

AREA PLAN on AGING and DISABILITY

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

Southwest Area Agency on Aging and Disability

Designated Area Agency on Aging and Disability

for the

08-Southwest

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

4-Year Plan for July 1, 2010 – June 30, 2014

Plan Update for _____

Amendment (Date): _____

Submitted via separate attachment

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....

Exhibit Number

Title of Exhibit

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: 8
Plan Period: FY 2011-FY 2014

Exhibit A-1
(X) Original, Dated: 3/31/2010
() Update, Dated:

Designated Planning and Service Area

Area Agency: *Southwest Area Agency on Aging and Disability*

Physical Address: *27 Conrad Drive, Suite 150; Jackson TN 38305*

Mailing Address (if different): *same as above*

All Phone #s and Fax #: *General: 731-668-6967 (phone); 731-668-6438 (fax)*

*Information & Assistance: Toll Free: 1-866-836-6678
Madison County: 731-668-6967*

*SHIP: Toll Free: 1-866-836-6678
Madison County: 731-668-6967*

E-mail Address: *aging@swtdd.org*

Website: *www.swtdd.org*

Director: *Wanda Simmons*

In Operation Since: *1971*

Mission: As a planning organization, the Southwest Tennessee Development District promotes the renewal and revitalization of both rural and urban communities through betterment of an economic bas (Economic Development), physical infrastructure (Community Development) and quality of life (Area Agency on Aging & Disability) for the eight county area that we serve.

PSA: 8
Plan Period: FY 2011-FY 2014

Exhibit A-2
(X) Original, Dated: 3/31/2010
() Update, Dated:

Area Profile

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

There are 8 counties in the PSA: Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, and McNairy

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

Rural counties within the PSA are Decatur, Hardeman, Hardin, Haywood, Henderson, and McNairy.

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

The Jackson Metropolitan Statistical Area includes both Madison and Chester counties as urban counties.

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

The Jackson/Madison County area is considered the hub of Southwest TN. Located on Interstate I-40 between Nashville and Memphis, Jackson is the home of numerous industries, higher education facilities, and health care agencies. Consumers of this county have an advantage over other residents within the PSA because of their close proximity to social services such as public transportation, Social Security offices, and the new VA Clinic. The county is still recovering from two separate tornado incidents within the past five years.

Chester County is located 14 miles south of Jackson/Madison County. Known as a "bedroom community" to the Jackson area, Chester County is very closely associated with Madison. Freed Hardeman University is a focal point within the community and works closely with the Chester County Senior Center to meet the needs of the elderly within the community.

Decatur County is one of two counties within the PSA that border the Tennessee River. Recreational opportunities abound for residents within these counties. This county is recognized for the philanthropy of one of its citizens, Jim Ayers. The Ayers Foundation has three primary charitable programs: The Scholar's Program, the Institute at Vanderbilt-Ingram Cancer Center, and the Children's Hospital at Jackson Madison

County General Hospital. These ventures not only benefit Decatur county residents, but all of West Tennessee.

Hardeman County has a higher concentration of minority and low-income consumers. It is recognized for an outstanding Community Health Center which operates on a sliding scale fee system. This Center reaches out to all residents to meet health concerns. The County borders Mississippi and bisected by the Hatchie River. With a 668 square mile area, the county is the fifth largest in Tennessee. Various recreational opportunities are available to hunters and fisherman.

Hardin County is located on the southern border of Tennessee where Mississippi and Alabama meet. The Tennessee River bisects the county from south to north. The Shiloh National Battlefield is located here, as well as Pickwick Dam. It is highly marketed as a tourist destination (with over two million visitors annually) as well as a retirement community. The Senior Center is supported by the Daryll Worley Foundation in some of its endeavors to serve the aging population.

Haywood County is centered around agriculture. This county also has the only remaining available Megasite within the State of Tennessee. This site, has been zoned for major automotive manufacturing site or related industry. Once occupied, this site is expected to bring growth and vitality to the entire Southwest TN region. The county has a large population of low-income and minority residents. The county is located along Interstate I-40; only 20 minutes from either Jackson or Memphis.

Four communities form the core of Henderson County: Lexington, Parkers Crossroads, Sardis, and Scotts Hill. Three of the four have a Senior Center. The area is known for its state parks and bountiful lakes; including Natchez Trace State Park and Beech Lake. The county has the highest divorce rate in the state.

McNairy County is located in southern portion of the PSA region, bordering the state of Mississippi. Many residents travel to Corinth, Mississippi to shop and recreate. This county is comprised of 10 incorporated communities; the largest being the towns of Selmer and Adamsville. These two towns, located only eight miles apart, are both known for their strong faith and community ties. Selmer and Adamsville both have a Senior Center to serve their elderly populations. These Centers collaborate frequently on Health Promotion activities.

Date: 3/31/2010
 Plan Period: 2011-2014

Exhibit A - 3

Area Profile South West

Population By Age Categories

All Ages	242765
60-64	10295
65-69	9165
70-74	8885
75-79	6700
80-84	4625
85+	4135
60+	43805

Grandparenting

Grandchildren Living	1,580
Grandparents <60	
Grandparents <60 for	1,100
Grandchildren Living	2,340
Grandparents 60+	
Grandparents 60+ for Grandchildren	670

By Race/Ethnicity (60+)

White Alone	36570
African American	6685
American Indian	34
Asian	49
Other Minorities	310
Non Hispanic	43648
Hispanic	160

Educational Attainment

< 5th Grade	360
5th - 8th Grade	1130
9th-12th No Diploma	2310
High School Diploma	3710
Some College	1705
Bachelors	550
Master/Professional/	530

By Gender (60+)

Male	18440
Female	25365

Medical Facility Beds

Skilled Nursing Facili	873
Remaining Counties	
Skilled Nursing Facili	770
Hospitals	
General - Remain	575
Madison	766
Mental Health	
VA	

Living Situation (60+)

Living Alone	11720
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Financial Status (60+)

Below Poverty Level	8390
Minorities below Pove	1975

Elder Housing

Percent of Housing Units	
Occupied by Elders	
Percent of Elders with High	
Housing Expense	
Assisted Living Facility	
Homes for the Aged	

Disability Status

Self Care <60	3191
Self Care 60+	4374

PSA: 8
Plan Period: FY 2011-FY 2014

Exhibit A-4
(X) Original, Dated: 3/31/2010
() 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.

For the purpose of designating focal points, the Southwest Area Agency on Aging and Disability defines community as a county where the population of older persons is not centrally located or a city or urban area where a large number of older persons reside. Preference for focal points shall be given to facilities established to encourage the maximum collocation and coordination of services for older individuals.

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

*Chester County Senior Center
247 East Main Street
Henderson TN 38340
(731)-989-7434*

*Sardis Senior Center
PO Box 85
Sardis TN 38371
(731)-858-2633*

*Decatur County Senior Center
1738 Georgia Ave. South
Parsons TN 38363
(731)-847-7212*

*The Town of Scotts Hill Senior Center
96 Hwy. 114 South
Scotts Hill TN 38374
(731)-549-3720*

*Haywood County Senior Center
127 North Grand
Brownsville TN 38012
(731)-772-2438*

*McNairy County Senior Center
408 Park Street
Adamsville TN 38310
(731)-632-0302*

*Hardin County Senior Center
55 Deford Street
Savannah TN 38372
(731)-925-2210*

*Selmer Senior Center
230 North Grand
Selmer TN 38375
(731)-645-7843*

*Henderson County Senior Center
145 South Main
Lexington TN 38351
(731)-968-4222*

*West Madison Senior Center
806 Huntersville Denmark Rd.
Denmark TN 38391
(731)-422-4771*

PSA: 8
Plan Period: FY 2011-FY 2014

Exhibit A-5
(X) Original, Dated: 3/31/2010
() Update, Dated:

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.

The SWAAAD assesses the needs of consumers within the planning area through a variety of methods. First, our Information & Assistance office keeps a database of unmet needs. This database contains information from callers who have a need that the agency is unable to find a resource to meet. Next, the agency participated in the 2009 Statewide Needs Assessment process which utilized: internet/mail surveys of consumers in the planning area, a literature review, and regional forums with key participants. Lastly, we conducted an Area Wide Needs Assessment from February-March 2010. This survey assessed the needs within in each county in the PSA.

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

The Older Americans Act (Title III) program and the Options for Community Living program currently have all slots full. There are 206 persons on the combined Title III and Options Wait List as of October 1, 2009. Persons on the Wait List have had a telephone screening but have not been assessed. The HCBS Waiver for the Elderly and Disabled has a waiting list of 21 individuals at this time.

PSA: 8
Plan Period: FY 2011-FY 2014

Exhibit A-6
(X) Original, Dated: 3/31/2010
() Update, Dated:

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.

1. *Rural transportation*
2. *Weatherization*
3. *Dental care/dentures, eye care/glasses, hearing exams/hearing aids*
4. *Home Delivered Meals*
5. *Utility 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.

The AAAD will collaborate with local partners to determine effective methods of meeting these need of rural transportation Weatherization service is provided thorough the local Human Resource Agency and the AAAD will work with them to ensure that our consumers are aware of this valuable resource. We will continue to partner with local eye clinics to provide free or low cost eyeglasses. Dental care, dentures, and hearing exam requests are referred to appropriate agencies to include UT Memphis School of Dentistry and West TN Hearing and Speech Center. The agency administers a Future Choices fund to meet emergency needs of consumers, and utility assistance is provided through that fund for individuals meeting the guidelines. The agency will expend all monies available in an effort to meet the demand for home-delivered meals. Objectives and strategies have been developed that address each need as funding allows.

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

1. *"Silver Alert" initiative (wandering and driving by persons with dementia)*
2. *Walkable communities*
3. *Rural Transportation*
4. *Dental care/dentures, eye care/glasses, hearing exams/hearing aids*
5. *Home repairs and modifications*

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.

The AAAD has developed a strategy to partner with Inter-Agency and Northwest Case Managers Association to promote the "Silver Alert" initiative. Rural transportation, dental care dentures, eye care/glasses, hearing exams and hearing aids were addressed in the above paragraph. Consumers in need of home repairs and modifications are either screened for eligibility for the Statewide Waiver (which provides this service) or referred to USDA for their modification grant/loan program. The AAAD will strategize with the planning department of SWTDD on development of walkable communities within the planning and service area.

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: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() Update, Dated:

Statewide Aging and Disability Programs

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	55				
Homemaker	164				
Nutrition Services	287				
Case Management	595				
Transportation	724				
Legal Assistance	218				
Information & Assistance	755				
Family Caregiver	269				
Ombudsman	83				
Units of Service					
Personal Care	2921				
Homemaker	6833				
Nutrition Services	103525				
Case Management	1826.75				

Transportation	22316				
Legal Assistance	218				
Information & Assistance	811				
Family Caregiver	15843.25				
Ombudsman	859.5				

* 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	221				
Units of Service	28710				

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	330				
Units of Service	702467				

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	1,177				

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	15				

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	See below explanation				
Meals	See below				

	explanation				
Homemaker Services	See below explanation				
Units of Service					
Senior Centers	See below explanation				
Meals	7,208				
Homemaker Services	1,090				

Explanation Note: Senior Centers receive both State and Federal dollars. Persons served and units of service are available for total persons/units served through combined funding sources. Home delivered meals and homemaker services also receive both State and Federal dollars. Total persons served are available for individuals served through combined funding sources.

PSA: 8
Plan Period: FY 2011-FY 2014

Exhibit B-2
(X) Original, Dated: 3/31/2010
() 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: Provided by the SWAAAD from 8:00 am to 4:30 pm, M-F. Information is also available on programs, services, and resources at www.swtdd.org, 24/7. The agency employs one Information & Assistance Specialist to assist callers. She is certified through AIRS and is seeking credentialing as a Certified Information and Specialist in Aging. To ensure continuity of assistance, backup support is provided by Quality Assurance Coordinator, Case Manager, Assistant Director, and Director.

Single Point of Entry: SWAAAD serves as the Single Point of Entry for Home and Community Based Services to include the CHOICES program, Title III programs, and the State Options program other public programs, and assists consumers seeking private pay services. The agency also provides counseling services to consumers who need information about long term care. Screening and assessment services are also provided.

Website and Resource Directory Development: SWAAAD provides information and an on-line screening tool for consumers at www.swtdd.org. The Management Information Specialist works closely with our contracted website developer, Younger & Associates to ensure timely updates. SWAAAD also utilizes the Harmony suite of software products to maintain a resource database.

Marketing the Area Agency: The SWAAAD is working in collaboration with the Tennessee Commission on Aging to develop a statewide marketing plan. Once the statewide plan is approved, the SWAAAD will develop an area marketing plan based on state protocols and procedures. Currently, the agency gives group presentations twice a month to target populations.

Outreach: Area Senior Centers conduct outreach activities monthly. Also, the staff of the SWAAAD conducted outreach and education meetings at least twice monthly to various social service agencies.

Transportation: Services are provided through our contracted partners Southwest Human Resource Agency to seniors and persons with disabilities within the service area and senior centers.

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

Service Coordination/Case Management: The agency utilizes in-house nurses and social workers to provide service coordination/case management. Consumers receive an annual assessment unless they are in they fall into a high risk category. In such cases, consumers are assessed every 6 months.

Service Provider Network Support: The Assistant Director position is responsible for provider recruitment and support. Technical assistance is available to providers as needed and provider meetings are held at SWAAAD quarterly.

Family Caregiver Support: Coordinated by an in-house licensed practical nurse. This nurse assesses caregivers, manages SWAAAD's caregiver library, and coordinates with contracted Senior Centers to provide support group services.

Homemaker: This service is available to consumers within the planning area who cannot clean for themselves. Older Americans Act and Options monies are utilized to provide this valuable in-home service.

Personal Care: This service is offered through the SWAAAD as stand-by assistance for consumers of the Options program and National Family Caregiver Support Programs.

Respite: Offered by the National Family Caregiver Support Program, this service serves caregivers by allowing them the opportunity to have a break from their caregiving responsibilities.

Chores/Home Modifications: This service is currently provided under the Statewide Waiver Program. During FY 09, SWAAAD also offered this service under the Options program. This service provides minor modifications to a consumers home in order to enhance safety.

Personal Emergency Response Systems: Offered through the Statewide Waiver Program to consumers who are left alone for any portion of the day. Waiver Intake Specialists assess the need for PERS during the initial in-home assessment.

Assistive Technology: These devices are offered as a service of the Statewide Waiver Program through various contracted providers. More commonly known as durable medical equipment, the case manager for the consumer assesses the need for the device and then checks private insurance, Medicaid, and/or Medicare to see if it is a covered benefit. Statewide Waiver is a payer of last resort.

Pest Control: Provided as needed to consumers of the Statewide Waiver Program to regulate or eliminate the intrusion of pests. Consumer's home environment is assessed for this service during the initial in-home assessment.

Adult Day Care: Offered as a service of the Statewide Waiver Program for consumers in need of care while their regular caregiver is unavailable. These community-based group programs may provide care for more than three hours per day, but less than twenty-four hours per day.

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: The SWAAAD utilizes health promotion funding to promote healthy lifestyles in support of the National Family Caregivers Support Program and the bi-annual Senior Expo. Both activities are sponsored by the agency and offer health education as well as health screenings. Funds are also utilized to purchase brochures, pamphlets, etc., on health related subjects and to support select senior centers in fostering healthy lifestyle changes.

Health Education: The SWAAAD provides funding to 10 senior centers within the planning and service area. Each senior center sponsors health education to include heart disease, arthritis, osteoporosis, mental health, depression, etc.

Medication Management: The SWAAAD utilizes medication management funding to sponsor medication management seminars. An AAAD nurse conducts the seminars in each senior center within the planning and service area on an annual basis or upon request. Funds have also been used to sponsor a pharmacist to conduct and informational presentation and one-on-one medication counseling at a local health fair.

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

Long Term Care Ombudsman: The Ombudsman program for southwest Tennessee is operated out of West Tennessee Legal Services. The Ombudsman makes visits to long term care facilities in order to advocate on behalf of long-term care residents. The Ombudsman has two Level I Volunteer Ombudsman Representative. Efforts are on-going to recruit volunteers to assist with the Ombudsman Program.

Legal Assistance: SWAAAD contracts with West Tennessee Legal Services (WTLS) to provide legal assistance within the planning and service area. WTLS provides legal representation and assistance to persons age 60 and over and focuses on public benefits, health issues and assistance to prevent or address elder abuse and exploitation.

Public Guardian for the Elderly: SWAAAD has a National Certified Guardian who acts as the District Public Conservator for the eight county service area. This Conservator

takes referrals and makes in-home visits to assess and determine eligibility. Guardian services are delivered through the Public Conservator as well as trained volunteers.

Elder Abuse Awareness: The agency partners with West Tennessee Legal Services to sponsor and annual Elder Abuse Awareness conference. Attendance is open to social service professionals and law enforcement officials.

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

Nutrition Services are provided through the Title III, Options, National Family Caregiver Support Program, and the Statewide Waiver Program. All consumers who receive Home Delivered Meals are assessed in the home. Congregate Meal participants are registered using the Meal Participant Record. Services are delivered through various contracted provides to include sites at 8 senior centers, a senior housing community, and three community centers.

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

SWAAAD contracts with ten Senior Centers within the planning area to deliver services. These Centers serve as focal points within their communities to meet the needs of the elderly within their area. Each Center offers Education, Health Promotion and Education, Health Screenings, Outreach, Physical Fitness, Recreation, Telephone Reassurance, Transportation and Visitation. Also, some centers are contracted to provide Caregiver Support Groups, Information, and Outreach.

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

SHIP/SMP/MIPPA coordinates with SSA, DHS and senior centers to help reach Medicare beneficiaries to encourage them to apply for low income assistance. The program also works with WTLS' Senior Law and Ombudsman program in identifying eligible beneficiaries, as well as local news media through-out the service area. The Agency employs a trained SHIP Counselor to provide one-on-one counseling services for consumers on Medicare services with emphasis on Part D. The agency also employs a part time volunteer coordinator to seek volunteers to assist the Counselor in her duties.

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

Funding is utilized to employ staff to assume responsibility for screening and intake activities for callers needing services. Funding is also utilized to provide Case

Management services to Title III eligible individuals to establish a care plan for needed services. Three case managers are employed as case managers. Funding is provided to Southwest Human Resource Agency and senior centers to provide for transportation. Funding is also provided to SWHRA to sponsor homemaker services. West Tennessee Legal Services receives funding to advocate on elder rights on behalf of older adults and for residents and/or caregivers residing in long-term care facilities. Funding is provided to 10 senior centers to serve as the focal point for services for older adults in their identified area.

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.

SWAAD works with other non-profit and private partners through various ways. The AAAD Director and Public Guardian participate in monthly M-Team meetings with Adult Protective Services to discuss and offer feedback on challenging cases. The Agency, along with its Inter-Agency partners collaborate yearly to host a caregiver conference called "Facing Future Choices" conference. SWAAD also coordinates with county health departments, along with the regional health department in the provision of emergency preparedness information for its senior centers and assisted living facilities such as the development of emergency phone trees, obtaining and storing prescription meds and supplying First Response teams with information in reaching residents who are isolated or homebound. Collaboration with the local county extension offices work to educate on the preparation of food when supply is limited. Directors of county emergency response teams provide quarterly minutes to the SWTDD/AAAD coordinator. All SWTDD/AAAD funded senior centers go through annual fire drills and participants are encouraged to develop their own emergency survival bucket.

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.

The AAAD participates in the Southwest TN Inter-Agency Council quarterly to discuss needs and resources within the area. Staff also participate in the Northwest Case Management Association to share best practices and provide education on available AAAD services. The Agency is also involved with the local Alzheimer's Association; the NFCSP Coordinator serves as the Chairperson for the Jackson Memory Walk and the Director serves on their Advisory Board.

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 Agency works with Senior Centers, Advisory Council, and Inter-Agency Council members to recruit and train volunteers. Currently, the AAAD sponsors volunteers in the

SHIP/MIPPA, Public Guardian, Senior Center, and Ombudsman programs. Both congregate and home-delivered are utilized in administration of the Nutrition Program for the Elderly. These volunteers provide multiple hours of service within their chosen program.

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.

n/a

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

Consumers in Older Americans Act programs, included but not limited to nutrition, homemaker, transportation, are provided an opportunity to contribute to the cost of the service. Each consumer is given a suggested Contribution sheet upon the case manager's visit. Some contributions are mailed to our office by the consumer or mailed directly to the provider. The Case Manager obtains each consumer's income during the visit. The consumer's whose income is 200% above the Federal Benefit Rate, is asked to pay a percentage of the cost of the services they receive (HDM is exempt from Cost Share). Some cost share's are waived based on bills and the consumer's particular situations. In order for the cost share to be waived, the case manager and financial manager must agree to the waiver. The waiver is signed by both the case manager and the financial manger and kept in the consumer's file. Consumers are not denied services due to their inability to pay.

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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	164,200	54,733		218,933
Coordination/Service Development	199,908	19,990		219,898
STATE FUNDS				
Options for Community Living	91,464	0		91,464
MEDICAID				
Elderly & Disabled Waiver				
LOCAL FUNDS				
TOTAL				

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	218,590	21,859		240,449
Title IIIC1 Nutrition Services	350,300	35,030		385,330
Title IIIC2 Nutrition Services	265,900	26,590		292,490
Title IIID Disease Prevention & Health Promotion	17,600	1,760		19,360
Title IIID Medication Management	6,200	620		6,820
Title IIIE Family Caregiver	14,4500	48,166		192,666
Title VII Elder Rights	23,800	2,380		261,800
STATE FUNDS				
Senior Centers	80,600	0		80,600
Nutrition (Home Delivered)	18,100	0		18,100
Homemaker	32,800	0		32,800
Guardianship	87,000	0		87,000
Title III Match	27,500	0		27,500
Options for Community Living	367,336	0		367,336
OTHER				
Elderly & Disabled Waiver				
NSIP	101,600	0		101,600
SHIP	66,000	0		66,000
MIPPA	19,668			
TOTAL				2,729,814

*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: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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

Expanded the resources listed on the swtdd.org website in order to provide consumers 24/7 access to available services. Collaborated with the local Social Security Administration office and Adalante Spanish Services to access the feasibility of printing all AAAD publications in Spanish.

Goal 2: Community Services / Health Promotion

The Selmer and McNairy County Senior Centers continued to partner with UT Extension Services to provide the TN Shape Up Program. Sixty-five participants achieved the following results: 61% lost weight, 48% lowered their blood pressure, 50% lowered their cholesterol, and 62% lowered their glucose. Also, the McNairy County Senior Center partnered with Maximum Fitness Center to provide low-cost exercise classes to seniors. They had 325 participants with the following results: 60% have lost weight, 65 % have improved balance, 75% have improvement in range of motion, 45% have decreased blood pressure, and 30% have decreased glucose levels.

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

SWAAAD increased its enrollment in the Statewide Waiver program during FY 2010 by enrolling 105 new consumers as of March 2010. This is an increase of 25% when measured from the same time period last year. Also during FY 2010, SWAAAD was able to remove 300 persons from the Waiting List for services. This Waiting List encompasses all persons who were screened for in-home services.

Goal 4: Elder Rights

Posted Elder Abuse articles to the SWTDD website, as well as linked to the Adult Protective Services brochure. We are currently partnering with West Tennessee Legal Services to plan the 2010 Elder Abuse Training Conference. Scheduled for July 2010, the conference will present valuable training and information to law enforcement personnel, APS personnel, social workers, and other relevant groups.

Goal 5: Management Practices

SWTDD was awarded the Level 2 award from the Tennessee Center for Performance Excellence (TNCPE) in February 2010. This award results from an application and on-

site visit from TNCPE examiners. This program is modeled after the Baldrige National Quality Program, and examines an organization's framework in the areas of Leadership; Strategic Planning; Customer Focus; Measurement, Analysis, and Knowledge Management; Workforce Focus; Process Management; and Results.

SWAAAD also added a new section to our website called "What do you think about us?" This feature allows consumers, family members, and partners to offer feedback about the agency 24/7.

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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

Increase the number of consumers who access the services of SWAAAD.

MEASURABLE Objective: Increase the visibility of the SWAAAD as the Single Point of Entry in Southwest Tennessee through comprehensive, accessible information and education.

Strategy: Coordinate with local hospitals to educate discharge planners/social workers on long term care "CHOICES". Emphasis will be on utilizing the SWAAAD as single point of entry and on developing partnerships.

Strategy: Develop "Long Term Care Toolbox" information packets to be distributed at health fairs, doctor's offices and senior centers about services offered at SWAAAD. "Toolbox" packets will also be available on the SWAAAD web-site as downloadable content.

MEASURABLE Objective: Coordinate with the Tennessee Commission on Aging & Disability and contracted service providers to improve the SWAAAD infrastructure such as phone systems and website.

Strategy: Facilitate implementation of a coordinated telephone system that will allow callers "warm transfer" between key partner agencies.

Strategy: Continue to utilize Younger and Associates (web developers) to make needed improvements to the swtdd.org website. Additions will include expanded resources and information on SWAAAD as single point of entry.

MEASURABLE Objective: Ensure that SWAAAD Information & Assistance staff has consistent, up-to-date training on all aspects of long term care counseling.

Strategy: Partner with West Tennessee Legal Services, Department of Human Services, and local Long Term Care Insurance Benefits Specialists to develop "talking points" for counseling consumers on local long term care options.

Strategy: Ensure that Information and Assistance Specialists receive Alliance for Information and Referral Systems certification for Specialists in Aging (CIRS-A)

Performance Measure: Increase the number of individuals given information and assistance as recorded in SAMS database.

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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

Enable elderly and disabled persons in Southwest Tennessee to delay institutionalization through the provision of home and community based services.

MEASURABLE Objective: Utilize state Medicaid/Tenn Care funding to screen and assess consumers for CHOICES enrollment.

Strategy: Hire necessary staff and ensure appropriate certification/continuing education for CHOICES Intake Staff.

Strategy: Coordinate with Volunteer State Health Plan and Americhoice to ensure quick and coordinated response to Medicaid consumers seeking long term care.

MEASURABLE Objective: Provide a long term care residential alternative for disabled consumers in Haywood County.

Strategy: Partner with West Tennessee Legal Services to provide in-kind match for Adult Care Home grant.

Strategy: Screen and assess consumers for the CHOICES program within Haywood County to identify potential residents for the Adult Care Home.

MEASURABLE Objective: Provide off-site counseling to caregivers utilizing all available funding through the National Family Caregiver Program.

Strategy: Utilize National Family Caregiver Coordinator to provide education to established Caregiver Support Groups within five counties within the planning area.

Strategy: Develop inter-agency loan program of materials within the SWAAAD Caregiver Library.

MEASURABLE Objective: Continue to partner with local dementia/mental health professionals to ensure coordination of counseling and education on Alzheimer's disease.

Strategy: Utilize local Alzheimer's Association staff to provide training to SWAAAD staff on services, resources and referral procedures.

Strategy: Partner with Martin Behavioral Health, Pathways, and Quinco to develop best practices for identifying and assisting consumers with mental health issues.

MEASURABLE Objective: Use Federal Older Americans Act funding and state Options for Community Living funding to maintain current in-home services utilization.

Strategy: Ensure re-assessment and case management of current OAA consumers. and proper waitlist management based on the greatest risk of institutionalization.

Strategy: Ensure proper waitlist management based on the greatest risk of institutionalization.

Performance Measure: Increase the number of consumers who receive home and community based services as measured in the SAMS database.

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() Update, Dated:

Health Promotion and 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

Increase Health Promotion and Disease Prevention Activities within southwest Tennessee to ensure quality of life in the aging and disability communities.

MEASURABLE Objective: Target and outreach to low-income individuals to ensure participation in Medicare Low-Income Subsidy.

Strategy: Provide on-site counseling at local senior centers to enroll low-income individuals.

Strategy: Partner with local utility companies within the service region to attach Low-Income Subsidy information to utility bills.

MEASURABLE Objective: Provide objective, consistent, reliable one on one counseling to Medicare beneficiaries and their caregivers.

Strategy: Ensure continued education/training of SHIP Counselor and Volunteer Coordinator for the southwest Tennessee region.

Strategy: Continue to recruit and train volunteers to provide adequate professional counseling.

MEASURABLE Objective: Ensure the availability of affordable health services to local consumers who are losing their Medicaid eligibility

Strategy: SHIP program to partner with local Community Health Agencies to promote services to target group.

Strategy: SHIP to provide one on one counseling/education to low-income consumers about the services and fee scale of their local Community Health Agency.

MEASURABLE Objective: Coordinate the implementation of evidence-based health initiative at three area senior centers and one low-income housing complex for the elderly.

Strategy: Provide on-site technical assistance to four sites to ensure proper set-up, deployment, and utilization of Posit Science Brain Fitness/Insight software.

Strategy: Ensure consistent monitoring and tracking of results through the use Posit Science Brain Fitness/Insight tracking applications.

MEASURABLE Objective: Provide Medication Management services to low-income seniors within the eight county service area.

Strategy: Utilize licensed nurse on SWAAAD staff to provide medication management education quarterly at local low-income senior housing.

Strategy: Develop Medication Management education materials to be included with in-home assessment packets for those receiving home and community based services.

MEASURABLE Objective: Coordinate with nutrition site directors and senior center directors to increase participation in congregate meals

Strategy: Partner with Southwest Human Resource Agency to identify strategies to outreach to the baby boomer generation.

Strategy: Evaluate quarterly the effectiveness of congregate meal program and provide objective feedback to site managers and senior center directors.

MEASURABLE Objective: Advocate for state legislation for a coordinated response to consumers with dementia wandering and driving. ("Silver Alert" initiative)

Strategy: Utilize the Southwest Tennessee Development District's page on Facebook to encourage consumers to contact their legislators on behalf of this initiative.

Strategy: Provide education to the Southwest Tennessee Inter-Agency Council and the Northwest Case Management Association on ways to encourage and advocate for initiative.

MEASURABLE Objective: Provide Education to home bound consumers on the benefits of smoking cessation.

Strategy: Partner with the UT Extension Service, American Cancer Society, and local Health Departments to provide smoking cessation information to home delivered meals participants.

Strategy: Provide "train the trainer" session and technical assistance to Nutrition Site Managers.

Performance Measure: Increase in participation of Congregate Meals, Medication Management, and Health Promotion activities as measured by SAMS database.

Increase in the number of individuals who received Medicare counseling as measured in Ship Talk database.

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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 elder rights programs within the service area to ensure the safety and well being of the elderly population.

MEASURABLE Objective: Raise awareness for elderly victims of abuse, neglect, and exploitation.

Strategy: Partner with Tennessee Victims Against Crime Coalition to sponsor World Elder Abuse Awareness Day activities within the service area.

Strategy: Continue active participation of Adult Protective Services monthly M-Team Meetings to ensure collaboration on challenging cases.

MEASURABLE Objective: Expand the effectiveness of the Public Guardianship for the Elderly program through education and counseling.

Strategy: Expand Public Guardianship program information on the SWTDD website to include links to the state Public Guardianship program, West Tennessee Legal Services, and the National Association of Elder Law Attorneys.

Strategy: Post the SWAAAD Volunteer Opportunities brochure to the Public Guardianship page of the SWTDD website.

Strategy: Partner with Paralegal Association to provide Public Guardianship program information/education to paralegals.

Strategy: Contact local judges in underserved counties to ensure knowledge and referral process of the Public Guardianship Program

Strategy: Partner with Jackson Madison County Bar Association to post educational articles on Public Guardianship on their website

MEASURABLE Objective: Ensure the availability of fair and equitable dispute resolution for residents in long term care facilities by providing Ombudsman services.

Strategy: Examine obstacles and strategize to overcome obstacles in recruiting and maintaining Ombudsman Volunteer Representatives.

Strategy: Ensure at least one monthly education/information presentation to local social service agencies.

MEASURABLE Objective: Continue to ensure that legal assistance is available to low-income elderly and/or disabled persons by contracting with West Tennessee Legal Services.

Strategy: Provide legal assistance information brochure to all consumers of home and community based services programs.

Strategy: Collaborate with Legal Services to develop educational materials on emerging legal issues for the public and aging network.

Performance Measure: Increase number of consumers served through the Public Guardianship program as evidenced through the SAMS database.

Maintain number of consumers receiving legal assistance and Ombudsman services as evidenced in monthly reports.

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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

Ensure effective management practices within SWAAAD.

MEASUREABLE Objective: Continue to encourage performance excellence of the organization as modeled by the Baldrige Criteria for Performance Excellence.

Strategy: Continue to deploy best practices and efficient processes as recommended by the SWTDD Business Excellence Strategy Team (BEST team).

Strategy: Manage and assess SWAAAD's knowledge assets to ensure the accumulated intellectual resources of the agency are available to use, invest, and grow the organization.

MEASUREABLE Objective: Develop internal leaders within the organization to ensure seamless transition into the agency's role single point of entry.

Strategy: Restructure current Statewide Waiver staff to ensure efficient department oversight in order to meet contractual goals and obligations.

Strategy: Ensure continuing education and credit opportunities are made available to SWAAAD nurses and social workers.

MEASUREABLE Objective: Facilitate the induction of SWTDD's "What Do You Think About Us?" quality improvement program.

Strategy: Collaborate with Younger and Associates (web developers) to ensure access and ease of the new, online satisfaction tool. This tool will allow consumers, family caregivers, and partners to voice concerns and/or rate their satisfaction with the agency.

Strategy: Provide consumers the opportunity to utilize the quality improvement tool by adding the link to agency brochures, offering phone consumers the opportunity to participate, and by publicizing the tool in the SWTDD E-News and SWTDD Informer (quarterly newsletter).

Performance Measure: Fully implement "What Do You Think About Us Program" by December 31, 2010.

Receipt of at least 50 completed on-line satisfaction surveys.

PSA: 8
 Plan Period: FY 2011-FY 2014

(x) Original, Dated: 3/31/2010
 () 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 (use 2000 Census population data)	1975
b. Number of older individuals residing in rural areas in the planning and service area (use 2000 Census population data)	133,700
c. Number of older individuals who speak English less than very well (use 2000 Census population data)	67
d. Number of low-income minority older individuals served (use State Reporting Tool data)	147
e. Number of individuals residing in rural areas served (use State Reporting Tool data)	1,080

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
Disseminate quarterly progress report to each senior center. Reports are used to track progress made year to date.	Reports disseminated quarterly to providers throughout FY 09.
Administer hearing aid program for low income adults.	Hearing Aid program utilized all available funding to provide 5 Hearing Aids during FY 09.
Coordinate activities with Lens Crafters to provide vision assistance to needy individuals.	Accepted applications for Gift of Sight program and coordinated with Lens Crafters to ensure vision assistance was provided.
Coordinate the provision of low or no cost health screening activities for area seniors.	Coordinated with Senior Centers to offer free health screenings at 5 different health fairs.
Collaborate with local agencies to generate funding to provide for emergency needs for low income individuals.	Coordinated with the Southwest Inter-Agency Council to administer the 2009 Facing Future Choices Conference. The vendor fees from the conference go into an fund for the AAAD to meet emergency needs of low-income individuals.
Require Senior Centers to target rural minority churches and public housing	Senior Centers targeted churches and public housing to target low-income minorities by

complexes with special emphasis on low-income minorities.	making quarterly presentations and monthly publications in their county newspapers.
Coordinate training for residents of Pecan Grove, a low-income senior housing complex in Hardeman County. Collaborate with Hardeman County Community Health Agency to provide Medicare counseling to low income residents of Hardeman County.	Provided education to residents of Pecan Grove on 4 different occasions. Topics covered included: AAAD services/ Statewide Waiver/ SHIP/ and LIS.

* Last complete 12-month period.

PSA: 08
Plan Period: FY/2011-2014

Exhibit C-8
(X) Original, Dated: 3/29/10
() 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?

SWAAAD coordinates with multiple agencies to plan activities and disseminate information to minority populations. Specifically, we work with Pecan Grove Apartments (low-income housing with a high minority population), Jackson Housing Authority, Hardeman County Health Agency, and the Social Security Administration in Jackson. Activities include health fairs, presentations about AAAD services/resources, presentations on Limited Income Subsidy, and presentations on accessing the Single Point of Entry.

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

Diversity is reflected in every aspect of SWTDD. Our Executive Committee and Advisory Council have minority representatives. Each Senior Center has a minority representative on their board. The AAAD maintains a balance of employees with over 1/3 being minority. The Agency also coordinates with the Social Security Administration to determine the needs of Hispanic populations. Each of the above listed agencies has an opportunity to participate in planning.

- 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? *It is the policy of the AAAD to record all presentations on the AAAD Public Relations Form. These forms are given to the director and kept in a locked file cabinet in order to produce documentation of activities as requested.*

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 for providing services to low-income minority older individuals, older individuals with

limited English proficiency, and older individuals residing in rural areas; and propose methods to achieve the objectives.

NOTE: Objectives and Tasks/Activities should cover Older Americans Act programs and may cover **all statewide programs** such as Single Point of Entry Marketing or SHIP.

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Develop “Long Term Care Tool Box”	Disseminate at health fairs, doctor offices, senior centers, and low income housing communities	Assistant Director
Provide a long term care residential alternative disabled consumers in Haywood County (a rural, low-income, minority county)	Partner with West TN Legal Services to provide in-kind match for Adult Care Home grant through screening and assessing consumers utilizing in-take coordinators for the Choices program within Haywood County to identify potential residents;	Director
Target and outreach to low income individuals to ensure participation in the Medicare LIS	Provide on-site counseling at local senior centers in each county to enroll low income individuals	SHIP Coordinator
Ensure the availability of affordable health services to local consumers who are losing their Medicaid eligibility	Partner with local community health agencies to promote services to target group and provide one-on-one counseling/education about services and fee scale	SHIP Coordinator
Provide medication management to low-income seniors	Utilize LPN to provide medication management education quarterly at low-income senior housing complexes.	LPN
Provide continuity of legal assistance to low-income elderly and/or disabled	Provide legal assistance brochure to all consumers on home and community based services	Pre-enrollment Staff/Case Managers

Part D: STAFFING AND ORGANIZATION

TCAD Policies and Procedures

5-4-.03 AAAD STAFFING REQUIREMENTS

(1) The AAAD must develop and implement a staffing plan consistent with federal and state requirements which sets forth the number and type of personnel employed and the timetable for hiring staff to carry out the functions of the AAAD. The AAAD is responsible for:

(a) recruiting and employing adequate numbers of staff members to develop and administer the area plan, and

(b) carrying out the functions and responsibilities prescribed by the OAA and other state and federally funded programs addressing the needs of older persons and other adults with disabilities, and its accompanying regulations and these policies.

(8) The AAAD shall submit in the area plan a Training and Staff Development Plan for staff and service providers. The plan should include conferences, meetings and in-service training organized for staff or service providers....

Older Americans Act Regulations

Section 1321.55 Organization and staffing of the area agency.

(b) The area agency, once designated, is responsible for providing for adequate and qualified staff to perform all of the functions prescribed in this part.

Older Americans Act

Section 306 *AREA PLANS*

(a)(6)(c)(iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services....

Exhibit Number

Title of Exhibit

D-1

Staff Resources

D-2

Training and Staff Development Plan

D-3

Advisory Council

PSA: 8
 Plan Period: FY 2011-FY 2014

Exhibit D-2
 (X) Original, Dated: 3/31/2010
 () 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	Volunteers	
In-Service: Communication, Forms Review, SAMS/Omnia, Fraud/Waste/Abuse	14	0	0	July 2010
HCBS Provider Meeting	14	10 to 50	0	Sept. 2010
In-Service: Resources, LTC Counseling, Infection Control, Dealing with Dementia	14	0	0	Oct. 2010
HCBS Provider Meeting	14	10 to 50	0	Dec. 2010
In-Service: P & P, HIPPA, Universal Precautions, Title VI, Diversity, Disability Etiquette, Area Plan Format, Confidentiality, Disaster Preparedness	14	0	0	Jan. 2011
HCBS Provider Meeting	14	10 to 50	0	March 2011
In-Service: QI Plan, Elder Abuse, Older Americans Act, Aging Process, ADA, Ethics	14	0	0	April 2011
HCBS Provider Meeting	14	10 to 50	0	June 2010
SHIP training	14	0	10 to 20	Quarterly
In-service: Monthly staff meetings, QI Meetings, P & P Meetings, Waiver Meetings	14	0	0	Monthly
SE4A Conference	5	0	0	August, 2011
TFA Conference	1	0	0	August, 2010
Public Guardianship Training	1			As scheduled
SHIP Annual Conference	1			As scheduled
SHIP Regional Training	2			As scheduled
SHIP State Training	2			As scheduled

Part E: DOCUMENTATION

Exhibit Number

Title of Exhibit

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: 8
PLAN PERIOD: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() 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

(Insert name of AAAD) hereby gives full assurance that every effort will be made to comply with the regulations of the Older Americans Act.

SIGNATURES – Submitted via separate attachment

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() Update, Dated:

Availability of Documents

Southwest Area Agency on Aging & 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 – Submitted via separate attachment

PSA: 8
Plan Period: FY 2011-FY 2014

(X) Original, Dated: 3/31/2010
() Update, Dated:

Title VI of the Civil Rights Act of 1964 Compliance

The Southwest 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 Southwest 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 Southwest Area Agency on Aging and Disability shall appoint a 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 – Submitted via separate attachment.

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
Attachment 1	Supporting Documentation for Public Hearing and Advisory Council Participation

PSA: 08
Plan Period: FY/2011-2014

(X) Original, Dated: 3/31/2010
() Update, Dated:

Public Hearings on Area Plan

A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	March 9, 2010
Time(s) when hearing was held	10:00 a.m.
Place(s) where hearing was held	Southwest Tennessee Development District Conference Room, 27 Conrad Drive, Suite 150, Jackson, TN 38305
Was Place Accessible?	Yes
Type of Notice(s) or Announcement(s)	Ad copy mailed to the news media (newspapers) in each rural county within the PSA, The Jackson Sun located in Jackson/Madison County, as well as Advisory Council member and interested persons.
Date(s) of Notices or Announcements (attach copy)	February 16, 2010

B. ATTENDANCE*

County	# of Advisory Council Members from County	Total from County**
Chester	4	5
Decatur	2	2
Henderson	1	2
Madison	2	3
Hardeman	0	0
Haywood	0	0
Henderson	0	0
Haywood	0	0
Total # Advisory Council Members in column 2	9	
Total Attendance*		12

* 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.

An agenda and copies of the public hearing notices mailed are attached. Separate notices were mailed to local news papers located in Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, and McNairy counties,. A separate notice was mailed to The Jackson Sun, the only regional newspaper located in the planning service area. A notice was also mailed to all interested parties to include senior centers, county courthouses, and community partners. A notice was mailed to the Area Agency on Aging Advisory Council.

C. DESCRIPTION

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

Unfortunately, the scheduled day of the public hearing turned rainy, windy, and chilly. Weather had an impact on attendance by both Advisory Council members and the general public.

D. SUMMARY of PUBLIC COMMENTS

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

The Area Agency on Aging & Disability provided an opportunity for both written and oral comments. Comments included the following on the goals/objectives.

Access Services

- **Warm transfer is an excellent service. Our elderly have problems with automated phones. Thanks for caring about this.**

Home and Community Based Services

- **As Choices is implemented, a presentation should be made to social workers who make referrals to this program.**
- **The Governor is very supportive of Choices.**
- **Clarification on the Title III wait list process was provided.**

Health Promotion

- **Could low-income housing residents “borrow” the brain fitness program?**
- **Clarification was provided on the smoking cessation program for home-delivered meals recipients.**
- **It was explained that senior centers are selected for pilot projects based on a proposal, community resources, and technical capabilities.**

Elder Rights

- **Clarification provided on low income and disabled for assistance at West TN Legal Services.**
- **Legal services should continue to be provided for the elderly.**

Management Practices

- **Clarification provided on the process for quality assurance surveys. 60% return rate is average.**
- **Appreciation expressed to the AAAD for our constant efforts in being visible in the community and in supporting the elderly. “I brag about my SWAAAD to people throughout the State of Tennessee.”**

Other

- **SWAAAD has a good plan of action to help improve the need of elders.**

E. SUMMARY of CHANGES

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

- **Smoking Cessation Program for home delivered meals recipients objective changed to include partnership with the American Cancer Society and Health Departments.**
- **Legal Services objective re-worded to better define eligible consumers.**
- **Wesley Housing, a low income housing facility located in Jackson, TN will be included in the evidence based health initiative, Posit Science Brain Fitness/Insight.**

PSA: 08
Plan Period: FY 2011-FY 2014

Exhibit F-2
(x) Original, Dated: 3/31/2010
() 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.

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

1. Date(s) when Area Plan was reviewed by Advisory Council.
February 17, 2010
2. Attach an agenda of the Area Plan review meeting or describe the review process.
3. List of Advisory Council members in attendance at the review meeting or who were actively involved in the review process.

Chairman James Pearson

Bill Jewell

Edith Taylor

Eva Oldham

Edward Shirley

Pat Pruett

Shirley Williams

Don Coln

Marilyn Nathaniel

Rachel Horton

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

D. SUMMARY OF AREA PLAN REVIEW COMMITTEE

Chairman Pearson called on Wanda Simmons for presentation of the Area Plan of Action for Fiscal Years 2011-2014. Ms. Simmons explained the Area Plan process and the Advisory's Council responsibility in preparation of the Plan. She discussed in detail goals and objectives in the categories of Access Services, Home and Community Based Services, Health Promotion and Disease Prevention, Elder Rights, and Management Practices. Ms. Simmons discussed the Administration on Aging, Tennessee Commission on Aging & Disability and the Southwest Area Agency on Aging & Disability goals and objectives in each category.

The following recommendations/comments were made as a result of the presentation.

Access Services

- The idea of “warm transfers” is a good idea.
- AAAD needs to assist the senior centers in publicizing their services.
- SWTDD needs an intercom system in its conference room.

Home & Community Based Services

- Invite the Alzheimer’s Association to a future meeting.

Health Promotion & Disease Prevention

- There is a need to increase participation in senior center activities.
- Explore different methods of serving meals, i.e., serving evening meals.
- Sponsor smoking cessation classes to homebound persons.
- Hospital senior clubs and UT Ag are good resources for training.

Elder Rights

- It was noted that the Ombudsman Program is the only program with a required number of volunteers.

Management Practices

- On line tools are a good resource for children/caregivers of seniors.

Jessica Rice presented the Fiscal Year 2011 proposed budget.

Shelley Matthews distributed and explained the Southwest Tennessee Area Agency on Aging & Disability Area Wide Needs Assessment 2010. Council members were asked to complete the assessment in order to assist us in the planning process.

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

An objective to be added under Health Promotion/Disease Prevention to sponsor smoking cessation education to home-delivered meals recipients.

An objective to be added under Health Promotion/Disease Prevention to increase visibility of the Area Agency on Aging & Disability staff in senior centers and to increase technical assistance efforts in the areas of publicity and outreach.

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