Targeting Status Report
C-8	Targeting Plan

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Annual Status Report and Highlights

For each of the goals listed in the FY 2010 Area Plan Update (July 1, 2009 – June 30, 2010), provide a status update that reflects the progress and accomplishments toward meeting the goals. Briefly describe any other agency highlights.

Goal 1: Access Services

Update the ET Beacon Resource Database in FY2010 and make the data available electronically to all of the county offices on aging.

Complete and migrated into SAMS IR.

Goal 2: Community Services / Health Promotion

Consolidate the meal preparation system for the congregate and home delivered meal program in ET by January 1, 2010

We have a consensus among the five sub-contractors that this is the direction we need to move and we plan to move this goal to the 2011 program year for implementation.

Goal 3: Home and Community Based, Long-Term Care

Develop a fall prevention program that can be utilized by senior centers in ET to decrease the incidence of falls

We have taken a look at 3 different fall prevention programs that could be replicated in ET. With this said, we are focusing on a new resource from the CDC that provides a guide to developing a comprehensive fall prevention program that we believe is a more viable option because it provides for the development of a resource council to identify and deploy community

resources the purpose disseminating information and providing training. The guide is located at:

http://www.cdc.gov/HomeandRecreationalSafety/images/CDC_Guide-a.pdf
Increase enrollment in the Statewide Waiver program by 250 enrollees prior to June 30, 2010

We have enrolled 145 this fiscal year (October, 2009 to February 22, 2010) so we were well on track to attain the 250 for the year but the Waiver will likely cap again on or before March 1, 2010.

Goal 4: Elder Rights

Develop an ElderWatch Community Awareness and Fraud Prevention Project

This project was implemented by the Knox County ElderWatch Affiliate in the fall of 2009

Increase the capacity of the Volunteer Ombudsman Representatives (VORs)

The Ombudsman Manager reports that 4 individuals have been added to the program and are actively being trained and are pursuing certification

Increase the legal referral capacity of the ETHRA Elder Law Program

The managing attorney for this service reports that two new private attorneys have been added to the active referral list

Increase the capacities of the volunteers who are assigned to the Public Guardianship Program

The Public Guardian reports that they have added 2 additional volunteers for this fiscal year.

Goal 5: Management Practices

Revise and Update the ETAAAD Policy Manual

We have not completed this task as of February 2010 – assignments will be made and the manual will be updated prior to June 30, 2010

Develop a Quality Assurance / Quality Improvement Plan that includes a process for identifying weaknesses in the service provider system and a process that provides solutions and ways to track improvements

We have fully implemented the new missed visit reporting process and monitor provider compliance each month. We have implemented a new process to manage complaints and incidents along with an intervention protocol. We have not complete work on the QA/QI workgroup. We will focus attention in this are the balance of this fiscal year.

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Access Services

AoA Goal: Empower older people, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options.

TCAD Goal: Increase the number of individuals who access aging and disability services and benefits through a comprehensive, reliable, unbiased and easily accessible information, counseling and referral system.

AAAD GOAL

Improve the quality of the Information and Assistance services to older East Tennesseans by implementing strategies that enhance the accessibility and reliability of the referral system

MEASURABLE Objective 1:

Improve the quality of I&A services to older East Tennesseans and their families through the implementation of the new SAMS IR software program

Strategy:

Provide training to all County Office on Aging Directors to improve utilization of the new SAMS IR program

Steps:

1. Assure that SAMS IR that security protocols are in place to add new users
2. Establish a training schedule
3. Implement the training schedule
4. Establish a protocol to manage updates in the resource section of SAMS IR
5. Fully implement across all 16 county offices

Performance Measure

1. By the end of the fiscal year, all Information and Assistance staff have been trained in the SAMS IR software and are using it.
2. The resources section of SAMS IR is up-dated at least annually for accuracy.

MEASURABLE Objective 2:

Increase professional training opportunities for the ETAAAD I&A Staff

Strategy:

Work with TCAD to secure in-state AIRS Training and Certification for ETAAAD I&A staff

Steps:

1. Work with TCAD and the AAADs in TN to identify training and certification opportunities
2. Schedule the ETAAAD I&A staff to attend and complete the training and testing
3. Enroll all ETAAAD I&A staff in online and self directed training opportunities through the National Association of Information and Referral Providers

Performance Measure

Information and Assistance staff maintains AIRS certification

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Home and Community Based Services

AoA Goal: Enable seniors to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

TCAD Goal: Assist older individuals and adults with disabilities who are at risk of losing their independence the choice of remaining in their homes or communities thus delaying institutionalization in long term care facilities.

AAAD GOAL

Assist older individuals and adults with disabilities with in-home services and community services that delay the need for entry into long-term care facilities

MEASURABLE Objective 1:

Enhance the East Tennessee Area Agency on Aging and Disability as the Single Point of Entry for all publically funded home and community based services in the region to meet state and federal criteria for Aging and Disability Resource Centers

Strategy:

Develop a comprehensive plan to assure the AAAD has the capacity and the resources available to function as the Single Point of Entry for long term care services in the region.

Steps:

1. Engage TCAD and TennCare in meetings and contract negotiations to establish expectations
2. Assemble the staff and regional stakeholders in a working committee to assist with local planning and design
3. Develop an implementation outline and flow chart that clearly articulates the work of the SPOE
4. Disseminate the plan widely in the community to assure a high level of community awareness

5. Market / publicize SPOE contact information with all LTC and medical providers in the region

Performance Measure

Written regional Single Point of Entry plan

MEASURABLE Objective 2:

Expand the provider network that will improve the ability of older adults in the region to secure cost effective home repairs and services

Strategy:

Develop a plan, in conjunction with the Knox County Office on Aging, to expand the "One Call" demonstration project that is funded by the Robert Woods Johnson Foundation to at least 3 additional counties in the region

Steps:

1. Engage the "One Call" staff with the Knox County Office on Aging to secure time and a commitment to pursue this expansion
2. Identify III-B funding to support the expansion
3. Select the 3 counties for expansion
4. Develop an implementation plan

Performance Measure

"One Call" program expanded to 3 additional counties

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Health Promotion & Disease Prevention

AoA Goal: Empower older people to stay active and healthy through Older Americans Act services and the new prevention benefits under Medicare.

TCAD Goal: Provide community services and benefits counseling for older individuals that promote healthy aging through a variety of preventive services and enrollment in Medicare and other insurance options.

AAAD GOAL

Provide preventative services to East Tennesseans that promote healthy aging and ensure food security and health benefits

MEASURABLE Objective 1:

Offer improved life quality opportunities for older adults in East Tennessee by developing an integrated fall prevention project for Senior Center sites to reduce the risks of unintentional injuries and promote exercise for increased strength, balance and safety.

Strategy:

Identify three Senior Centers to serve as Pilot sites for pre-testing and managing a Falls Prevention Program for one year.

Steps:

1. Choose Community Partners; include agencies, organizations, hospitals and individuals concerned about falls in the older population to collaborate with falls prevention program development. For the Pilot demonstration, these will be representatives from the communities where the pilot sites are located.
2. Provide training and assistance to Pilot sites, as needed, to implement Falls Prevention Program including compilation of outcome and evaluation data. Monitor process making adjustments as necessary.

Performance Measure:

By 2011, complete Pilot Program, collect and evaluate Program data; assess for desired outcomes and determine the plausibility of Program replication to other senior center sites.

MEASURABLE Objective 2:

Expand opportunities for older adults to access eye exams and glasses to improve their quality of life

Strategy:

Expand the Gift of Sight program that is operational in Knox County to 3 additional counties in East Tennessee

Steps:

1. Arrange for the Knox County Office on Aging staff to provide support to the expansion counties through the provision of technical assistance
2. Identify III-B funding to support these programs
3. Work with community organizations to identify additional resources including donations of eyeglasses
4. Form a regional advisory group to assist with fund raising, public awareness and partnership building

Performance Measure:

Gift of Sight expanded to 3 additional counties

MEASURABLE Objective 3:

Improve coordination of transportation services to older adults

Strategy:

Establish a regional transportation coordinating council comprised of representatives from all the transportation providers that serve East Tennessee

Steps:

1. Develop a outline of the purpose and goals of the coordinating council
2. Establish a meeting schedule and secure meeting locations
3. Prepare provider lists and release invitations
4. Conduct first meeting

Performance Measure

A Regional Transportation Council is meeting and coordinating transportation services

MEASURABLE Objective 4:

Meet contract obligations for the State Health Insurance Assistance Program

Strategy:

Increase outreach activities to low-income and underserved Medicare beneficiaries

Steps:

1. Continue the outreach contract with the Knox County Office on Aging and complete at least 5 outreach visits/activities per month to community locations
2. Meeting with the Knox OOA staff to negotiate a new agreement
3. Develop an outreach schedule for ETAAAD staff on a quarterly basis
4. Focus on events that are held in low income communities
5. Develop partnerships with providers who have successful outreach programs for older consumers – home health, community action, LIEAP, Weatherization, public transportation.

Performance Measure: Contract completion

Increase SHIP outreach visits/activities resulting in Medicare recipients enrolling in benefits for which they are eligible

MEASURABLE Objective 5:

Increase congregate and home delivered meals services through improved program management and meal preparation efficiencies

Strategy:

Develop a plan, in conjunction with the nutrition contractors, to establish a primary meal preparation facility in the region for all congregate and home delivered meal services

Steps:

1. Schedule meetings with nutrition contractors to discuss the process and goals
2. Collect all pertinent data by county on how meal services are delivered at the present time

3. Establish specific cost and in the existing system – administration, client assessment / eligibility, raw food, meal preparation labor, physical plant, staffing, meal serving (congregate), meal deliver (labor / travel), and other related costs
4. Establish specific costs in a regional catered system that include the same or similar components
5. Compare the two methods and associated costs to determine the feasibility of moving to a regional system.

Performance Measure

Increase in the number of meals served because of cost efficiency

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Elder Rights

AoA Goal: Ensure the rights of older people and prevent their abuse, neglect and exploitation.

TCAD Goal: Develop, strengthen, and enhance elder rights services in the state that prevent elder abuse, neglect, and exploitation.

AAAD GOAL

Strengthen the elder rights services in East Tennessee through on-going ombudsman, public guardianship and legal assistance programs and special public awareness projects

MEASURABLE Objective 1:

Deepen community 'In-Reach' effectiveness of elder abuse Awareness / Prevention efforts through special projects and Multi-Affiliate ElderWatch collaborations

Strategy:

Partner with the Community Coalition on Family Violence (*CCFV*) to plan and implement Multi-Affiliate Awareness / Prevention activities in the two natural geographic three-county convergent locations in East Tennessee.

Steps:

1. Conduct planning meetings with CCFV and ElderWatch Affiliates in the first quarter of FY 2010-2011
2. Decide on either a combined project for the three-county areas or a same project-same time-frame approach
3. Secure participation of elected officials, Attorneys General, and Law Enforcement
4. Identify presentation location(s) that will maximize impact on consumers that need to hear the information most
5. Tailor presentation first to those who are at-risk, and then to advocates
6. Organize media coverage
7. Follow-up with an ongoing information blitz

Performance Measure

1. At least one ElderWatch Affiliate Awareness / Prevention event held in each of the two three-county convergent locations
2. Additional participants involved with ElderWatch Affiliate efforts

MEASURABLE Objectives 2:

Increase exposure and access to the Ombudsman Program and increase the capacity of the Volunteer Ombudsman Representatives (*VORs*) in long-term care settings throughout East Tennessee

Strategies:

1. Provide quarterly training sessions for certified *VORs* on topics affecting elders
2. Continue the *VOR* Annual Recognition Event
3. If funding permits, host a concentrated training "retreat"
4. Recruit and train 3 additional *VORs* by June 30, 2011 and each year thereafter
5. Increase access to ombudsmen via utilization of state-provided program posters, in-house developed brochures and/or other written materials, and if funding permits, via distribution of laminated book marks bearing the residents' rights on one side and the ombudsman contact info on the reverse

Steps:

1. Develop a semi- annual training schedule that includes dates, locations, topics, and faculty for *VORs*
2. Continue the monthly publication of the *VOICE* to *VORs* (and others)
3. Plan for and schedule the annual recognition event for *VORs* (to enhance retention of existing *VORs*)
4. Develop outreach efforts to potential identify volunteer candidates
6. Develop materials to "advertise" the ombudsman program and its services throughout the 16-county region via Press Releases to the Offices on Aging, etc.

Performance Measures:

Increase the number of long-term care residents assisted through the ombudsman program each year

MEASURABLE Objective 3:

Increase exposure and access to the Legal Assistance for Older Adults Program – particularly in rural areas, increase the legal referral capacity of the program, and increase the financial contributions made by program participants (*clients*).

Strategy:

Market the program in the region, network with other attorneys through legal associations and conferences, and actively interact with related professions to secure pro-bono and low cost referral sources for clients.

Steps:

1. Develop materials to “advertise” the legal program and its services throughout the 15-county region via Press Releases to the Offices on Aging, workshops on legal issues affecting seniors, etc.
2. As funding permits, attend legal seminars and conferences in the region to network with private attorneys to “advertise” the Legal Assistance for Older Adults Program
3. Work with established county-based bar groups to identify possible attorneys who will accept referrals from the Legal Assistance for Older Adults Program
4. Partner with the Tennessee Bar Association or other legal networks to develop a relationship that would result in additional educational opportunities and pro-bono or reduced fee services to older persons
5. Enhance coordination between legal assistance providers and other aging network providers to facilitate referrals
6. Actively solicit voluntary donations from clients

Performance Measures:

Increase number of clients served in 2011, 2012, etc.

MEASURABLE Objectives 4:

Enhance the benefit to Guardianship Program clients by adding at least one new PG Volunteer in each county

Strategy:

1. Have current Volunteers identify all civic organizations, faith communities, retiree associations, other contacts, etc., in their respective counties.
2. Gather Volunteers quarterly to develop a comprehensive plan for an ongoing recruitment blitz of those entities

Steps:

1. Assemble organization, association, etc. meeting schedules
2. Share personal experiences (*pitfalls / successes / suggestions*) from past appeals
3. Ask each current Volunteer to focus on identifying one specific person, and an alternate, that they know or interact with who might be open to becoming a Volunteer
4. If there are counties that do not have a Volunteer who resides there, form a subcommittee to make ongoing contact in that county until one is obtained
5. Emphasize to potential Volunteers the minimum amount of time & effort that's required, the maximum benefit it is to recipients, and the blessing it is to those who Volunteer
6. Develop two documents: 1) a general pitch document 2) an individualized version of that document based on Volunteer experience and group input
7. Set a calendar and schedule in each county to systematically visit all applicable entities and persons to appeal for Volunteers

Performance Measures:

New Volunteers in at least four counties

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Management Practices

AoA Goal: Maintain effective and responsive management.

TCAD Goal: Utilize practices that promote effective and responsible management of financial and human resources.

AAAD GOAL

Improve programs and activities managed by the ETAAAD through the use of up-graded technology

MEASUREABLE Objective:

Improve case management activities through the use of laptop computers to assist with home assessments for all HCBS projects managed by the ETAAAD

Strategy

1. Purchase laptop computers
2. Work with TCAD to develop Omnia forms for this purpose
3. Provide training for staff
4. Deploy the system

Performance Measure

By 2011, all case managers are using laptop computers

PSA: East Tennessee
 Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
 () Update, Dated:

Targeting Status Report

Report on activities during the preceding year.

1. PSA Demographics and Individuals Served in Older Americans Act programs:

a. Number of low-income minority older individuals in the planning and service area <i>(use 2000 Census population data)</i>	2,433
b. Number of older individuals residing in rural areas in the planning and service area <i>(use 2000 Census population data)</i>	74,705
c. Number of older individuals who speak English less than very well <i>(use 2000 Census population data)</i>	504
d. Number of low-income minority older individuals served <i>(use State Reporting Tool data)</i>	361
e. Number of individuals residing in rural areas served <i>(use State Reporting Tool data)</i>	8,708

2. Provide information on the extent to which the Area Agency met its Targeting objectives **for all programs** in the FY 2009 Area Plan Update.

2009* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Prepare a regional targeting status report	Will complete in April, 2010 after the final reports are in from providers
Provider meetings to gain improvements	Meeting will be set up in the May and June for follow-up
Targeting plan for each provider	Completed by June 30, 2010
Monitor provider progress	Quarterly

* Last complete 12-month period.

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Targeting Plan

1. Civil Rights Act of 1964, Title VI Targeting Activities

- a. Describe how the Area Agency plans and coordinates activities to disseminate information about services and programs to minority populations in the planning and service area?

Contractors are required to establish working relationships with minority organizations and provide outreach activities and information about services to minority communities throughout the region

- b. How is diversity reflected in all aspects of area planning—programming, participants, personnel, service providers, governing/advisory entities?

Minority participation is above the minimum levels required for individuals participating in service programs, personnel at the AAAD and provider level is diverse, and the ETAAAD and County Office on Aging Councils on Aging represents diversity by race and socio-economic representation.

- c. What documentation or process is used by the Area Agency to document activities focused on increasing the representation and/or participation of minority populations in programs and services?

We complete a comparison annually for all major programs funded by AOA and TCAD to determine how effective we are targeting services to minority consumers. We calculate the percentage of service in the target categories with the incidence of minority individuals in the population for the catchment area to determine if we improving our outreach and service levels.

2. Older Americans Act Required Targeting Activities

Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; including specific objectives

Exhibit D-2

PSA: East Tennessee
 Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
 () Update, Dated:

Training and Staff Development Plan

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Vols	
NGA Conference	1			Fall, 2011
N4A Conference	1			July, 2011
SE4A Conference	5			Fall, 2011
Guardianship Training / Annual Appreciation	7		25	Winter, 2011
Ombudsman Representative Training	2		40	Quarterly
Ombudsman Annual Appreciation	2		40	Spring 2011
HCBS Contractors	7	70		Quarterly
SHIP Training – State	3			Bi-Annual
SHIP Training – National	2			Annually
TAHRA Training	5			Fall, 2011
Harmony – SAMS Conference	2			August, 2010
SAMS Assessment Training	10			July, 2010
SAMS IR Training	5	25		Quarterly
I&A Staff – AIRS Training	3			June, 2011
Emergency Service Coordinator	1			Annual
AIRS Conference	1			Annual
Senior Center Directors	16			Annual

Part E: DOCUMENTATION

<u>Exhibit Number</u>	<u>Title of Exhibit</u>
E-1	OAA Assurances of Compliance
E-2	Availability of Documents
E-3	Civil Rights Act Compliance
E-4	Compliance with U.S. Code 31 Section 1352

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Older Americans Act (2006) Assurances of Compliance

Section. 306. AREA PLANS

(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall—

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, or construction of multipurpose senior centers, within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (*taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas*) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community, evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

(2) **provide assurances** that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (*transportation, health services including mental health services*) outreach, information and assistance, (*which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible*) and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and **assurances** that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

(3) (A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (*including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)*) as such focal point; and

(B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

(4) (A) (i) (I) **provide assurances** that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);

(ii) **provide assurances** that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older

individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared—

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in

clause (i);

(B) **provide assurances** that the area agency on aging will use outreach efforts that will—

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (*with particular attention to low-income minority individuals and older individuals residing in rural areas*);

(III) older individuals with greatest social need (*with particular attention to low-income minority individuals and older individuals residing in rural areas*);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (*and the caretakers of such individuals*); and

(VII) older individuals at risk for institutional placement; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and

(C) **contain an assurance** that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems

development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

(5) **provide assurances** that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;

(6) provide that the area agency on aging will—

(A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

(B) serve as the advocate and focal point for older individuals within the community by *(in cooperation with agencies, organizations, and individuals participating in activities under the plan)* monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

(C) (i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;

(ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that-

(I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 *(42 U.S.C. 2790)* for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or

(II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 676B of the Community Services Block Grant Act; and

(iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants *(such as*

organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;

(D) establish an advisory council consisting of older individuals (*including minority individuals and older individuals residing in rural areas*) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (*if appropriate*), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;

(E) establish effective and efficient procedures for coordination of—

(i) entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and

(ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area;

(F) in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (*including mental health screenings*) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations; (G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;

(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

(B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—

(i) respond to the needs and preferences of older individuals and family caregivers;

(ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and

(iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

(D) providing for the availability and distribution (*through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means*) of information relating to—

(i) the need to plan in advance for long-term care; and

(ii) the full range of available public and private long-term care (*including integrated long-term care*) programs, options, service providers, and resources;

(8) provide that case management services provided under this title through the area agency on aging will—

(A) not duplicate case management services provided through other Federal and State programs;

(B) be coordinated with services described in subparagraph (A); and

(C) be provided by a public agency or a nonprofit private agency that—

(i) gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

(iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or

(iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

(9) **provide assurances** that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the

total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;

(10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;

(11) **provide information and assurances** concerning services to older individuals who are Native Americans (*referred to in this paragraph as "older Native Americans"*), including—

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, **an assurance** that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) **an assurance** that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) **an assurance** that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and

(12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area.

(13) **provide assurances** that the area agency on aging will—

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (*including conducting an audit*), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

(14) **provide assurances** that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

(15) **provide assurances** that funds received under this title will be used—

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

(B) in compliance with the **assurances** specified in paragraph (13) and the limitations specified in section 212;

(16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care; and

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

(b) (1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.

(2) Such assessment may include—

(A) the projected change in the number of older individuals in the planning and service area;

(B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;

(C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and

(D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

(3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for—

- (A) health and human services;
- (B) land use;
- (C) housing;
- (D) transportation;
- (E) public safety;
- (F) workforce and economic development;
- (G) recreation;
- (H) education;
- (I) civic engagement;
- (J) emergency preparedness; and
- (K) any other service as determined by such agency.

(c) Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph (2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

(d) (1) Subject to regulations prescribed by the Assistant Secretary, an area agency on aging designated under section 305(a)(2)(A) or, in areas of a State where no such agency has been designated, the State agency, may enter into agreement with agencies administering programs under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act for the purpose of developing and implementing plans for meeting the common need for transportation services of individuals receiving benefits under such Acts and older individuals participating in programs authorized by this title.

(2) In accordance with an agreement entered into under paragraph (1), funds appropriated under this title may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act.

(e) An area agency on aging may not require any provider of legal assistance under this title to reveal any information that is protected by the attorney-client privilege.

- (f) (1) If the head of a State agency finds that an area agency on aging has failed to comply with Federal or State laws, including the area plan requirements of this section, regulations, or policies, the State may withhold a portion of the funds to the area agency on aging available under this title.
- (2) (A) The head of a State agency shall not make a final determination withholding funds under paragraph (1) without first affording the area agency on aging due process in accordance with procedures established by the State agency.
- (B) At a minimum, such procedures shall include procedures for—
- (i) providing notice of an action to withhold funds;
 - (ii) providing documentation of the need for such action; and
 - (iii) at the request of the area agency on aging, conducting a public hearing concerning the action.
- (3) (A) If a State agency withholds the funds, the State agency may use the funds withheld to directly administer programs under this title in the planning and service area served by the area agency on aging for a period not to exceed 180 days, except as provided in subparagraph (B).
- (B) If the State agency determines that the area agency on aging has not taken corrective action, or if the State agency does not approve the corrective action, during the 180-day period described in subparagraph (A), the State agency may extend the period for not more than 90 days.

Section. 374. MAINTENANCE OF EFFORT

Funds made available under this subpart shall supplement, and not supplant, any Federal, State, or local funds expended by a State or unit of general purpose local government (including an area agency on aging) to provide services described in section 373.

Certification by Authorized Agency Official

East Tennessee AAAD hereby gives full assurance that every effort will be made to comply with the regulations of the Older Americans Act.

SIGNATURES

_____ Date _____
AAAD Director

_____ Date _____
Grantee Agency Director

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Availability of Documents

East Tennessee Area Agency on Aging and Disability hereby gives full assurance that the following documents are current and maintained in the administrative office of the AAAD and will be filed in such a manner as to ensure ready access for inspection by TCAD or its designees at any time. The AAAD further understands that these documents are subject to review during quality assurance visits by TCAD.

1. Current policy making board member roster, including officers
2. Applicable current licenses
3. AAAD Advisory Council By-Laws and membership list
4. AAAD staffing plan
 - a. position descriptions (*signed by staff member*)
 - b. staff resumes and performance evaluations
 - c. documentation that staff meet the educational and experience requirements of the position and that appropriate background checks have been completed
 - d. equal opportunity hiring policies and practices
5. Personnel Policy Manual of grantee agency
6. Financial procedures manual in accordance with TCAD policies
7. Program procedures manual
8. Interagency agreements, if applicable
9. Insurance verification (*general professional liability such as errors and omissions, officers and directors, etc.*)
10. Bonding verification
11. Affirmative Action Plan
12. Civil Rights Compliance Plan
13. Conflict of Interest policy

- 14. Grievance Procedure and designated staff member
- 15. Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumer, and caregivers
- 16. Americans with Disabilities Act (ADA) policies, ADA Existing Facility Checklist and report on barrier removal
- 17. Documentation of match commitments for cash, voluntary contributions and building space, as applicable
- 18. Financial Reports or if applicable copy of audited copy of Financial Report of service providers
- 19. Emergency Preparedness/Disaster Plan
- 20. Drug-Free Workplace policies
- 21. Confidentiality and HIPAA policies
- 22. Individual background information for newly hired employees and volunteers who provide direct care for, have direct contact with, or have direct responsibility for the safety and care of older persons and adults with disabilities in their homes.

Certification by Authorized Agency Official

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Area Agency on Aging and Disability. Assurance is given that TCAD or its designee will be given immediate access to these documents, upon request.

SIGNATURES

_____ Date _____
 AAAD Director

_____ Date _____
 Grantee Agency Director

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Title VI of the Civil Rights Act of 1964 Compliance

The East Tennessee Area Agency on Aging and Disability reaffirms its policies to afford all individuals the opportunity to participate in federal financially assisted programs and adopts the following provision:

"No person in the United States, shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

This policy applies to all services and programs operated by, or through contracts or subcontracts from the East Tennessee Area Agency on Aging and Disability.

Prohibited practices include:

1. Denying any individual any services such as: congregate meals, in-home services, and information and assistance; opportunity to serve as a volunteer, advisor, or member of a policy board, positions of leadership, or other benefit for which he/she is otherwise qualified.
2. Providing any individual with any service, or other benefit, which is different or is provided in a different manner from that which is provided to others under the program, such as the selection of menu items, the mode of style of service, or the manner of conveyance in transportation.
3. Subjecting any individual to segregated or separate treatment in any manner related to that individuals receipt of service, including congregate meals in separate sites or facilities, senior center services in separate sites or facilities, or employment services in separate sites or facilities.
4. Restricting an individual in any way in the enjoyment of services, facilities or any other advantage, privilege, or other benefit provided to others under the program.
5. Adopting methods of administration which would limit participation by any group of recipients or subject them to discrimination, including submitting bids for services and receiving contracts or subcontracts; and personnel practices such as hiring, firing, and granting raises.

6. Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.

The East Tennessee Area Agency on Aging and Disability shall appoint a Title VI coordinator to work with the grantee agency Title VI coordinator to ensure that the Area Agency on Aging and Disability and all service providers comply with the provision of Title VI. Whenever a planning or advisory body, such as a board or a committee is an integral part of the Area Agency on Aging and Disability or service provider program, the Area Agency on Aging and Disability will take such steps as are necessary to ensure that minorities are notified of the existence of such bodies and are provided equal opportunity to participate as members. Where members of a board or committee are appointed by the area agency or service provider agency, minorities shall be represented at least in proportion to their presence in the general population of the service area.

SIGNATURES

_____ Date _____
AAAD Director

_____ Date _____
Grantee Agency Director

Part F: PUBLIC HEARINGS ON AREA PLAN & WAIVERS

Older Americans Act

Section 306 *AREA PLANS*

(a)(6)(D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan

(c) Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph (2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

Exhibit Number Title of Exhibit

F-1	Public Hearing on Area Plan on Aging
F-2	Advisory Council Participation in the Area Plan Process
F-3	Requests for Waivers
F-3.1	Direct Provision of Service
F-3.2	Required Minimum Services
F-3.3	Provision of Priority Services
F-3.4	Nutrition Site
F-3.5	State Rule, Regulation, or Policy Requirement
F-3.6	Cost Share Requirement
Attachment 1	Supporting Documentation for Public Hearing and Advisory Council Participation

PSA: East Tennessee
 Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
 () Update, Dated:

Public Hearings on Area Plan

A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	Wednesday, February 24, 2010
Time(s) when hearing was held	2:00 p.m.
Place(s) where hearing was held	John T. O'Connor Senior Center – Knoxville
Was Place Accessible?	Yes
Type of Notice(s) or Announcement(s)	Legal Notice in Knoxville News Sentinel Flyer / Email
Date(s) of Notices or Announcements (<i>attach copy</i>)	Wednesday, February 10, 2010

B. ATTENDANCE*

County	# of Advisory Council Members from County	Total from County**
Anderson		1
Blount		2
Campbell		1
Claiborne	1	1
Cocke		1
Grainger		2
Hamblen	1	3
Jefferson	1	1
Knox	3	17
Loudon		1
Monroe	1	2
Morgan		1
Roane		1
Sevier	1	2
Union	1	1
Total # Advisory Council Members in column 2	9	
Total Attendance*		37

- * Do not include AAAD staff in Public Hearing attendance
- ** Include Advisory Council Members in column 3 so that the Total Attendance reflects everyone in attendance.

B. AGENDA & ANNOUNCEMENTS

Attach a copy of the agenda. See P&P manual for required agenda topics. Attach one example of each type of notice sent out and describe who notices were sent to. If the AAAD is requesting a waiver for any reason, the agenda and announcement must include a statement that a waiver is being requested.

Notices were sent to ETAAAD Contractors, ETHRA administration, Council on Aging and Disability, and the Legal Notice ran in the Knoxville News Sentinel

C. DESCRIPTION

Include any other information about the Public Hearing. Mention any extenuating circumstances that affected attendance (*weather, high proportion of sickness, etc.*).

Agencies represented at the Public Hearing:

- AARP
- East Tennessee Human Resource Agency
- Douglas Cherokee Economic Authority
- Comfort Keepers
- Loudon Police Department
- East Tennessee Personal Care Service
- Alzheimer's Association
- Fitness Fellowship
- Disability Resource Center
- Legal Aid of East Tennessee
- Mercy Health Partners
- Senior Citizens Health Assistance Service
- Covenant Health
- Bright Star Home Health
- Senior Centers
- Offices on Aging

D. SUMMARY of PUBLIC COMMENTS

Opportunity must be provided for comments on goals, budgets, and waivers.

Comments:

Barbara Monty ... "I am speaking on behalf of the Knox County Council on Aging. Thank you for utilizing only 6-7% of your Administration budget, and for returning unused monies from it back to services.

Thank you for the Office on Aging system in East Tennessee. It works very well. Transportation is a big need. We strongly support the development of Adult Family Homes. Recommend coordinating the Single Point of Entry with 211 for cost effectiveness. The Service Needs project conducted last year was good. Recommend adding Grandparents raising grandchildren to it, and using some Caregiver funds to support."

Questions:

Keith Rearden ... "Regarding Waiver slots ... when CHOICES implements, will consumers be able to self-direct?"

Answer: That provision is in CHOICES but we don't yet know how it will work.

"Can existing enrollees use the self-direct provision?"

Answer: Yes

Louise McKown ... "Can relatives provide self-direct care?"

Answer: Probably, but not a spouse.

"Is training available for those who wish to provide self-direct care?"

Answer: We don't have information on that at this time.

Amber Jacks ... "Are there oversight mechanisms for self-direct care?"

Answer: Yes, through MCOs.

Joe Grubb ... "Who pays worker's comp for those who provide self-direct care?"

Answer: The designated financial intermediary.

E. SUMMARY of CHANGES

List changes made in the plan as a result of comments made at public hearing(s).

None planned at this time

PSA: East Tennessee
Plan Period: FY 2010 – 2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

Advisory Council Participation in the Area Plan Process

Describe how the Area Agency Advisory Council was involved in the development of the area plan.

1. Date(s) when the Area Plan was reviewed by the Advisory Council.

Individual review via mail delivery the week before the Advisory Council meeting. Formal, corporate review on Wednesday, February 24 at the Advisory Council meeting.

2. Attach an agenda of the Area Plan review meeting or describe the review process.

An Executive Summary of the Area Plan was mailed to the Advisory Council the week prior to the Advisory Council meeting. The Area Plan/Executive Summary was discussed in detail at the Advisory Council meeting and several common questions and comments were addressed.

3. List of Advisory Council members in attendance at the review meeting or who were actively involved in the review process.

*Thomas Kahler / Louise McKown / Howard Harvey / Judson Palmer / Donald Ham
Robert Leeper / Wade Sherritze / Robert Walker / Robert Ziegler / Jerry Rowe
Don Lundstrom / Norman Kallemeyn / Mary Bucolo / Charlotte Leibrock*

4. Provide a summary of comments made by advisory council members about the completed plan.

Many general questions were asked and comments made. At the completion of the presentation a voice vote was taken and approval of the Area Plan was unanimous.

5. Summary of Changes. List changes made in the plan as a result of comments made at Advisory Council review.

No changes at this time

PSA : East Tennessee
PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011

DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability
2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly.

Legal Services

- A. Service Provider: ETHRA/East Tennessee Area Agency on Aging and Disability

Funding Level: \$71,875.00

Area Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen Jefferson, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union Counties.

3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).

- A. Service Provider: Knoxville-Knox County Community Action Committee

Funding Level: \$28,500.00

Area Served: Knoxville-Knox County

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.

The Knoxville-Knox County Community Action Committee is a single county service provider for the Knoxville-Knox County area. The East Tennessee Human Resource Agency is a 16 county service provider and was asked to develop the legal services program for the remaining 15 counties of the East Tennessee Planning and Service Area when the program was first funded over 25 years ago. This portion of the ETHRA contract was negotiated in 1977 prior to the time when the ETAAAD was at ETHRA. The ETAAAD was within the ET Development District.

5. Explain how this service is directly related to the AAAD's administrative functions.

We view this service as a part of our advocacy and representation role in the community and as such it has represented a good service to manage directly for over 25 years

6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:

Moving this service after 25 years of success would be disruptive to consumers, disruptive to the access / referral process and disruptive to the employees who work in this program. The cost comparisons with the Knox County program are favorable.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

Given the length of time this service has been a direct service, and the fact it was grandfathered in over 25 years ago when the AAAD was designated with the ETHRA from the ETDD, we have no plans to phase it out at the present time.

8. Attachments: At the end of Request for Waiver(s) attach the following items.

- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2014 Area Plan Update held on Wednesday February 24, 2010. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

Knoxville News-Sentinel – publication notice attached

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above.

Please see Section F-1 of the plan

SIGNATURES:

AAAD Director Date

Chief Administrative Officer Date
of Grantee Agency

Advisory Council Chairperson Date

PSA : East Tennessee
PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011

DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability
2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly.

District Long Term Care Ombudsman Services

A. Service Provider: East Tennessee Area Agency on Aging and Disability

Title III-B:	\$72,765.00
Title VII:	63,200.00

Total Funding Level: \$135,965.00

Area Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union Counties.

3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).

The East Tennessee Human Resource Agency is the only provider of Ombudsman Services in the East Tennessee Planning and Service Area.

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.

The East Tennessee Human Resource Agency is a 16 county service provider and was asked to incorporate the Ombudsman service with the legal service program when Ombudsman funding was first realized through the OAA because the initial funding was very limited and the only feasible way to get the program developed was through this assignment. This request was made by the Director of the East Tennessee Area Agency on Aging and Disability and approved by the Tennessee Commission on Aging and Disability.

5. Explain how this service is directly related to the AAAD's administrative functions.

We view this service as a part of our advocacy and representation role in the community and as such it has represented a good service to manage directly for over 25 years. This service also compliments our role as the single point of entry for long term care

6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:

Moving this service after 25 years of success would be disruptive to consumers, disruptive to the access / referral process and disruptive to the employees who work in this program. The cost comparisons with other district wide programs is the state are very favorable. Further, we have 40 trained, certified, and placed VORs and these volunteers are part of the ETHRA / ETAAAD volunteer network and would likely not transition their services to a new provider.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

Given the length of time this service has been a direct service of ETHRA / ETAAAD, and the fact it was grandfathered in over 25 years ago when the AAAD was designated within ETHRA from the ETDD, we have no plans to phase it out at the present time.

8. Attachments: At the end of Request for Waiver(s) attach the following items.

- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2014 Area Plan Update held on Wednesday February 24, 2010. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

Knoxville News-Sentinel – a copy of the public notice is attached

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above.

Please see Section F-1 of the plan

SIGNATURES:

AAAD Director Date

Chief Administrative Officer Date
of Grantee Agency

Advisory Council Chairperson Date

PSA : East Tennessee
 PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
 () Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011

DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability
2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly).

Nutrition Services

- A. Service Provider: East Tennessee Area Agency on Aging and Disability

Title III-C:	\$426,481.00
State Nutrition Funds:	27,583.00
NSIP:	84,136.00
 Total Funding Level:	 \$538,200.00

Area Served: Anderson, Campbell, Claiborne, Morgan, Scott and Union Counties

3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).

- A. Service Provider: Blount County Community Action Agency

Title III-C:	\$205,577.00
State Nutrition Funds:	13,760.00
NSIP:	41,971.00
 Total Funding Level:	 \$261,308.00

Area Served: Blount County

- B. Service Provider: Douglas Cherokee Economic Authority

Title III:	\$484,744.00
State Nutrition Funds:	30,733.00
NSIP:	93,746.00
 Total Funding Level:	 \$609,223.00

Area Served: Cocke, Grainger, Jefferson, Hamblen, Monroe and Sevier Counties

C. Service Provider: Knoxville-Knox County Community Action Committee

Title III:	\$722,257.00
State Nutrition Funds:	47,934.00
NSIP:	146,215.00
Total Funding Level:	\$916,406.00

Area Served: Knox County

D. Service Provider: Mid-East Community Action Agency

Title III:	\$199,652.00
State Nutrition Funds:	13,190.00
NSIP:	40,232.00
Total Funding Level:	\$253,074.00

Area Served: Loudon and Roane Counties

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.

The East Tennessee Human Resource Agency was designated as the East Tennessee Area Agency on Aging and Disability in 1975-76 by the Tennessee Commission on Aging and Disability. At the time of designation, the Grantor for nutrition services in East Tennessee was the City of Knoxville which in turn contracted with the Knoxville-Knox County Community Action Committee for the administration and management of the nutrition program within the East Tennessee Planning and Service Area.

The Knoxville-Knox County Community Action Committee had existing contracts with the present nutrition service providers, including the East Tennessee Human Resource Agency, prior to the designation of ETHRA as the Area Agency on Aging. ETHRA's contract included Campbell, Claiborne, Morgan, Scott and Union Counties.

The nutrition service in Anderson County was added to the ETHRA contract in the early 1990s because the ETAAAD contract with the Anderson County CAC was terminated for cause.

5. Explain how this service is directly related to the AAAD's administrative functions.
6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:
Moving this service after 25 years of success would be disruptive to consumers, disruptive to the access / referral process and disruptive to the employees who work

in this program. The cost comparisons with other meal providers in the region is comparable as evidenced through the year end reports to TCAD.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

Given the length of time this service has been a direct service of ETHRA / ETAAAD, and the fact it was grandfathered in over 25 years ago when the AAAD was designated within ETHRA from the ETDD, we have no plans to phase it out at the present time.

8. Attachments: At the end of Request for Waiver(s) attach the following items.

- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2014 Area Plan Update held on Wednesday February 24, 2010. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

See attached publication notice

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above.

See the Public Hearing Section F-1

SIGNATURES:

AAAD Director

Date

Chief Administrative Officer
of Grantee Agency

Date

Advisory Council Chairperson

Date

PSA : East Tennessee
PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011

DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability
2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly.

Health Promotions and Disease Prevention

A. Service Provider: East Tennessee Area Agency on Aging and Disability

Funding Level: \$57,100.00

Area Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union Counties.

3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).

The East Tennessee Human Resource Agency is the only provider of a Health Promotion Resource Center in the East Tennessee Planning and Service Area under the plan.

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.

Along with the help of Dr. Bill Wallace, former Chairman of TCAD the East Tennessee Area Agency on Aging and Disability developed the Health Promotion Resource Center the first year Title III-F funding was available in East Tennessee.

5. Explain how this service is directly related to the AAAD's administrative functions.

Given the limited amount of funding available for this service it is best that the resources be used to identify health promotion resources on a regionally basis and work with all 22 senior centers to establish services locally instead of allocating these funds to the centers to design and implement health promotion programs individually. For this reason, we believe it fits well with the AAAD's planning and resource development responsibilities.

6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:

Moving this service after 15 years of success would be disruptive to consumers, disruptive to the access / referral process and disruptive to the employee who works in this program. The cost comparisons with other health promotion service providers in the state are comparable.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

Given the length of time this service has been a direct service of ETHRA / ETAAAD, and the cost effectiveness of the project, we have no plans to phase it out at the present time.

8. Attachments: At the end of Request for Waiver(s) attach the following items.

- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2014 Area Plan Update held on Wednesday February 24, 2010. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

See attached publication notice

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above.

See Exhibit F-1

SIGNATURES:

AAAD Director

Date

Chief Administrative Officer
of Grantee Agency

Date

Advisory Council Chairperson

Date

PSA : East Tennessee
PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011

DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability
2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly).
 - Support Services (Office on Aging)
 - A. Service Provider: East Tennessee Area Agency on Aging and Disability
 - Funding Level: \$166,243.00
 - (Reserved allocation of \$5,667.00 for the implementation of unit cost contracting)
 - Area Served: Anderson, Campbell, Claiborne, Cocke and Morgan Counties
3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).
 - A. Service Provider: Blount County Community Action Agency
 - Funding Level: \$71,472.00
 - (Reserved allocation of \$6,459.00 for the implementation of unit cost contracting)
 - Area Served: Blount County
 - B. Service Provider: Douglas Cherokee Economic Authority
 - Funding Level: \$18,234.00
 - Area Served: Grainger County
 - C. Service Provider: Senior Citizens Center Inc.
 - Funding Level: \$40,935.00
 - Area Served: Hamblen County
 - D. Service Provider: Jefferson County Government
 - Funding Level: \$30,348.00
 - Area Served: Jefferson County
 - E. Service Provider: Knoxville-Knox Community Action Committee

Funding Level: \$235,563.00

(Reserved allocation of \$19,708.00 for the implementation of unit cost contracting)

Area Served: Knox County

F. Service Provider: Loudon County Government

Funding Level: \$30,548.00

(Reserved allocation of \$3,108.00 for the implementation of unit cost contracting)

Area Served: Loudon County

G. Service Provider: Monroe County Senior Citizens and Friends, Inc.

Funding Level: \$29,135.00

Area Served: Monroe County

H. Service Provider: Mid-East Community Action Agency

Funding Level: \$44,839.00

Area Served: Roane County

I. Service Provider: Scott County Government

Funding Level: \$18,324.00

Area Served: Scott County

J. Service Provider: Sevier County Government

Funding Level: \$41,585.00

Area Served: Sevier County

K. Service Provider: Union County Government

Funding Level: \$14,357.00

Area Served: Union County

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.

In Anderson County: When the ETAAAD terminated the contract with the Anderson County CAC in the early 1990s, we asked ETHRA to assume this contract. This was agreeable to the local elected officials in Anderson County and TCAD. In Campbell, Claiborne, Cocke, and Morgan counties: When these contracts were first awarded, in the 1970s, the ETAAAD contracted with county governments. As the complexity and scope of the Title III funded services changed, and when staff retired, ETHRA / ETAAAD was asked by the local elected officials to assume responsibility for these

contracts. In each case, the ETAAAD asked ETHRA to provide financial and supervisory oversight for these Offices on Aging.

5. Explain how this service is directly related to the AAAD's administrative functions.

The dominate service within the office on aging is advocacy and information / assistance and this compares well with two of the major functions with the AAAD. It is imperative, in our opinion not to move these offices out of ETHRA / ETAAAD at this time to assure a strong continuity of service and to avoid loss of employment and retirement benefits for the existing staff.

6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:

These services have operated as direct services for the better part of 20 years and each year TCAD has approved these services as direct services of ETHRA / ETAAAD because to move these services to another provider would be disruptive to consumers, disruptive to the access / referral process and disruptive to the employee who works in this program. The cost comparisons with other county offices on aging in the region are comparable.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

Given the length of time this service has been a direct service of ETHRA / ETAAAD, and the cost effectiveness of the project, we have no plans to phase it out at the present time.

8. Attachments: At the end of Request for Waiver(s) attach the following items.

- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2010 Area Plan Update held on Wednesday February 24, 2010. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

See attached publication notice

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above.

See section F-! of the plan

SIGNATURES:

AAAD Director Date

Chief Administrative Officer Date
of Grantee Agency

Advisory Council Chairperson Date

PSA : East Tennessee
PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011

DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability
2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly).

Senior Center Services

- A. Service Provider: East Tennessee Area Agency on Aging and Disability

Funding Level: \$23,298.00

Area Served: Claiborne, Cocke and Morgan County

3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).

- A. Service Provider: Maryville/Alcoa/Blount County Parks and Recreation

Funding Level: \$21,976.00

Area Served: Blount County

- B. Service Provider: Campbell County Government

Funding Level: \$10,827.00

Area Served: Campbell County

- C. Service Provider: City of Clinton

Funding Level: \$19,158.00

Area Served: Anderson County

- D. Service Provider: Douglas Cherokee Economic Authority

Funding Level: \$6,455.00

Area Served: Grainger County

- E. Service Provider: Senior Citizens Center, Inc.

Funding Level: \$12,615.00

Area Served: Hamblen County

- F. Service Provider: Jefferson County Government

Funding Level: \$9,907.00

Area Served: Jefferson County

G. Service Provider: Knoxville-Knox County Community Action Committee

Funding Level: \$69,108.00

Area Served: Knox County

H. Service Provider: Loudon County Government

Funding Level: \$10,054.00

Area Served: Loudon County

I. Service Provider: Monroe County Senior Citizens and Friends, Inc.

Funding Level: \$9,358.00

Area Served: Monroe County

J. Service Provider: Mid-East Community Action Agency

Funding Level: \$14,136.00

Area Served: Roane County

K. Service Provider: Scott County Senior Citizens and Friends, Inc.

Funding Level: \$6,386.00

Area Served: Scott County

L. Service Provider: Sevier County Government

Funding Level: \$13,102.00

Area Served: Sevier County

M. Service Provider: Union County Government

Funding Level: \$5,320.00

Area Served: Union County

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.
In Claiborne, Cocke, and Morgan counties: When these contracts were first awarded, in the 1970s, the ETAAAD contracted with county governments. As the complexity and scope of the state funded services changed, and when staff retired, the ETAAAD was asked by the local elected officials to assume responsibility for these contracts. In each case, the ETAAAD asked ETHRA to provide financial and supervisory support to these centers.

5. Explain how this service is directly related to the AAAD's administrative functions.

These services are not directly related to the AAADs functions, however, given the very small level of funding and the fact local government asked us to assume the operation of the center in their county, we have continued to directly support services in these three counties.

6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:

Given the very low funding level the output of these centers are comparable with other centers in the region.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

With our involvement in these services for over 15 years, we are not planning to phase these services out as direct services at this time.

8. Attachments: At the end of Request for Waiver(s) attach the following items.

- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2014 Area Plan Update held on Wednesday February 24, 2014. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

See attached publication notice

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above. See Section F-1 of the plan

SIGNATURES:

AAAD Director Date

Chief Administrative Officer Date
of Grantee Agency

Advisory Council Chairperson Date

PSA : East Tennessee
PLAN PERIOD: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Revision, Dated:

REQUEST FOR WAIVER FOR FY 2011
DIRECT PROVISION OF SERVICE

1. AAAD: East Tennessee Area Agency on Aging and Disability

2. Direct Service to be Provided by AAAD: (Please use a separate waiver request form for each service to be provided directly.)

East Tennessee Elder Abuse Coalition

A. Service Provider: East Tennessee Area Agency on Aging and Disability

Funding Level: \$ 13,900.00

Area Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen Jefferson, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union Counties.

3. List all agencies in PSA now providing this service and the extent that each is providing service (funding level and area served).

4. Based on your responses in item 3, explain how the AAAD determined that the current level of service available is inadequate to meet the need.

We are planning to incorporate this activity into the administrative functions of the East Tennessee Area Agency on Aging and Disability.

5. Explain how this service is directly related to the AAAD's administrative functions.

The Elder Abuse Coalition activity is a program development/coordination activity and is easily be incorporated into the ETAAAD role.

6. If service of comparable quality can be provided more economically by the AAAD, please document by providing an analysis which includes:

The ETAAAD will be in a position to place more of the Title VII funds into training and community education activities.

7. Explain the AAAD plan to phase out the direct provision of this service and to assure adequate service provision through a contracted provider agency in the PSA.

Considering the small amount of funding for this activity, we are proposing to provide this activity indefinitely. It is no longer cost effective to explore a service provider contract relationship. This is not to say the relationship has been very productive, but we suggest more funds could go to direct training and education activities if the Elder Abuse Coalition is staffed through the ETAAAD.

8. Attachments: At the end of Request for Waiver(s) attach the following items.
- (a) List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).

See attached notice of the East Tennessee Public Hearing of the 2010-2011 Area Plan Update held on Wednesday February 24, 2010. The notice was mailed to all service providers, local county advisory councils and local county governments.

- (b) List all publications which carried public notice of public hearings and indicate circulation of each.

See attached publication notice

- (c) Record of public hearings. The record shall detail all written and oral testimony regarding the area agency on aging's intention to request the waiver specified above.

See Section F-1

SIGNATURES:

AAAD Director Date

Chief Administrative Officer Date
of Grantee Agency

Advisory Council Chairperson Date

Part G: FINANCIAL PLAN

Older Americans Act

(NOTE: This summary does not include ALL financial or allotment references in the OAA)

Section 306 AREA PLANS

(a)(2) provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded

Section 315 CONSUMER CONTRIBUTIONS

(a)(5) (Cost Sharing) REQUIREMENTS.—If a State permits the cost sharing described in paragraph (1), such State shall require each area agency on aging in the State to ensure that each service provider involved, and the area agency on aging, will—

(a)(5)(B) establish appropriate procedures to safeguard and account for cost share payments;

(a)(5)(C) use each collected cost share payment to expand the service for which such payment was given;

(b)(4) (Voluntary Contributions) REQUIRED ACTS.—The area agency on aging shall ensure that each service provider will—

(A) provide each recipient with an opportunity to voluntarily contribute to the cost of the service;

(B) clearly inform each recipient that there is no obligation to contribute and that the contribution is purely voluntary;

(C) protect the privacy and confidentiality of each recipient with respect to the recipient's contribution or lack of contribution;

(D) establish appropriate procedures to safeguard and account for all contributions; and

(E) use all collected contributions to expand the service for which the contributions were given and to supplement (not supplant) funds received under this Act.

Section. 721. PREVENTION OF ELDER ABUSE, NEGLECT, AND EXPLOITATION

(a) ESTABLISHMENT.—In order to be eligible to receive an allotment under section 703 from funds appropriated under section 702 and made available to carry out this chapter, a State agency shall, in accordance with this section, and in consultation with area agencies on aging, develop and enhance programs to address elder abuse, neglect, and exploitation.

Exhibit Number Title of Exhibit

G-1 Financial Report File