

SUBMITTAL PAGE

(X) Plan Update for July 1, 2019 - June 30, 2020
() Amendment (Date): _____

This Area Plan for Programs on Aging and Disability is hereby submitted for the PSA 9 planning and service area. The Area Agency Commission of the Mid-South Area Agency on Aging and Disability assumes full responsibility for implementation of this plan in accordance with all requirements of the Older Americans Act and Regulations; laws and rules of the State of Tennessee; and policies and procedures of the Tennessee Commission on Aging and Disability.

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

Signature: _____ Date: 3/22/19
Area Agency Director

The Area Agency Advisory Council has participated in the development and final review of the Area Plan. Comments of the Advisory Council are included in Exhibit D-2 of the Plan.

Signature: Beverly Manero Date: March 21, 2019
Chair, Area Agency Advisory Council

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

Signature: Debra Young Griffin Date: 3/22/19
Director, Grantee Agency

Signature: [Signature] Date: 3/22/19
Chair, Grantee Agency Board

AREA PLAN on AGING and DISABILITY

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

Aging Commission of the Mid-South

Designated Area Agency on Aging and Disability

for the

PSA 9

Planning and Service Area

**in TENNESSEE for
July 1, 2019 – June 30, 2020**

Plan for Program Development and Coordination

The AAAD is proposing to use \$ 60,869 in Title III-B direct service funds to pay for Program Development and Coordination during FY 2020. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents 5.8 % of the AAADs new Title III-B direct service allotment.

If yes, include a goal, objectives, and strategies that describe the program development/coordination activities that will be performed by the AAAD staff member(s) paid from these funds and how these activities will have a direct and positive impact on the enhancement of services for older persons in the PSA. Costs should be in proportion with the benefits described.

Goal: Positively impact and enhance services to older persons in PSA 9.

Objective 1. The Aging Commission of the Mid-South (ACMS) will expand our work with community partners to address elder abuse.

Strategy 1- Participate in Vulnerable Adult Protection Investigative Teams in each county of PSA 9.

Strategy 2- Meet with social workers in hospital settings throughout PSA 9 to bring awareness to elder abuse and systems to respond to identified abuse.

Strategy 3- ACMS staff will speak at community forums throughout PSA 9 to bring awareness to elder abuse and systems to respond to identified abuse.

Impact: Increase awareness of abuse of elderly persons and appropriate responses to abuse.

Objective 2. ACMS and its partners will support persons living with Alzheimer's Disease and/or dementia and their caregivers.

Strategy 1- Partner with Alzheimer's Association on annual Walk to End Alzheimer's.

Strategy 2- Collaborate with area agencies serving persons with Alzheimer's Disease and/or dementia to produce an annual conference to benefit caregivers.

Strategy 3- ACMS Executive Director will participate on/and in local boards, committees, and organizations addressing the needs of persons living with Alzheimer's disease and/or dementia.

Impact: Persons living with Alzheimer's disease and/or dementia and their caregivers will have access to information needed for better health outcomes and care options.

- Objective 3.** ACMS and its partners will produce an annual Senior Exposition.
- Strategy 1- ACMS staff will serve on planning committee for the Senior Exposition.
- Strategy 2- Promote Senior Exposition with organizations serving seniors and seniors in PSA 9.
- Strategy 3- ACMS staff will provide information about supports and services provided by ACMS at the Senior Exposition.
- Impact: Promote health and safety of seniors in PSA 9.

FY 2019 Performance Highlight of Accomplishments with ACL Federal Funds and State Allocations

(Please limit your response to 3 pages)

Provide a status update of the progress and accomplishments of the following federal and state program areas:

Older Americans Act Funding

- ❖ Title IIIB Supportive Services:
 - The Aging Commission of the Mid-South (ACMS) partnered with the Memphis Area Transit Authority (MATA) to provide transportation to qualified individuals to congregate meal sites as well as transportation to medical appointments and grocery shopping.
- ❖ Title IIIC Nutrition Services:
 - ACMS has decreased the Home Delivered Meals waiting list by enrolling 60 persons thus far in the Home Delivered Meal program in FY 2019.
 - Tennessee Commission on Aging and Disability (TCAD) provided ACMS with additional funding for congregate meals in FY 2019. Congregate meal sites significantly increased enrollment. One congregate meal site, City View Towers site increased their enrollment significantly to 75 persons. Due to the increase City View Towers created an additional meal time to accommodate all persons receiving a congregate meal.
- ❖ Title IIID Disease Prevention & Health Promotion:
 - All Senior Centers in the Planning and Services Area (PSA) are participating in evidence based programs with emphasis on arthritis exercise and diabetes management. The programs included Walk with Ease and Tai Chi.
 - ACMS provided funding and technical assistance for all Senior Centers in the PSA to participate in the Stay Active and Independent for Life (SAILS) program. The Title IIID funding is assisting with the expenses for training and equipment.
- ❖ Title IIIE National Family Caregiver Support Program:
 - ACMS has reduced the number of persons on the National Family Caregiver Program (NFCP) waiting list to less than 10 persons in Fiscal Year 2019.

- ACMS in previous years has been challenged to secure a supplemental services provider. In FY 2019 ACMS contracted with Global Medical to provide supplemental services in the PSA to eligible persons.

- ACMS has contracted with Alzheimer's and Dementia Services for many years, subsidizing day care fees for caregivers through the National Family Caregiver Support program. During FY 2019 ACMS has provided funding to increase enrollment in adult day care and also allow existing participants to receive additional days of service.

❖ Title VII Elder Rights

- Ombudsman services are provided by MIFA. The Ombudsman provides direct service advocacy for all residents of area nursing homes, assisted living facilities, and residential homes for the aged (7,056 licensed beds). The Ombudsman Program maintains a presence in over 70 facilities in 4 counties.

A Resident Directed program, the team of 2 full time staff, and over 30 volunteer ombudsman representatives (VORs) receives complaints and pursues action to resolve them to the satisfaction of the residents involved. In FY 2018, the Ombudsman Program addressed complaints related to more than 4,000 unduplicated persons.

The Ombudsman Program participates in CREA (Coordinated Response to Elder Abuse) and VAPIT (Vulnerable Adult Protective Investigative Team) collaborations.

- Memphis Area Legal Services (MALS) has spent 1,245 case hours working on cases funded under the Title IIIB program for 307 cases. Of those clients served, 162 have been frail/disabled, 18 have been rural, 135 have been low income, and 105 have been low income minority (some persons are duplicated in numbers). MALS has spent 113.65 hours on legal referrals and have placed 141 clients with pro bono attorneys. They have spent 73.5 hours on community education and outreach events reaching 177 seniors. An additional 93.3 hours has been devoted to legal development to improve the program and services provided to clients.

State Funds

❖ OPTIONS Home and Community Based Services:

- ACMS has reduced the number of persons on Options waiting list by 50 persons in Fiscal Year 2019. ACMS continues to work to assure all persons waiting Options Services are in the SAMS database with risk scores determined using the TCAD Screening Prioritization Form.

❖ Guardianship:

- ACMS implemented an automatic payment system for bill paying of persons receiving guardianship services. More than 90% of persons supported are now benefitting from this practice.
- ACMS is now providing more than 90% of persons who reside in community homes and receive guardianship services their personal funds on preloaded bank cards.
- ACMS hired a part time Public Guardian Specialist. Additionally, a full time Public Guardian Specialist was employed through funding provided by the Plough Foundation.

Other

❖ SHIP:

- ACMS has significantly increased SHIP outreach in the Lauderdale county. SHIP staff partnered with senior centers throughout PSA 9 to increase awareness of the SHIP program and assist persons with enrollment. SHIP has assisted 1385 persons in PSA 9 during Fiscal Year 2019.

FY 2019 Highlight of Accomplishments from Other Funding Sources

(Please limit your response to 3 pages)

Provide a status update of any accomplishments from other funding sources that have been made in regards to goals included in the 2019 - 2022 Area Plan.

Funding provided by the Plough Foundation allowed ACMS to hire a full time Public Guardianship Specialist. This freed time of existing staff members to accomplish the goals of achieving electronic payment and providing personal funds on preloaded bank cards.

CHOICES TENNCARE has increased enrollment in the traditional groups by 10% and increased CLS Ombudsman transitions by 20% in FY 2019. The team has increased enrollment each year by using strategic outreach and improved safety plans. The CHOICES team and Service Coordinators work together to ensure that consumers need more care than Options and Family Caregiver programs can provide are referred to CHOICES meet their increased needs.

CHOICES continues to exceed the requirements of TENNCARE with no financial or desk finding in Audit 2018. There are currently no staff vacancies and all team members have been with the agency over a year.

Goals, Objectives, Strategies, and Performance Measures

- Goal 1:** Ensure that programs and services funded with federal Older Americans Act (OAA) are cost effective and meet best practices.
- Objective 1.** Provide Information and Assistance in a using a variety of communication methods.
- Strategy 1. Revise and updated Senior Information Handbook for distribution at the Senior Expositions held each May and November.
- Strategy 2. Place revised Senior Information Handbook on the ACMS website.
- Strategy 3. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission, Tipton County Aging Commission, Goodwill Homes, and Oasis of Hope to hold community events on recognized awareness days and months, such as Older American’s Month in May, Elder Abuse Prevention Month in June, Alzheimer’s Awareness Month in September, and Developmental Disabilities Month in November.
- Performance Measure 1. ACMS Information and Assistance staff will distribute Senior Information Handbooks at the Senior Expos held in May 2020 and November 2019.
- Performance Measure 2. ACMS staff will place revised e-copy Senior Information Handbook on ACMS website in May 2020.
- Performance Measure 3. ACMS will collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission, Tipton County Aging Commission, Goodwill Homes, and Oasis of Hope to hold 8 community events on recognized awareness days by June 2020.
- Performance Measure 4. ACMS will distribute the revised e-copy Senior Information Handbook to community partners to be shared on their websites by May 2020.
- Performance Measure 5. ACMS will seek Public Service announcements from media groups in PSA 9 to inform the area of services for seniors.

Objective 2. Promote better physical and mental health outcomes for seniors through increased or sustained social connections.

Strategy 1. Increase the number of social events available for seniors in PSA 9.

Strategy 2. Find, adopt, and implement evidence based health programs throughout PSA 9.

Strategy 3. Purchase Stay Active and Independent for Live (SAIL) training for staff all funded Senior Centers.

Strategy 4. Purchase materials needed for all Senior Centers to implement SAIL program.

Strategy 5. Establish relationships with vendors to provide Evidence Based programs in Senior Centers.

Performance Measure 1. ACMS will collaborate with contracted senior centers to hold 2 senior oriented social events promoting physical and/or mental health at each senior center by June 2020.

Performance Measure 2. ACMS will introduce evidence based health programs to the contracted senior centers each quarter of Fiscal Year 2020.

Performance Measure 3. ACMS will provide funding for Senior Centers to send staff to SAIL training in Fiscal Year 2020.

Performance Measure 4. ACMS will provide funding for Senior Centers to purchase materials for SAIL program in Fiscal Year 2020.

Performance Measure 5. ACMS will seek organizations to provide evidenced based programs in Senior Centers in Fiscal Year 2020.

Objective 3. Promote better health through a daily well balanced meal for seniors who are in need.

Strategy 1. Collaborate with partners to increase the number of congregate meal sites.

Strategy 2. Utilize funds received to increase the direct service capacity for congregate and home delivered meals.

Strategy 3. Use SNAP funding to educate those receiving congregate and home delivered meals to maximize food stamps.

Strategy 4. SNAP Coordinator will provide application assistance.

Performance Measure 1. ACMS will add 2 congregate meal sites in underserved zip codes by June 2020.

Performance Measure 2. ACMS will consult with existing congregate meal sites to determine what is needed to increase participation and assist to increase participation as indicated by June 2020.

Performance Measure 3. ACMS will hold a SNAP event at each congregate meal site by June 2020.

Performance Measure 4. SNAP coordinator will provide application assistance to 20 persons who identify as need application assistance at SNAP events at congregate meal sites by June 2020.

Objective 4. Evaluate caregiver services and increase supports provided.

Strategy 1. Survey caregivers receiving services to determine satisfaction with services and evaluate the impact of services.

Strategy 2. Utilize funds received to increase the utilization of adult day care.

Strategy 3. Utilize funds received to increase the utilization of supports such as incontinent supplies and nutritional supplements.

Performance Measure 1. ACMS will obtain a completed satisfaction survey from 20% of caregivers served by June 2020.

Performance Measure 2. ACMS will increase the number of units of adult day care provided by 5 % by June 2020.

Performance Measure 3. ACMS will increase supports purchased by 5 % by June 2020.

Goal 2: Develop partnerships with aging network, community based organizations, local governments, healthcare providers and state departments in order to advocate to reduce the gaps in services as identified in the needs assessment.

Objective 1. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission, and Tipton County Aging Commission to develop a sustainable transportation for seniors to increase personal health and wellness outcomes.

- Strategy 1. Implement the Senior Volunteer Transportation Network in PSA 9
- Performance Measure 1. Hire Regional Volunteer Transportation Coordinator by July 2019.
- Performance Measure 2. Identify communities desiring to participate by September 2019.
- Performance Measure 3. Create a steering committee in each community participating by November 2019.
- Performance Measure 4. Develop policies and procedures to govern the program January 2020.
- Performance Measure 5. Recruit and train volunteers by March 2020.
- Performance Measure 6. Provide transportation by April 2020

Objective 2. Collaborate with AARP to implement the Livable Communities Initiative.

Strategy 1. Work to educate local leaders, planners, and citizens on identifying community needs, creating and implementing the programs, policies, and projects that will create a livable community for seniors.

- Performance Measure 1. Participate on Age Friendly Livable Communities core team by July 2019.
- Performance Measure 2. Establish survey on Livable Communities by August 2020.

Performance Measure 3. Create an advisory group of key service providers to share initiative with and get commitment to administer the survey by October 2020.

Performance Measure 4. Actively participate in the Age Friendly Livable Communities Consortium by November 2020.

Goal 3:

Ensure that programs and services funded by State allocations are cost effective and meet best practices.

Objective 1. Senior Centers will provide services consistent with best practices in aging services.

Strategy 1. Provide Senior Centers with best practices information.

Strategy 2. Provide information to Senior Centers regarding the accrediting standards of the National Institute of Senior Centers.

Strategy 3. Collaborate with Senior Centers to promote activities appealing to seniors.

Performance Measure 1. ACMS will send emails to Senior Centers regarding a best practice monthly, July 1 thru June 30, 2020.

Performance Measure 2. ACMS will hold a conferences call with Senior Centers monthly, July 1 thru June 30, 2020.

Performance Measure 3. ACMS will conduct quarterly meetings with Senior Centers, September 2019, December 2019, March 2020, June 2020.

Performance Measure 4. ACMS staff will consult on site with staff of each Senior Center minimally 4 time annually by June 2020.

Objective 2. ACMS will utilize volunteers to supplement funded positions to accomplish agency objectives.

Strategy 1. Utilize workers from the Senior Community Service Employment Program (SCSEP).

Strategy 2. Partner with higher learning institutions to host field placements for students.

Strategy 3. Utilize workers from the Shelby County Government Summer Youth employment program.

Strategy 4. Recruit volunteers from communities in PSA 9.

Performance Measure 1. ACMS will collaborate with Meritan to host workers from SCSEP by July 2019.

Performance Measure 2. ACMS will host students in field placement and practicums beginning by September 2019.

Performance Measure 3. ACMS will host workers from the Shelby County summer youth programs during the summer of 2019 and summer of 2020.

Performance Measure 4. ACMS will participate in volunteer fairs throughout Fiscal Year 2020.

Performance Measure 5. ACMS will seek volunteers in the media throughout Fiscal Year 2020.

Performance Measure 6. ACMS will partner with Volunteer Memphis during Fiscal Year by September 2019.

Objective 3. Evaluate and modify the service delivery model used by OPTIONS Counselors.

Strategy 1. Map the enrollment process for the OPTIONS program and modify service delivery as indicated for quality improvement.

Strategy 2. Identify training needs for OPTIONS Counselors.

Strategy 3. Identify training needs of providers of services to persons enrolled in OPTIONS services.

Performance Measure 1. ACMS will produce a process map for the OPTIONS program by October 2019.

Performance Measure 2. ACMS will modify process and policy of OPTIONS programs as indicated by completion of process mapping by November 2019.

Performance Measure 3. ACMS will provide quarterly training opportunities to OPTIONS counselors quarterly thru out Fiscal Year 2020.

Performance Measure 4. ACMS will provide quarterly training opportunities to OPTIONS service providers quarterly thru out Fiscal Year 2020.

Objective 4. Evaluate and modify the service delivery model used by the Public Guardian program.

Strategy 1. Map the service delivery process used by the Public Guardian program and modify the process as indicated for quality improvement.

Strategy 2. Identify training needs of Public Guardian program staff.

Strategy 3. Review and revise internal policies and procedures of Public Guardian programs

Performance Measure 1. ACMS will produce a process map for the Public Guardian program by October 2019.

Performance Measure 2. ACMS will modify process of Public Guardian program as indicated by the completion of process mapping by November 2019.

Performance Measure 3. ACMS will quarterly training to Public Guardian program staff quarterly thru out Fiscal Year 2020.

Performance Measure 4. ACMS will have policies and procedures consistent with organizational practice by November 2019.

Goal 4:

Ensure that Tennesseans have access to information about aging issues, programs and services in order to be able to make informed decisions about living healthy and independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care.

Objective 1. Provide Information and Assistance by using a variety of communication methods.

Strategy 1. Revise and updated Senior Information Handbook for distribution at the Senior Expos held each May and November.

Strategy 2. Place revised Senior Information Handbook on the ACMS website.

Strategy 3. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission, and Tipton County Aging

Commission to hold community events on recognized awareness days and months, such as Older American's Month in May, Elder Abuse Prevention Month in June, Alzheimer's Awareness Month in September, and Developmental Disabilities Month in November.

Performance Measure 1. ACMS Information and Assistance staff will distribute Senior Information Handbooks at the Senior Expos held in May 2020 and November 2019.

Performance Measure 2. ACMS staff will place revised Senior Information Handbook on ACMS website in May 2020.

Performance Measure 3. ACMS will collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission, and Tipton County Aging Commission to hold 6 community events on recognized awareness days by June 2020.

Performance Measure 4. ACMS will distribute the revised e-copy Senior Information Handbook to community partners to be shared on their websites by May 2020.

Performance Measure 5. ACMS will seek Public Service announcements from media groups in PSA 9 to inform the area of services for seniors.

Objective 2. Provide information to address legal issues and plan for future decision-making.

Strategy 1. Contract with Memphis Area Legal Service (MALS) to provide legal advice and information to seniors in PSA 9.

Strategy 2. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission and Tipton County Aging Commission to host events to increase utilization of MALS in each county.

Performance Measure 1. Contract with MALS will be in place by July 2019.

Performance Measure 2. Contact Aging Commissions in PSA 9 for dates that they can collaborate with MALS to events in their communities August 2019.

Performance Measure 3. MALS will conduct 2 events in collaboration with each Aging Commission in PSA 9 by June 2020.

Objective 3. Raise awareness of elder abuse and respond to elder abuse in PSA 9.

Strategy 1. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission and Tipton County Aging Commission to raise elder abuse awareness.

Strategy 2. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission and Tipton County Aging Commission to provide a primary elder abuse prevention information.

Strategy 3. Collaborate with Department of Human Services (DHS) Adult Protective Services offices in Fayette, Lauderdale, Shelby, and Tipton counties to implement Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA).

Strategy 4. Collaborate with MIFA Ombudsman and other community partners in Shelby County to implement the Collaborative Response to Elder Abuse (CREA) and Vulnerable Adult Protection Investigation Team (VAPIT) programs.

Performance Measure 1. Conduct an elder abuse awareness event in collaboration with Fayette County Aging Commission, Lauderdale County Aging Commission and Tipton County Aging Commission by June 2020.

Performance Measure 2. Collaborate with Fayette County Aging Commission, Lauderdale County Aging Commission and Tipton County Aging Commission to conduct an event in county educate seniors regarding methods to avoid financial exploitation by June 2020.

Performance Measure 3. Schedule meeting with lead DHS Adult Protective Services staff persons in offices in Fayette, Lauderdale, Shelby, and Tipton Counties to discuss CREVAA by August 2019.

Performance Measure 4. Make presentations to DHS Adult Protective Services staff regarding CREVAA in Fayette, Lauderdale, Shelby, and Tipton Counties by December 2019.

Area Plan 2020 Update

Performance Measure 5.

ACMS staff will attend CREA meetings bi-weekly by July 2019.

Performance Measure 6.

ACMS staff will attend VAPIT meetings bi-weekly by July 2019.

Program Planning for FY 2020

Information & Assistance

1. Describe your plan for outreach to low income, minority, rural and limited English proficiency individuals to insure these populations are aware of information and assistance services.

ACMS will collaborate with its established partners and seek additional partners to deliver information regarding its services to persons who are aging and disabled who reside in PSA 9. Information will be provided through our information and assistance phone line, our website, printed materials, and via outreach and presentation. ACMS regularly participates in health fairs and community events in areas where persons who are low income, minority, rural, and have limited English proficiency reside. Printed materials are available in Spanish and English. A Spanish speaking translator is available to assist with individuals calls and group presentations as need. Additionally, the AVAZA Language Line provided with TCAD is utilized as needed.

Home and Community-Based Services (Title IIB and OPTIONS)

1. Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
State – Options Allocation Amount	851,286	1,330,900	1,330,900
# Served	480	330	330
Units of Service	53,763	62,594	62,594

2. Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
Federal – Title IIB (In-home Services) Allocation Amount	297,455	244,136	270,795
# Served	143	141	176
Units of Service	15,208	9,657	11,940

3. Describe the methodology for the projections listed above.

State Options actuals are reported for Fiscal Year 2018. Fiscal Year 2019 projections are based on 8 months of actual number of units delivered and 4 months of projected units to be delivered based on monthly averages for Fiscal Year 2019. Fiscal Year 2020 projections are based on flat funding the service in Fiscal Year 2020.

Federal Title III-B actuals are reported for Fiscal Year 2018. Fiscal Year 2019 projections are based on 8 months of actual number of units delivered and 4 months of projected units to be delivered, based on monthly averages for Fiscal Year 2019. Fiscal Year 2020 projections are based on a projected average number of units to be delivered in the previous two-year period with consideration of enrollment and termination trends for the program.

4. Complete the following table:

Number of Individuals on OPTIONS Waiting List	1052
Number of Individual on Title IIIB Waiting List	503

5. Describe your plan for addressing the individuals on the waiting list.

ACMS adheres to TCAD policies regarding maintenance and administration of its waitlist. Person are pulled from the waiting list based on their priority score. Eligible individuals are removed from the waiting list and receive services as funding becomes available to provide the services that they have requested. Persons are informed of services with the shortest wait time so they can receive those services that are more readily available when applicable. Persons on the waitlist are contacted annually. At that time ACMS secures information to confirm eligibility and inform prioritization.

6. What are your projections for the number of individuals on the waiting list for FY 2020?

ACMS estimates 1200 individuals will be on the waiting list for OPTIONS and 600 persons will be on the waiting list for Title IIIB services in Fiscal Year 2020.

Title IIIC Nutrition Services

1. Complete the following table:

Provider	IIIC Allocation	NSIP Allocation	Total Amount of Contract	# Congregate Meal Sites	# Projected Congregate Meals Served in FY 2020	#Projected Home Delivered Meals Served in FY 2020
Goodwill	\$31,124	\$8,692	\$39,514	1	10,617	0
MIFA	\$1,229,398	\$162,975	\$1,392,373	15	108,754	118,602
Southwest	\$295,6785	\$45,633	\$341,311	7	28,999	25,872

2. Complete the following table:

Service	Amount IIIC Allocated
Nutrition Counseling	\$ 2,376
Nutrition Education	\$ 0
Other Services (Describe):	\$ 0

3. Describe your plan for delivering the highest possible quality of service at the most efficient cost.

ACMS contracts with qualified meals providers. They assure meals are cost efficient by monitoring meal content and food cost associated with the meals. Meals are enjoyable, palatable and compliant with recommended dietary guidelines for Americans who are at 1/3 of the Reference Daily Intake (RDI). Routes for meal delivery are created strategically to ensure cost efficiency in any cost associated with transportation of meals. A substantial amount of home delivered meals in PSA 9 are delivered by volunteers. Contracted kitchens and nutrition sites are all monitored by local health department to ensure hygiene and safety associated with meal preparation.

ACMS contractors are familiar with TCAD guidelines regarding nutritional services and are monitored annually for adherence to these guidelines. Should a provider be found out of compliance they are requested to provide a plan of correction and make improvement regarding services accordingly.

4. Describe your plan for avoiding funding shortfalls in congregate nutrition and what steps you would take if you are unable to avoid congregate funding shortfalls.

ACMS monitors congregate nutrition utilization monthly to ensure spending is within funding allocations. Should a funding shortfall occur ACMS will encourage the sites to plan for sponsored site activities such as potluck lunches. Additionally, ACMS will provides sites with information regarding local food banks and commodity distribution persons supported might utilize.

5. Describe how participant feedback is solicited and the results are used to improve service quality. Specifically describe what actions were taken in 2019.

Annual satisfaction surveys are required to be administered by each contracted provider of nutritional services. Metropolitan Interfaith Association (MIFA) conducts annual surveys and gather feedback. Based on survey results, changes are made to menu items that are not received well by participants in the program. For example, MIFA recently made changes to its cornbread recipe based on response to feedback from clients.

Southwest Human Resources Agency (SWHRA) conducts participant surveys twice a year. They review the daily meal log noting temperatures of food and comments of participants voiced to the site manager. Feedback is taken into consideration when preparing the menus. SWHRA recently removed pizza from the menu as learned a majority of the participants in the nutritional programs did not care for it. Goodwill Homes conducts an annual satisfaction survey with its congregate meals participants and uses the feedback when preparing and creating the menu items.

6. Describe how your agency and its providers target congregate nutrition services to reach the greatest social and economic need (low income, rural, minority, language barriers). As you compare your current reach to these populations, do you plan to change any congregate site locations in order to better serve them?

ACMS currently funds more than 20 congregate meal sites that are serving persons in areas of great social and economic need. ACMS congregate nutrition services are being provided in areas where low income, rural, minority, and where there are language barriers. ACMS nutritional service providers are provide outreaching and give feedback regarding meal sites.

MIFA, ACMS, and other community vendors annually host a senior resource exposition. The resource exposition last year was held at a funded congregate nutritional site. People attending the exposition were given opportunity to sign up for non-congregate and congregate nutritional services. ACMS is always looking for ways to better serve our consumers. ACMS and MIFA are currently assessing the feasibility of a new congregate site in a senior living community that houses persons of great social and economic need. We are

working with SWHRA to locate a site in Ripley. Currently participants in Ripley are being transported to a site in Halls.

7. Describe your plan to ensure that services will not be disrupted in an emergency situation.

Nutritional service providers are required to have an emergency plan. This plan is reviewed annually during the quality assurance visit. In the event of inclement weather participants are provided 3 shelf stable meal that can be used in the event of an emergency which prevents meals from being delivered.

Guardianship:

1. Describe the agency's plan to continue efforts to build relationships with district probate Judges/Chancellors to ensure appropriate cases are referred to the PG Program.

The Public Guardianship program has good relationships with district probate Judges/Chancellors. ACMS maintains communication with individual Judges/Chancellors to inform them of cases that are appropriate for the program. Individual Judges/Chancellors are consulted at the time of referrals to assure as a case is moved forward that it meets the statute regarding program eligibility. If we are not able to resolve any matters of conflict locally we consult TCAD for guidance.

2. Describe the agency's plan to maintain or increase the number of volunteers.

ACMS plans to use its website and various social media platforms, identify opportunities to utilize public service announcements on television/radio in the area, enlist current volunteers to recruit new volunteers, recruit volunteers at areas churches, and utilize interns to increase the number of volunteers participating in the Public Guardianship programs.

National Family Caregiver Support Program (NFCSP) – Title III-E

1. Prioritize the 5 top caregiver needs in your area and describe how the NFCSP will respond to those needs.

Priority needs in PSA 9 are: Homemaker Services, Personal Care Assistance, Adult Day Care, In-home Respite, and Supplemental Services. The NFCSP will provide relief to the caregivers enrolled in the program by providing them access to these services in their geographic area. Thus freeing the caregiver to work or participate in self-care activities. NFCSP provides for the purchase of supplemental services to incontinent supplies and nutritional supplements. This will greatly assist the program participants and their caregivers by freeing up personal funds to pay for needs such as housing and utilities.

2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

ACMS has established a relationship with Adult Day Care provider- Alzheimer's and Dementia Services were as they provide matching scholarships for every four hours of Adult Day Care Services purchased by ACMS with federal funding. This matching relationship allows program participants eight (8) hours of services for the cost of four (4) to the NFSCP.

ACMS closely monitors the level of care needed by program participants in the NFSCP program through regular contact and annual reassessment. When it is clear that a higher level of care is needed the appropriate referrals are made to the TENNCARE CHOICES program to meet the needs of the program participant and/or their caregiver.

Legal Assistance

1. What legal priority case is the most served in the area? Legal priorities are defined as Income, Healthcare/Long term care, Nutrition, Protective Services, Housing, Utilities, Guardianship Defense, Abuse/Neglect and Age Discrimination.

ACMS legal assistance provider MALS identifies income as the priority case most served in the area.

2. Does the legal priority with the greatest number of cases represent the greatest need or is there another legal priority with fewer cases that should be addressed through education efforts?

ACMS legal assistance provider MALS reports that income is the most served legal priority case in PSA 9.

3. What economically or socially needy population, defined as Clients in Poverty, Minority in Poverty, Rural and, Frail/Disabled, represent less than 50 percent of those served through legal assistance. What targeting and outreach efforts can be done to increase those numbers served?

ACMS legal assistance provider MALS reports that rural is the only economically or socially needy population that represents less than 50% of those provided legal assistance. MALS is conducting community education presentations in partnerships with the local the Aging Commissions in each of the four counties of PSA 9. MALS reports they are seeking to engage local churches in rural counties to increase awareness regarding the legal assistance program.

2. Describe your agency's approach to working with those senior centers that need to improve their reach to the target populations.

ACMS works closely with the contracted senior centers. In order to promote quality services at the senior centers ACMS regularly provides information to senior centers regarding evidence based practices, conference opportunities and trainings opportunities to assist the senior centers in meeting the needs of their communities. Senior Center are monitored annual for contract compliance. Should an issue be noted regarding reaching target populations ACMS will provide guidance and assist to meet expected standards.

Emergency Preparedness

1. Name of Staff Person on the local emergency management team: Latesha Lyons

2. How is the agency's emergency plan communicated to staff?

The plan is discussed and trained at an all staff meeting, distributed via email to each individual staff person, and is available at all times on an electronically shared drive.

SHIP

1. Complete the following table:

	FY 18	FY19 – Projected	FY20 - Projected
# Client Contacts	3551	4000	5000
# of Consumers Reached Through Outreach Events	109	400	750
# of Client Contacts Under Age 65	1121	1500	2000
# of Hard to Reach Client Contacts	2234	3000	3500
# Of Enrollment Contacts	431	500	600
# of Low Income/Medicare Savings Enrollment Assistance Contacts	863	1000	1500

2. Describe your efforts to increase the number in each column in the table above.

SHIP has increased the number of outreach events and participates each month particularly focusing on rural area. SHIP is partnering with Latino Memphis to reach more persons who are Spanish speaking to provide needed assistance with Medicare enrollment.
3. Describe your agency's approach to reaching Medicare beneficiaries who are hard to reach due to ethnicity; limited English proficiency; those with disabilities and those eligible for low income subsidies.

SHIP is partnering with Latino Memphis to increase awareness in the Latino Community and attending outreach events in communities with low income. ACMS has suggested to TCAD to add a question regarding Medicare assistance to its information and assistance tool so all persons might be asked about their need for Medicare assistance.

Targeting Status Report

Report on activities during the preceding year.
(This information is used for the Title VI Plan)

Provide information on the extent to which the Area Agency met its Targeting objectives related to rural, minority, ESL, and poverty populations **for all programs** in the 2019 - 2022 Area Plan.

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Rural-Increase service delivery to outlying counties by enhancing outreach and awareness efforts.	Individuals from outlying counties have been enrolled in and are receiving services funded by ACMS.
ESL-Increase service delivery to Hispanic population through partnerships with community based organizations geared toward these populations, such as Latino Memphis.	ACMS Interim Executive Director meet with Director of Latino Memphis in 2/19 to being to establish a collaborative relationship. A Spanish speaking translator is available thru Shelby County Government to provide services as needed.
Minority-Assure that OAA funded services are targeted to seniors who are low income minorities: for area wide programs the target shall be established at 50%.	Seniors who are minority and low income are enrolled in and are receiving OAA services funded by ACMS.

* Last complete 12-month period.

Targeting Plan, Title VI

Civil Rights Act of 1964, Title VI, and Targeting Activities Area Agency Title VI Implementation Plan FY 2020

1. Organization of the Civil Rights Office – Describe the organization and staffing of your agency’s Civil Rights/Title VI unit. Outline the duties and responsibilities of the Title VI Coordinator.

ACMS is committed to eliminating barriers to service and programs to minority population in PSA 9, and disseminating information about services and programs to minority populations with special attention to low income minority persons. The Title VI Coordinator, under the direction of the ACMS Executive Director, follows the policies and requirements developed by both the TCAD and Shelby County Government.

Following the guidelines established by TCAD and Shelby County Government ensures the completion and documentation of annual Title VI training for all ACMS staff, providers, and volunteers. Shelby County Government policies and procedures related to Title VI Compliance are followed.

ACMS staff assure during the Request for Proposal all those submitting proposal understand that within 30 days of executing a contract the organization must provide their written policy regarding Civil Rights Compliance (Title VI and Title VII) as required by TCAD. At the time of quality assurance visits the quality team reviews the contractual requirements as they relate to Title VI. The ACMS Title VI Coordinator provides technical assistance as needed.

2. Complete the following table:

	FY 18	FY 19 - Projected
Total Individuals Served	6449	6700
Total Minority Individuals Served	4109	4249

3. Describe the manner in which persons with limited English proficiency are served by the agency.

A Spanish speaking translator is available through the Shelby County Government to provide services for groups and individuals on an as-needed basis. Individuals seeking assistance in any programs funded through service agreements with TCAD, may access interpreter or translation services through AVAZA in an array of languages. Additionally, ACMS staff research and secure bilingual materials to make available at outreach events. ACMS participates in outreach events where persons who do not use English as a first language will be present.

4. Complaint Procedures

- a. Describe the Title VI Complaint procedures followed by your agency.

ACMS follows Shelby County Government Title VI procedures. Any group or entity that believes that they have been discriminated against by ACMS, as part of the Division of Community Services due to their race, color or natural origin may file a written complaint with the TCAD Title VI coordinator and the Shelby County Government Title VI coordinator. The Title VI form should be completed then directed and recorded by the Division of Community Services Title VI coordinator. They should then be shared with the Shelby County Title VI office upon receipt. At a minimum, complaints should:

1. Be in writing and signed by the complainant or his/her representative.
2. Provide a detailed description of the discriminatory event(s).
3. Provide the names and job titles of those perceived as parties in the incident.
4. Include allegations based on issues involving race, color, or national origin.
5. Include date and approximate time of the alleged discrimination.
6. Be filed with Shelby County Government no more than 30 days after the alleged discrimination occurred.
7. Be forwarded to TCAD Title VI Coordinator within 30 calendar day of a compliant being received.

Note: Oral complaints will be accepted however, they are to be transcribed and signed by the complainant.

- b. Describe agency policies related to investigations, report of findings, hearings and appeals, if applicable.

When a Title VI complaint is received by the Division of Community Services Title VI coordinator, an acknowledgment of receipt will be generated to the staff coordinator or manager who submitted the complaint. All complaints will be investigated within 30 days of receipt. If additional time is needed the complainant and staff or manager will be notified.

If an acknowledgement of receipt is not received within three days of the complaint being forwarded to the Title VI coordinator, you are to notify the coordinator by phone immediately. It is imperative that all complaints are received and processed in a timely manner. Therefore, staff and management who are first notified of the complaint shall follow the complaint process from start to finish, insuring that a final letter of disposition is released by Shelby County Government to the complainant and placed on file with the Division of Community Services Title VI coordinator.

TCAD as well as the State Agency on Aging is responsible for overseeing Title VI complaints regarding AAAD service coordination and administration for the elderly and adults with disabilities. Documentation of the compliant describing the alleged event should also be sent to TCAD while the Division of Community Services Title VI coordinator conducts an investigation. A final report and disposition of the compliant shall be provided to the TCAD Title VI Coordinator. TCAD is responsible for reporting Title VI complaints and final outcomes for the AAAD's to the Tennessee Human Rights Commission (THRC).

- c. Include a copy of the agency's complaint log, if applicable.

No complaints have been received in Fiscal Year 19.

5. List the total number of all contractors and provide the number and percentage of minority contractors, and the dollar amount and percentage expended with minority contractors.

28 contractors, 6 minority contractors (21.43%), \$546,910.85

6. Title VI requires agencies and sub-recipients to monitor contractors regarding the dissemination of the following information to the public: non-discriminatory policy, programs and services, complaint procedures, and minority participation on planning boards and advisory bodies. Describe the procedures taken to assure that this information is presented.

ACMS requires during its contracting procedures that all organizations assure they comply with Title VI. All contracted providers are required contractually to show proof upon request of such non-discrimination required by Title VI. Additionally, they are required contractually to place in conspicuous places, available to all staff and applicants for services, notices of non-discrimination. At the time of quality assurance visits the quality team reviews the contractual requirements as they relate to Title VI. ACMS provides technical assistance as needed.

7. There is a need for a clear understanding of the demographic diversity of a region and methods to provide information and education to the underserved populations even when there are waiting lists, there are other opportunities/resources unknown to these groups. List the strategies to achieve this outreach within those identified communities.

- 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?

ACMS actively seeks and participates in outreach activities were predominant minority populations will be present. We distribute printed materials in such area and assure that our electronic communications are sensitive to minority communities. Additionally, we seek feedback from our Board of Directors, Advisory Council and other community partners regarding underserved areas which might benefit from additional outreach in our planning and service area.

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

ACMS seeks to assure diversity is reflected in all area planning, programming, participants, personnel, service providers, governing/advisory entities. While adhering to all state and local Title IV regulations, the organization actively seeks diverse population to assist with organization functions. 84 % of staff persons of ACMS 44% of persons on the Board of Directors, and 14% persons on our Advisory Council are from minority populations. Additionally, 63% of our clients are from minority populations and provider agencies are staffed by persons from minority communities.

- 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?

Documentation of diverse populations participating in planning, programming, service participation, personnel, service providers, and governing/advisory entities can be found in signature sheets documenting persons attending meetings, contracting documents, personnel records, and provider records of service participants.

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
Rural- Increase service delivery of SHIP in Fayette, Lauderdale, and Tipton counties	Participate in community health events to increase awareness of available Medicare assistance.	SHIP Coordinator
Rural-Increase delivery of OAA programs in Fayette, Lauderdale, Tipton counties	Participate in community health events to increase awareness of available service under OAA	Manager A – Development
LEP-Increase service to older individuals with limited English proficiency.	Provide information regarding services provided under OAA at community events where there are individuals with limited English proficiency.	Manager A- Development
Low Income Minority	Assure OAA funded services are targeted to seniors in the greatest economic need by reviewing Title VI goals during contracting and quality assurance reviews.	Program Grants Specialist, Quality Assurance Manager

AAAD STAFFING

1. Include an Organizational Chart for the Area Agency with staff names, position/title, and funding source. (see chart)
2. List all new hires not included in the FY 2019 - 2022 Area Plan. Include the following information:
 - Name and Position
 - Full/Part time status (If the individual will have multiple roles, indicate each responsibility separately and the percent of time to be dedicated to each role)
 - Required Qualifications (List the individual's qualifications)

NAME POSITION	FULL/PART- TIME	REQUIRED QUALIFICATIONS
Kim Daugherty Executive Director	Full-time	LMSW, MSSW 33 years of social services programs administration
Adrienne Franklin SHIP Coordinator	Full-time	Ph.D. English Master's Communication 19 years of experience
Nakilla Jones Public Guardian Specialist	Full-time	Masters of Science Human Services 17 years of experience
Tonja Lewis Community Service Information Specialist	Full-time	Masters of Liberal Studies, Bachelor of Arts Social Worker 12 years of experience
Dejara Sanders Accountant B	Full-time	Masters of Science in Accounting 10 years of experience
Tamika Smith Community Service Information Specialist	Full-time	Masters of Science Psychology 15 years of experience
Chante Powell Miscellaneous Temp.	Full-time Temp	Bachelor of Science Criminal Justice 4 years of experience

3. What is the name of the individual who directly supervises the Director of the Area Agency on Aging and Disability?

Dorcas Young Griffin, Director of the Community Services Division

4. The total number of staff at the AAAD is: 39 _____. Of the total number of AAAD staff the following are:
- Age 60+: 5
 - Female: 37
 - Minority: 33
 - Disabled: staff are not asked to disclose disability status

Exhibit C-2

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
Volunteer Coordinator/SHIP Volunteer's Training	2		40	To Be Determined (TBD)
Provider Training		40		Quarterly
SE4A Annual Training Conference	6			September 2019
AIRS Conference *	4			TBD
TNAIRS Conference	4			TBD
TCSW Conference	6			TBD
TCAD Quarterly Meetings	3			Quarterly
SPOE Training	4			TBD
Title VI Training	ALL	ALL		TBD
TFA/TASC Conference	2			TBD
TCAD Public Guardian Training	4			TBD
Senior Center Training		10		TBD
TN Dev District Association Training	6			TBD
Professional Network on Aging	9			TBD
SAMS	ALL			On going

Advisory Council

A. MEMBERSHIP and REPRESENTATION

Composition of Council: Choose among the following options to specify which category each Advisory Council member represents on the table below.

- a. Age 60+ (50% Older persons)
- b. Minority age 60+
- c. Minority age <60
- d. Resides in a Rural Area
- e. Family Caregiver
- f. Advocate for Older Persons
- g. Service Provider for Older Persons
- h. Advocate for Individuals with Disabilities
- i. Service Provider for Individuals with Disabilities
- j. Business Community
- k. Local Elected Official
- l. Provider of Veterans' Health Care
- m. General Public (County Representative)
- n. Has a Disability

Members	Represents
Diana Bedwell	F, J
Gina Brady	H, I
Joni Cook	A, D, F, G
Bernard Danzig	A, F
Constance Graham	A, B, E, F
Nancy Huelsing	D, F, M
Patsy Fee	A, D, F, M
Sirella Parker-Joyner	A, B, E, F, G
Rosie Lemmons	A, D, F, K
Senator Beverly Marrero	A, F, K
Katie Midgley	F, J
Donna Moore	A, D, F, M
Alvin Pearson	A, B, G, I, J
Caprice Snyder	A, D, E, F, G, I

B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY2020
(Up-dated annually)

Give Dates and Times of Scheduled Meetings

September 26, 2019	10:00 a.m.
December 12, 2019	10:00 a.m.
March 26, 2020	10:00 a.m.
June 25, 2020	10:00 a.m.

C. OFFICERS & OFFICE

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Senator Beverly Marrero	Chair	November 2019
Constance Graham	1 st Vice Chair	November 2019
Katie Midgley	2 nd Vice Chair	November 2019
Sirella Parker-Joyner	Secretary	November 2019

D. ADVISORY COUNCIL BYLAWS

Attach Bylaws that show date of last review.

See attached.

Public Hearings on Area Plan

A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	N/A
Time(s) when hearing was held	
Place(s) where hearing was held	
Was Place Accessible?	
Type of Notice(s) or Announcement(s)	
Date(s) of Notices or Announcements (attach copy)	

B. ATTENDANCE*

County	# of Advisory Council Members from County	Total from County**
Total # Advisory Council Members in column 2		
Total Attendance*		

* 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.

C. 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. Document efforts to outreach to rural, minority and low income populations for their participation in this planning effort.

D. DESCRIPTION

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

E. SUMMARY of PUBLIC COMMENTS

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

F. SUMMARY of CHANGES

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

Advisory Council Participation in the Area Plan Process

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

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

March 21, 2019

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

See attached agenda

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

Diana Bedwell, Constance Graham, Rosie Lemons, Senator Beverly Marrero, Katie Midley, Sirella Parker Joyner, Donna Moore, Joni Cook, Caprice Synder

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

Diana Bedwell suggested information regarding the Plough Foundation grant be added to FY 2019 Highlight of Accomplishment from Other Funding Sources.

Caprice Synder suggested a performance measurement incorporating the distribution of an copy of the Senior Information Handbook to community partners for posting on their websites.

Senator Marrero suggested utilizing Public Service announcement to inform the community about services for seniors.

Diana Bedwell told the group about volunteer transportation efforts that she recalled that have implemented previously in the area.

Joni Cook commented that Lauderdale County Aging Commission currently utilizes 2 workers from SCSEP.

Caprice Synder asked that the MIFA Ombudsman collaborative relationship be reflected in a performance measurement.

Area Plan 2020 Update

Diana Bedwell suggested a performance objective be added regarding ACMS participation in CREA.

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

Information regarding the Plough Foundation grant be added to FY 2019 Highlight of Accomplishment from Other Funding Sources.

A performance measurement incorporating the distribution of an ecopy of the Senior Information Handbook to community partners for posting on their website was added.

A performance measurement incorporated regarding Public Service announcements was added.

A performance measurement reflecting the cooperative relationship regarding the MIFA Ombudsman was incorporated.

A performance measurement reflecting ACMS' participation in CREA was added.