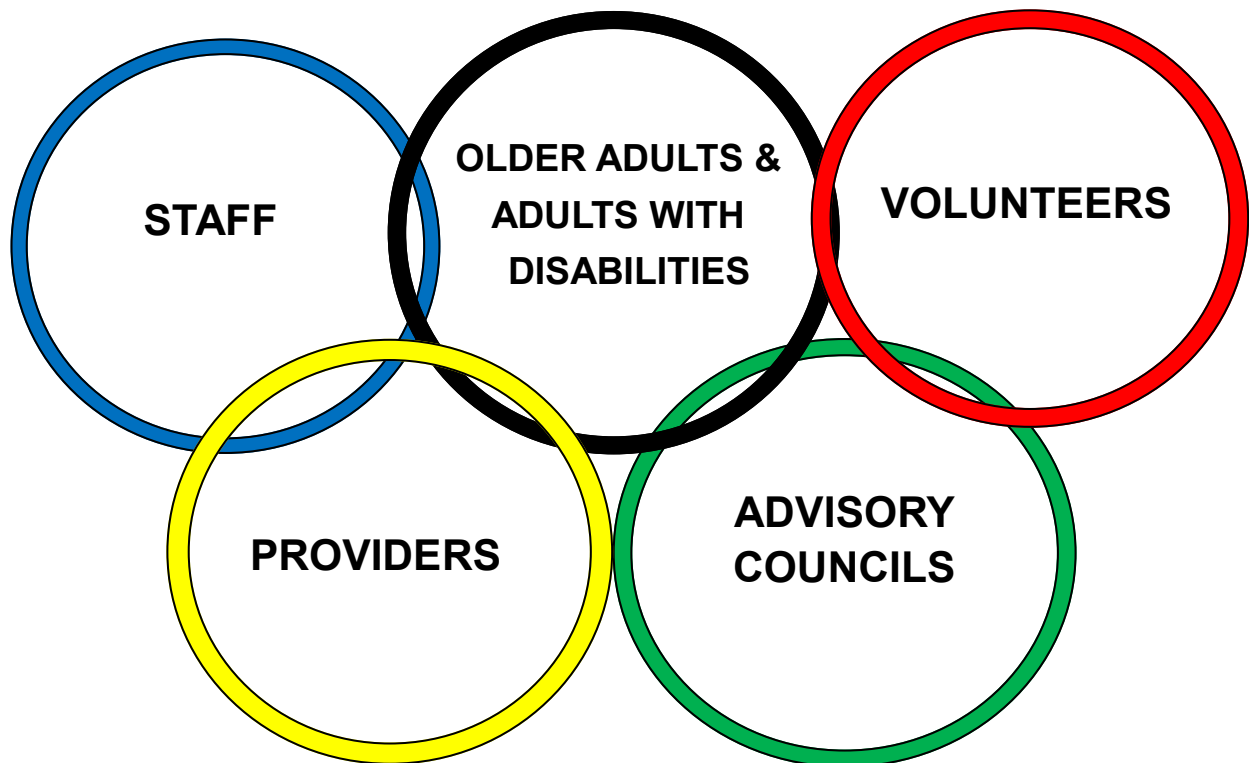


FY 2016 ANNUAL REPORT

TEAM ACMS



Aging Commission of the Mid-South
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901-222-4100
EIN # 62-6000841

Welcome...

Welcome to the Aging Commission of the Mid-South.(ACMS) We offer programs that make a difference in the lives of all older adults and adults living with disabilities. From the older person who can remain at home if they receive appropriate services to those who can benefit from the activities and socialization provided by our community-based programs, such as senior centers, we're here to help.

Our Mission...

The mission of the ACMS is to advocate for and assist older adults and adults with disabilities in leading independent, meaningful, and dignified lives in their own homes and communities as long as possible.

Our Vision...

The vision of the ACMS is to be the efficient and effective single portal of entry for older adults and adults with disabilities needing to access services designed specifically for them. In addition, the ACMS is a proactive leader in advocacy for older adults and adults with disabilities through collaboration with community partners and consumers, while safeguarding their rights.

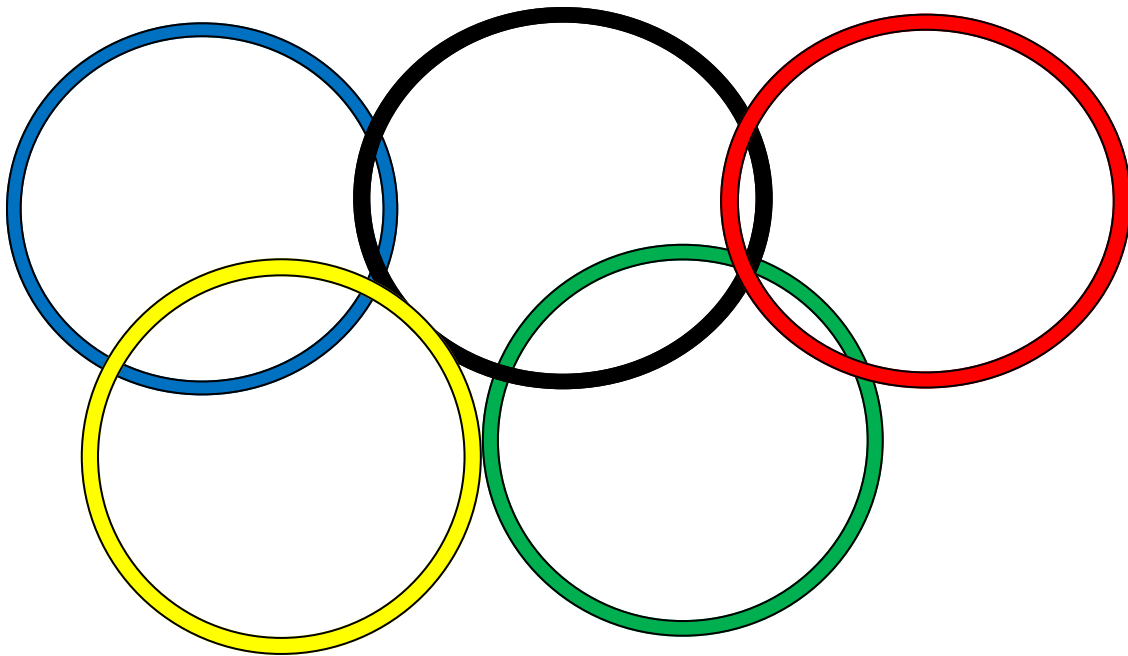
Our History.....

The Aging Network originated from the Older Americans Act of 1965 legislation and thrives today with funds provided by the United States Administration on Aging. The ACMS is a member of the Aging Network and is the designated Area Agency on Aging and Disability (AAAD) for Fayette, Lauderdale, Shelby, and Tipton Counties in West Tennessee.

What we do...

While the ACMS provides several direct services to seniors, our team also includes many contracted providers in the communities.

In addition to direct and contracted services, ACMS undertakes advocacy efforts on behalf of older adults and adults with disabilities. Each year, ACMS authorizes more than 7 million dollars in services throughout the community.



Financial Report Fiscal Year 2016

Revenue *

Federal	\$ 4,336,675
State	\$ 1,418,054
TennCare CHOICES	\$ 996,716
Plough Grant	\$ 97,500
Local Match	<u>\$ 368,845</u>
Total	\$ 7,217,790

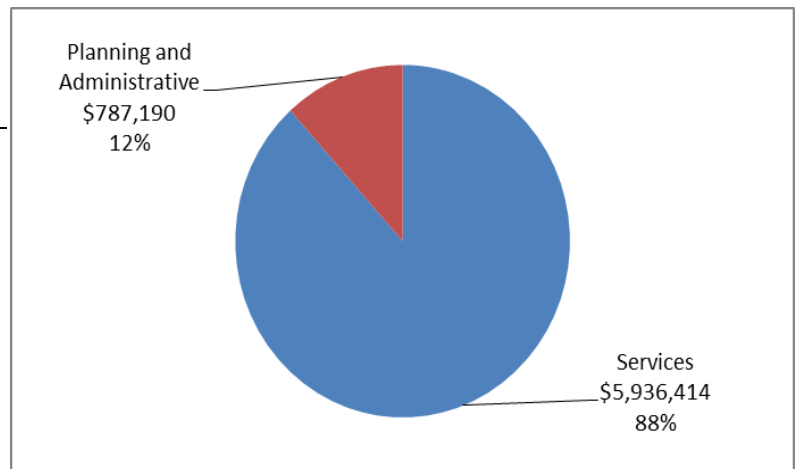
* Includes Carryover

Expenses

Planning and Administrative Expenses	\$ 787,190
Direct Service Expenses	\$1,065,836
TennCare CHOICES	\$ 996,716
Plough Grant	\$ 77,686
Contracted Services Expenses	<u>\$3,796,176</u>
Total	\$6,723,604

Contracted Services Expense

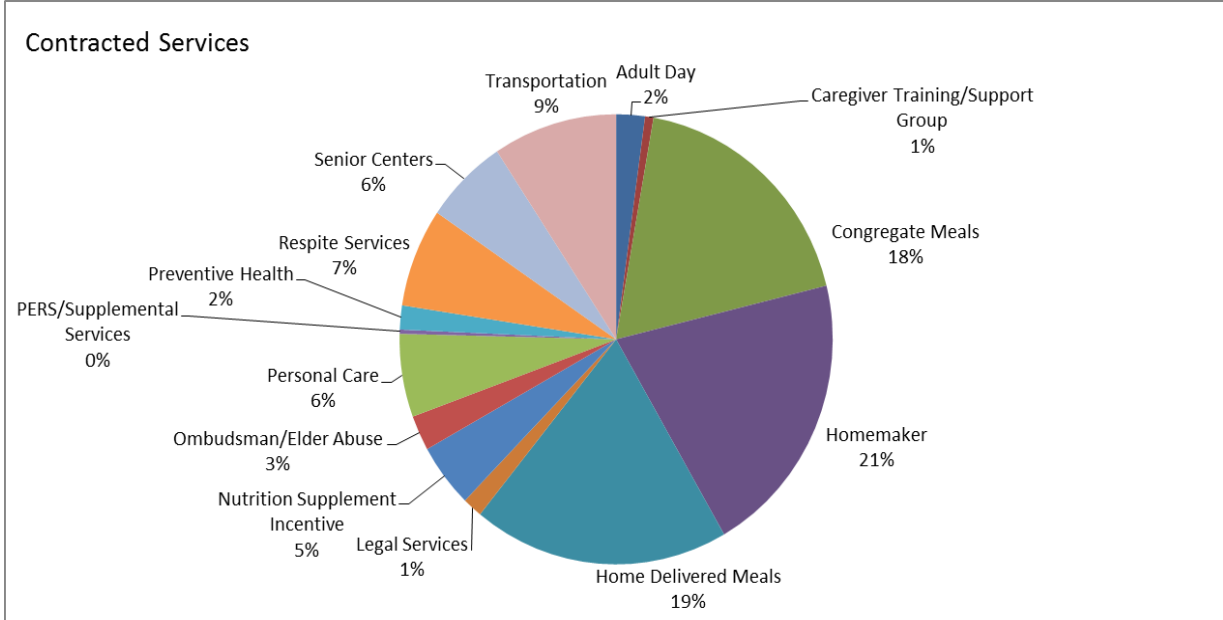
Adult Day	\$ 81,210
Caregiver Training/Support Group	\$ 23,890
Congregate Meals	\$ 698,440
Homemaker	\$ 779,227
Home Delivered Meals	\$ 726,085
Legal Services	\$ 56,000
Nutrition Supplement Incentive	\$ 174,246
Ombudsman/Elder Abuse	\$ 96,227
Personal Care	\$ 226,718
PERS/Supplemental Services	\$ 11,435
Preventive Health	\$ 65,366
Respite Services	\$ 269,194
Senior Centers	\$ 236,260
Transportation	<u>\$ 351,878</u>
Total	\$ 3,796,176



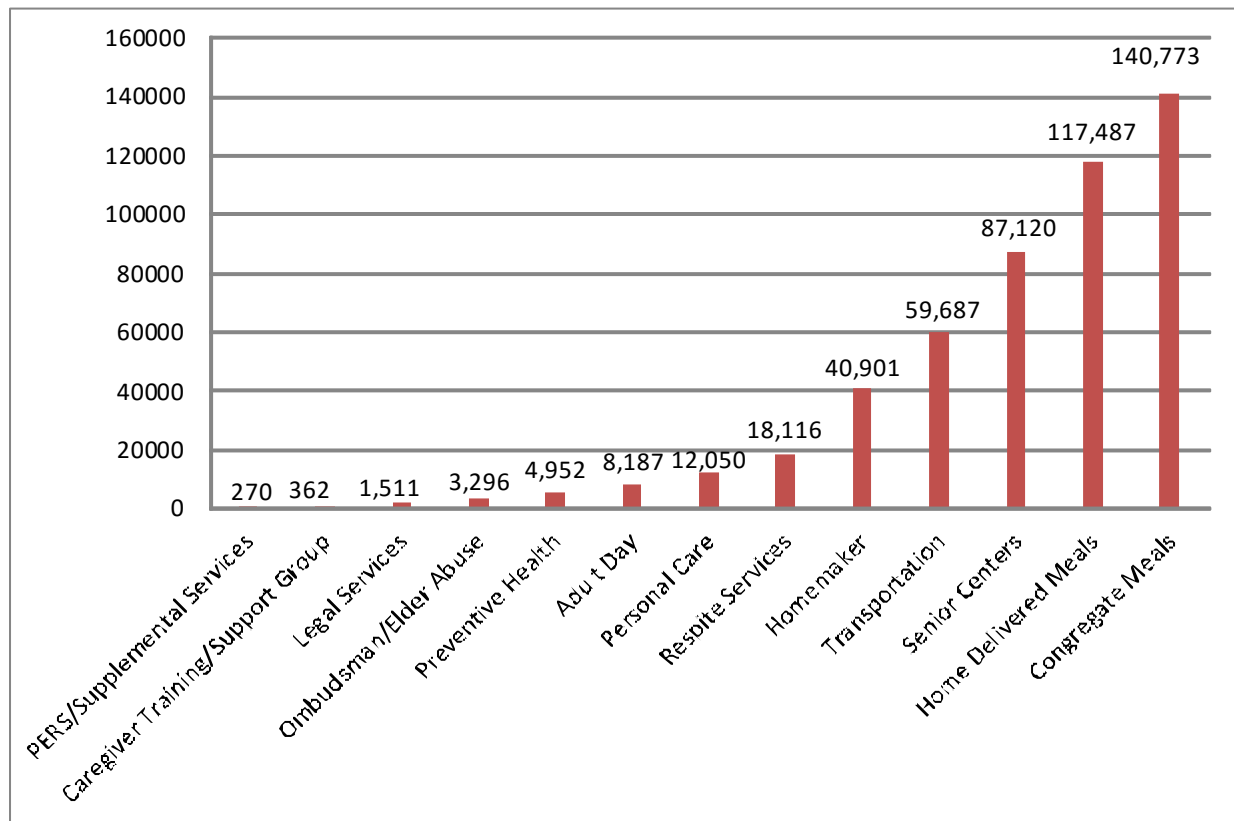
Direct Service Expenses

III-B Coordination	\$ 16,289
Information & Assistance	\$235,211
Service Coordination	\$418,634
Guardian/Elder Abuse	\$232,393
SHIP/SMP	<u>\$163,309</u>
Total	\$1,065,836

CONTRACTED SERVICES



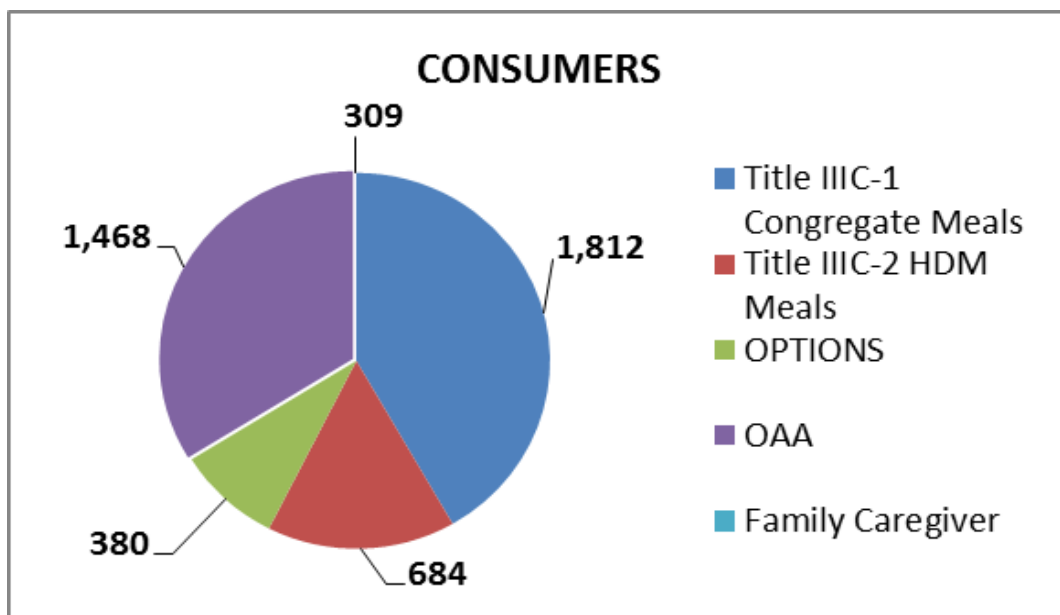
UNITS OF SERVICES DELIVERED TO CONSUMERS



HOME AND COMMUNITY BASED SERVICES PROGRAMS

HCBS has a total of **25** contracted providers (some provider agencies provide multiple services). The Quality Assurance department conducted annual monitoring visits for all 25 providers for FY16 according to grant timeframes. All providers responded to their findings and ACMS has accepted all plans of correction for FY16.

- **Title IIIC-1 Congregate** meals are the meals that our consumers receive at senior centers or other community settings, such as senior high rise buildings.
- **Title IIIC-2 HDM** are the meals that are home delivered to a consumer's residence. We have two HDM providers, Metropolitan Inter-Faith Association (MIFA) and South West Human Resource Agency (SWHRA). MIFA serves Shelby County and SWHRA serves Fayette, Lauderdale, and Tipton counties.
- **OPTIONS** are State funds that are used to provide in-home services, such as Homemaker and Personal Care, that are paid through the State of Tennessee.
- **OAA Title IIIB** Funds are used for support services, including transportation and legal assistance, as well as in-home personal care and homemaker services.
- **Family Caregiver** is a Federally-funded program that provides individual counseling, support groups, respite services to family members who are caregivers, and adult daycare services.





DIRECT SERVICES

Information and Assistance (I&A)

I&A is the gateway to information and services for our consumers and our community. Knowledgeable and trained staff screens callers for services, provides links to resources, and answers a variety of questions. I &A staff responded to 7595 requests for assistance in FY16. Of these, 2,998 callers were screened for in-home services. I&A staff referred 765 consumers to their assigned Managed Care Organizations (MCO) for services and scheduled 607 consumers for facilitated enrollment assistance for CHOICES program services.

Public Guardianship/Conservatorship

The Office of the Public Guardian provides assistance to persons 60 and older who are unable to manage their own affairs and who have no family member or other entity willing or suitable to act on their behalf.

The Public Guardian (PG) program served 61 respondents in FY16. Of the 61, there were 47 residing in long term care facilities and 14 residing in their own homes.

There were a total of 26 volunteers active in the PG program and two social work interns.. The volunteers provided over 4500 hours of direct service assistance and administration support to the PG program.

The PG Volunteer Coordinator made 10 presentations on CREA and Elder Abuse to 550 Memphis Police Department Crisis Intervention team members.

The Program continues to serve CREA clients and has served to date a total of 16 clients.

SENIOR CENTERS

The Aging Commission of the Mid-South (ACMS) contracts with senior centers in our four-county service area to provide a wide range of supportive services. Centers are focal points in the community for citizens over the age of 60.

Combined total of Units from each center :

- Educational and Recreational Activities — 10,714
- Access to Community and Governmental Services —1775
- Health Promotion / Disease Prevention Services —1969

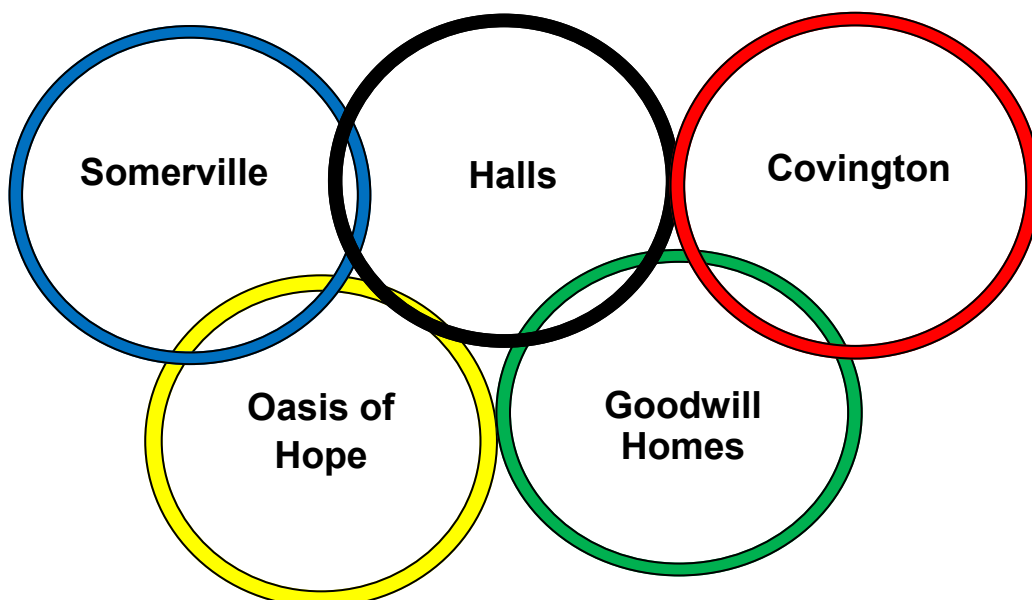
Fayette County Somerville Senior Center

Lauderdale CountyHalls Senior Center

Tipton CountyTipton County Senior Center

Memphis/Shelby County..... Oasis of Hope Senior Center

Memphis/Shelby County..... .Goodwill Homes Senior Center





CHOICES PROGRAM

What is CHOICES...

CHOICES is the right care in the right place at the right time. TennCare CHOICES is the State of Tennessee's long term care services and supports for Medicaid recipients. Some of the functions the CHOICES team undertakes include: Pre-Admission Exam (PAE) assessments, Medicaid applications, customer satisfaction surveys, and Community Living Supports (CLS) Ombudsman follow up/counseling.

The CHOICES team also works with the ACMS Public Guardianship program to authorize in-home services or transition to long term care facilities as appropriate. The Coordinated Response to Elder Abuse (CREA) initiative funded by the Plough Foundation relies on the CHOICES for in-home services for formerly abused clients.

Setbacks & Successes...

The CHOICES team has faced the challenges of staff turnover, resulting in increased number of screenings for the Intake & Assessment Specialists. Another challenge occurred when TennCare added three new consumer groups in FY16. The CHOICES team embraced the challenges head on, resulting in a successful annual audit and achieving financial incentives for meeting and/or exceeding contractual guidelines.

Outcomes....

The Community Living Support (CLS) Ombudsman performed quality checks on members living in Medicaid-approved community homes. The CLS Ombudsman completed **35** member checks this year.

The CHOICES team screened a total of **993** people and processed **607** applications for enrollment into TennCare.

The CHOICES department exceeded all grant benchmarks. The team obtained the maximum amount of performance-based financial incentives offered by TennCare.

The Quality Assurance department completed a total of **140** Quality of Life Surveys.



STATE HEALTH INSURANCE & ASSISTANCE PROGRAM (SHIP)

The State Health Insurance Assistance Program (SHIP) offers information and assistance to Medicare beneficiaries who need assistance selecting a Medicare Part D plan, determining financial assistance to pay for medicine or receiving information about supplemental insurance plans. In FY15, SHIP achieved 100% of the program goals, but in FY16 two of the SHIP goals were not met.

ACMS reached over 9800 persons through 137 public and media events; which resulted in ship volunteers providing 660 hours of counseling. A setback to our goal was that these community events did not result in an increase in community contacts as defined by SHIP. One of the challenges for SHIP is that goals are set according to Federal guidelines and this sometimes results in not reaching goals due to the current staffing levels.

A major setback in reaching goals was due to the reduced staffing level, however, it is anticipated that new SHIP staff will result in meeting the goals for the coming year.

COMMUNITY PARTNERSHIPS

The ***Fans for Seniors*** program has once again been the fortunate recipient of fans from generous community organizations. Omega Psi Phi Fraternity donated 273 fans, employees of the Federal Prison donated 52 fans and the Bartlett Chapter of Zeta Phi Beta donated 39 fans. The program received a cash donation of \$2,000 from the H.W. Durham Foundation. Although the program operates only during the summer months each year, over 250 fans were distributed in FY16.

Professional Network on Aging (PNA). ACMS is a charter member of the Professional Network on Aging (PNA) and provides leadership and support to annual events. In partnership with PNA, ***Senior Expo*** attracted over 2,000 consumers, caregivers, and professionals to the event in May. Also, in conjunction with PNA, ACMS supported ***Senior Safari***, a free day for older adults to visit the Memphis Zoo in October. Approximately 3000 seniors participated in Senior Safari. PNA awarded two \$1,000 scholarships to students at the University of Memphis – one to a nursing student and one to a social work student, each with a concentration in Geriatrics. .

Coordinated Response to Elder Abuse (CREA). The Public Guardian (PG) program works with a community resource team to address elder abuse cases in Shelby County. The Plough Foundation supports CREA and provides funds to hire an ACMS Assistant Public Guardian and a Volunteer Coordinator. Since the inception of the partnership, ACMS has seen a 10% increase in court appointed cases to the PG program. ACMS has assisted CREA with 64 new cases, with 56% of referrals coming from hospitals and law enforcement agencies.

ACMS is a primary partner of the ***No Hungry Senior*** program, funded by the Plough Foundation, through the MIFA meals program. During FY16, ACMS staff screened 1,167 consumers for the No Hungry Senior program, with most coming from the ACMS waiting list. This is 91% of the program's new consumers.

Aging In Place initiative. ACMS worked collaboratively with Habitat For Humanity, Memphis Light, Gas, & Water, United Housing, and the Plough Foundation to promote opportunities for elderly Memphians to remain in their current living environments.. The results of our collaborative in FY16 are critical repairs, weatherization, and modifications to over 200 houses of low income seniors. Former President Jimmy Carter chose Memphis as the site for his 2016 Work Project.

ACMS sponsored the Ryan White HIV and Aging workshop for over 100 participants.

ACMS sponsored the ***Alzheimer Day Services Caregivers Conference*** for 105 caregivers and provided respite care for their loved ones during the daylong conference.



ACTIVITIES NOT COMPLETED ...

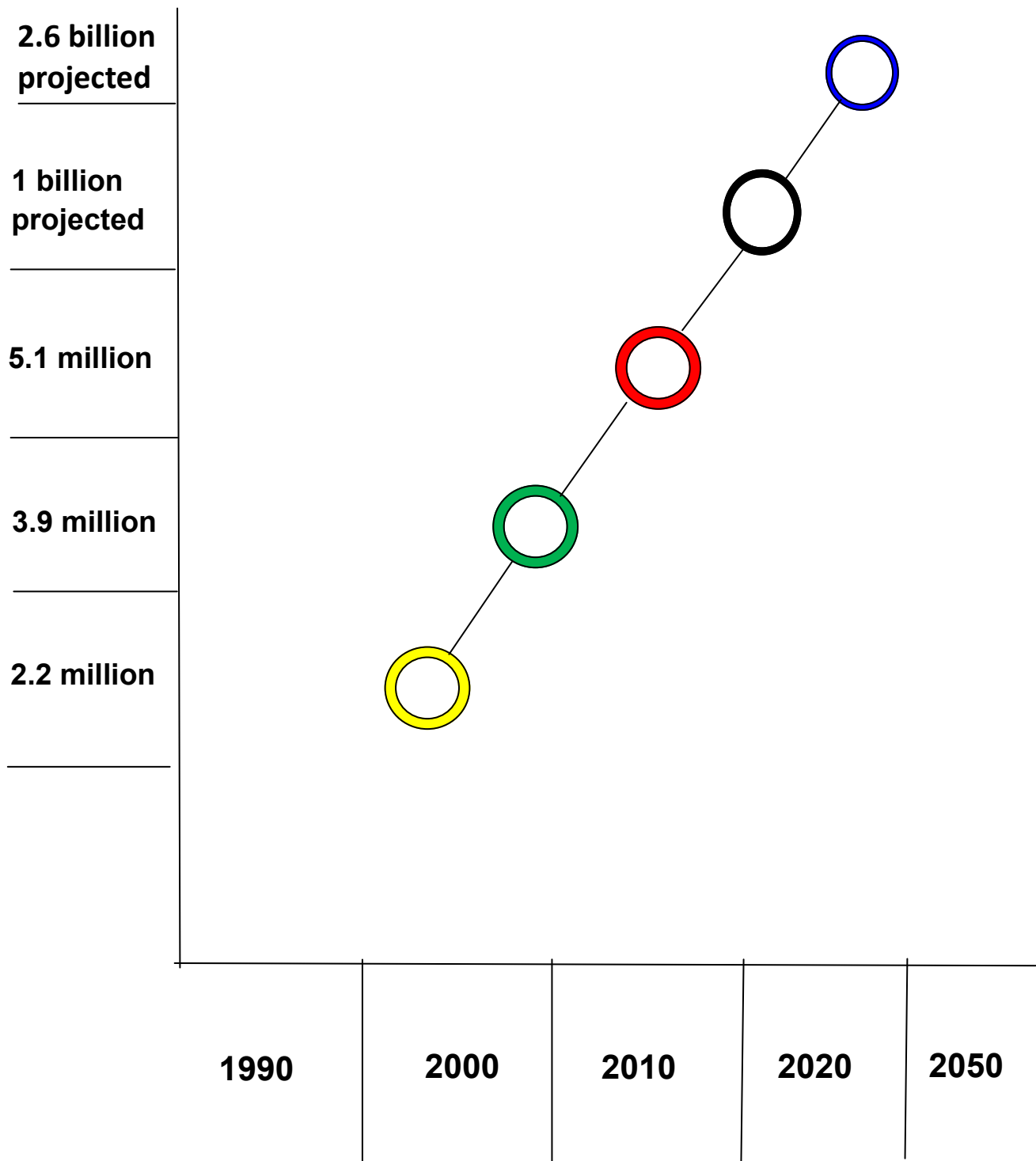
ACMS is in the forefront of providing resources and services to older adults and adults with disabilities to improve the quality of their lives. While we have many positive outcomes and successes to report for FY16, the rapid growth of our older population confirms that we must be able to do more in the future. Our work will never be complete as we must be prepared for a rapid unprecedented increase in the aging population.

RELEVANT DETAILS...

The world is getting older and will contain 1 billion people over age 60 by the year 2020. Living longer is a huge humanitarian achievement due to better nutrition, health care, and education. This demographic shift is further influenced by the decline in fertility rates, so we have an aging population equating to a massive number of retirees who will still desire to live independent and dignified lives.

Our service area in West Tennessee has the second highest poverty rate in the nation for metropolitan areas with populations over one million people. Locally, the only new funding opportunities have been through private foundations, such as Plough and Durham. With budget restraints and increasing public need, we must be good stewards of scarce resources. It will be an Olympic-sized challenge to meet the future needs, but the ACMS team is going for the gold.

Older Adult World Population Growth



U.S. Census Bureau
World Health Organization

**SPONSORING GOVERNMENTS
MEMBERS AND DESIGNEES
AGING COMMISSION OF THE MID-SOUTH**

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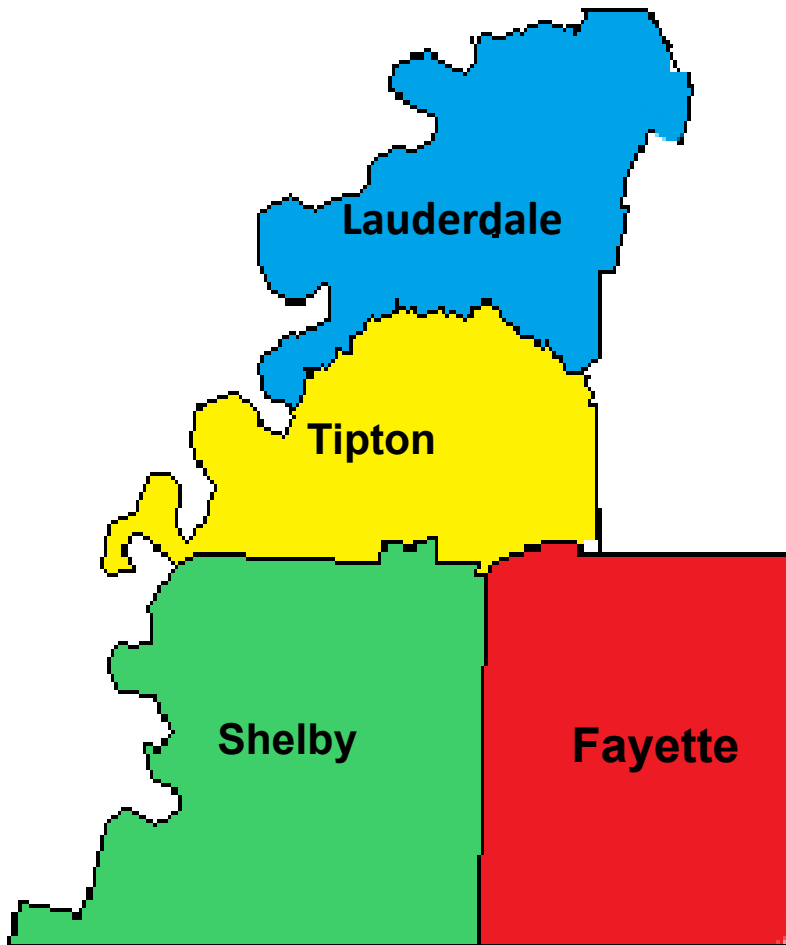
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West Tennessee Counties





www.agingcommission.org