

# EAST TENNESSEE AREA PLAN on AGING and DISABILITY

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



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## East Tennessee Human Resource Agency

Designated Area Agency on Aging and Disability

for the

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## EAST

Planning and Service Area

**in Tennessee for  
July 1, 2019 to June 30, 2020**



## 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 East Tennessee planning and service area. The East Tennessee Human Resource Agency / 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: 4/1/2019  
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:  Date: 4/1/2019  
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:  Date: 3/29/19  
Director, Grantee Agency  
East Tennessee Human Resource Agency

Signature:  Date: 4/1/2019  
Chair, Grantee Agency Board

## **Plan for Program Development and Coordination**

The AAAD is proposing to use \$45,467 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 3.5 % 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.

### East Tennessee Elder Justice

Goal – Sponsor the Tennessee Elder Justice Conference in September 2019 as part of the SE4A Annual Training Conference

Objective – To provide nationally recognized speakers on the topic of elder abuse awareness, protection, and prosecution.

#### Strategies:

1. Provide staff support to the planning committee
2. Identify nationally recognized faculty as keynote speakers at the conference
3. Develop sponsorship opportunities
4. Identify vendors for the exhibit hall
5. Publicize the event as a statewide event

### ETCAD

The East Tennessee Council on Aging and Disability is another coordination activity that we provide staff support to — bi-monthly meetings and activities during the year in response to policy and advocacy concerns

Goal – Advocacy toward improving home and community based services with a renewed interest in assisted transportation and elder abuse

Objective – Create new discussions and new partnerships with advocacy groups in ET to improve educational opportunities and provide focus for the development of new innovative assisted transportation solutions.

Strategies:

1. Form a working committee of local advocacy organizations
2. Plan for an Advocacy Forum that focuses on model projects that meet the needs of individuals who need improved access to medical and non-medical services
3. Identify partners for sponsorship and identify speakers for the Forum
4. Identify minority organizations in the region and recruit 2 minority representatives to the ETCAD

Building a Bridge to Better Health Coalition

Goal – Enhance community transitions and healthcare for older consumers in East TN through communication, collaboration and coordination with other organizations including but not limited to healthcare systems, pharmacists, physician groups and other community based organizations.

Objective - Continue to support the East Tennessee Building a Bridge to Better Health Coalition and the expansion of tools to improve the health outcomes for persons transitioning from a hospital setting to the community.

Strategies:

1. Identify new stakeholders to serve in leadership roles
2. Work to identify opportunities to educate consumers and healthcare professionals
3. Review best practices on a local and national level that could be incorporated into ET efforts.
4. Identify and recruit new partner organizations.

Supporting the Building a Bridge to Better Health Coalition has been beneficial for enhancing our advocacy role, expanding our outreach across the region and developing new partnerships to better serve consumers. Through many of the Coalition's member organizations, new projects focused on reducing unnecessary hospital readmissions have been realized.

## **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:

We allocate most of the III-B Supportive Services funding to support the 16 County Offices on Aging....these offices provide a variety of services including information and assistance, outreach, and transportation. Our county offices are designed to be the first point of contact for seniors in their respective counties and serve as conduit to other community services not funded through the Older Americans Act. This concept has matured over the past 30 years into a system that generates more than a 500% match to III-B funds and this does not include the value of services leveraged by the county office staff – accessing services that are not funded through the AAAD, along with direct support from local governments, United Way, etc. has made this service delivery concept a great success.

We allocate a small amount of funding to support supplemental services for Options clients, primarily Personal Emergency Response Systems.

#### ❖ Title IIIC Nutrition Services:

We have spent most of our time this year working with two contractors, DCEA and ETHRA to identify efficiencies and to assist them to improve meal quality and reduce costs – ETHRA is actually seriously exploring a change in meal preparation systems as part of these discussions.

It is becoming increasingly difficult for contractors to manage the traditional III-C hot meal program due to increases in labor and meal costs and for the reason the nutrition system is struggling in ET. The AAAD staff work every week in some way with the contractors but it is becoming more and more obvious to us that we need to consolidate this work into one regional provider instead of having 5 agencies on contract for this service.

❖ Title IIID Disease Prevention & Health Promotion:

We have been working very closely with TCAD on the expansion of the Stay Active and Independent for Life (SAIL) fall prevention exercise program. We continue to work with TCAD staff to assist with leading statewide SAIL leader trainings, and update SAIL participant paperwork.

We continue to work closely with the Knox County Health Department to host events around Fall Prevention Awareness Day in September.

Through a grant previously received from the Trinity Health Foundation of East Tennessee, we are working to establish the Move with Balance program in East Tennessee. The Move with Balance program is designed to improve balance and cognitive skills. We created an Advisory Council to guide our work. Activities related to this program are being charged to the Trinity Health Foundation grant. A training for leaders is scheduled for the Spring 2019.

We continue to work closely with the Senior Center to assure they are accurately reporting Evidence-Based Programs in SAMS.

❖ Title IIIIE National Family Caregiver Support Program:

We have added 65 new NFCS cases and have provided 15,824.50 units of service to help Caregivers from July1, 2018-January 31, 2019.

We have met with several agencies, including AARP, to establish a web based Caregiver Calendar of Events. AARP has agreed to sponsor the development of the site, which will be monitored by the AAAD. A few core agencies have submitted their organization's information as a pilot for the site.

❖ Title VII Elder Rights

The Ombudsman service continues to recruit, train and certify volunteers to assist with complaint resolution in LTSS facilities in ET. It takes an enormous amount of time to promote this part of the service but we are making steady progress. One of the major challenges we face is the overwhelming number of facilities the Ombudsman staff and volunteers have to visit on a quarterly basis – over 130 visits every 90 days! Additionally, these facilities are in 16 counties and the district covers over 6,500 square miles.

We understand the value of building relationships by visiting but we simply do not have the staff or volunteers to maintain this pace. I recently ask our Ombudsman how much time he spends behind the wheel of his vehicle on visits and the response was over 50% of the time!

Legal services in ET is based contractually with ETHRA for the 15 counties that surround Knox County and with Knox CAC / Legal Aid of East Tennessee for Knox County. Both

programs focus their limited time on housing and benefit issues and refer all fee generating cases to the private bar. The ET legal staff are working closely with and very supportive of the recent expansion of Elder Law services through Tennessee Association of Legal Services that is funded through the ElderTrust grant.

### **State Funds**

#### ❖ OPTIONS Home and Community Based Services:

We are in a holding pattern this contract year and have not added any new Options cases because we don't have the funding to do so. At the end of January 31<sup>st</sup> we have a total of 522 Options clients. From July 1, 2018 to January 31, 2019 we have provided 54,747.31 units of service. Training has been provided to our Options Counselors throughout the year on a variety of subjects to keep them up to date on case management.

#### ❖ Guardianship:

Most of the staff time is devoted to providing direct support to PG clients to review care plans, attend care planning meetings, work with care support staff, maintain communications with family members, as appropriate, process payments on behalf of clients, and submit annual and final accountings to the courts.

Over the past year, the Public Guardian and the Guardianship Coordinator regularly communicated with Volunteer Guardians through emails, letters, and meetings. A newly designed and updated Volunteer Guardian recruitment brochure is being disseminated at all speaking engagements.

During the past year, the Public Guardian communicated with professionals and researched resources pertinent to conservatorship.. An extensive list of resources with links were published to the ETHRA website for the purpose of training family members and private citizens on the duties and responsibilities of a conservator. Chancellors and Court Clerks were provided with the list of resources and links for their use in referrals.

### **Other**

#### ❖ SHIP:

East TN SHIP, with the approval of TCAD, reorganized staffing to better meet the needs of the program. We combined the responsibilities of the Program Coordinator and Volunteer Coordinator into one position. The other two positions are SHIP Program Counselors. Through reorganization, our volunteer program has strengthened, bringing in new volunteers. With three dedicated SHIP staff members, we have been able to provide more outreach and better service to Medicare beneficiaries.

## **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.

### **SNAP:**

This service continues to grow due to ongoing outreach and educational events, coordination with the senior centers, offices on aging and nutrition providers in the region. We worked with TCAD and DHS to gain access to the DHS / Accent system so we could view beneficiary benefit information and check enrollment or status of an application online instead of call Nashville or the local DHS offices. We met recently with Second Harvest staff to discuss the possibility of working with our staff to identify food items that could be purchased with SNAP benefits and how we might work together to process payments electronically. This would give the beneficiary the ability to purchase food at wholesale prices and therefore extend their benefits 3-4 fold.

### **CREVAA:**

We have added one new advocate this FY and planning to add another advocate / support staff member before the end of April, 2019. With this final addition, this will put us a full staff capacity for the grant. The staff are working to recruit and train volunteers to assist with administrative and client support efforts and they are meeting with the University of Tennessee – College of Social Work staff to apply for student placements.

Staff are also working in the community on community education, attending VAPIT meetings, sitting in on APS regional and supervisory meetings, and meeting with sheriffs and police chiefs on a regular basis to build relationship and foster referrals.

Direct services to clients continue to be the center piece of this service. Services are very specific to the crime and the needs of the client and often include housing support, replacing medications, food, transportation, relocation expenses, etc.

### **SVTN:**

This project started about a year ago and focuses on developing community based and community supported volunteer transit services for persons over the age of 60 and providing technical support to the legacy programs in the regions – Blount Smiles, Claiborne Smiles, Knox VAT, and Round about Roane.

We have two new projects that will launch in March / April 2019 – one in Sevier County and the second one in Oak Ridge, TN. Both communities have been working for months with our staff to get started. Contracts have been released to both communities.



## Area Plan 2020 Update

One very important part of the new development is the involvement of the legacy programs to support and assist the development of new projects. This support is invaluable to the new communities.

## **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.**

### **Older Americans Act - III-B**

#### **Information and Assistance:**

Objective:

Support a system of information and assistance service that is readily accessible and managed by professionally trained staff.

Strategies:

- Maintain a comprehensive resource database at the ETAAAD and within the SAMS client tracking system
- Continue to utilize the AIRS approved training offered online through Relias Learning to support staff getting and retaining AIRS certification
- Create web access to the ET Resource Database

Performance Measures:

- Review and update resources, in consultation with TCAD staff, in the database on an annual basis completing the 2019 cycle by December 31, 2019.
- Renew the agreement with Relias Learning and provide training to staff on access and utilization of the system by July 1, 2019
- Work with the agency IT staff, TCAD, and our Web Maintenance staff to upload the resource data base to the web inside a platform that allows the public to search the database by need, service and agency by December 31, 2019.
- Add a new full-time I&A position at the ETAAAD by January 1, 2020.

#### **County Offices on Aging:**

Objective:

Evaluate the effectiveness of the county offices on aging to assure they are meeting the growing and changing needs in their community and expand services as new funding becomes available.

## Area Plan 2020 Update

### Strategies:

- Complete a comprehensive evaluation of each office on aging to determine effectiveness in the area of staff qualifications, training and certification needs, coordination efforts, direct client services, accessibility and outreach activities
- Develop a “secret shopper” initiative within the ETAAAD or through an independent provider to place calls to the county offices on aging on a regular basis to measure response and appropriateness to specific service requests.
- Provide access and training on how to utilize NCOA’s Benefits Check Up program to assure that county office on aging staff are effective support elders to secure public benefits they are eligible for.

### Performance Measures:

- Develop the assessment forms and complete all the annual visits by 3/31/2020.
- Prepare an action plan for each county office on aging that addresses weaknesses and methods for improvement within 30 days of each visit
- Schedule and complete comprehensive training for staff at least twice a year
- Allocate funding for a consultant to assist with technical assistance for County Offices on Aging staff beginning July 2019

## **National Family Caregiver Support Program (NFCSP)**

### Objective:

Expand our partnerships with community agencies to increase information exchange and training opportunities and expand direct services to family caregivers.

### Strategies:

- Pursue the establishment and ongoing availability of a web based Caregiver Calendar of Events that can be shared with all the major caregiver support organizations in ET and available to the general public
- Meet each year with the planning committee to determine if changes need to be made in the Caregiver Calendar of Events and discuss recruiting other partners to join the effort
- Work with other AAADs in TN and TCAD in 2020 to expand the Caregiver Calendar of Events statewide

Performance Measures: This project was delayed by AARP (source of funding) for about a year but we are back on track for 2019 – 2020.

- Convene a community based workgroup by 7/1/2019
- Identify a source of funding for the web site development by 8/1/2019
- Secure a web developer by 9/1/2019
- Formulate a design by 10/1/2019
- Launch the site by 12/1/2019

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- Serve 500 consumers year one, 650 year two, 750 year three and 1000 year four – the web designer will include a visit counter and also include the ability to report other utilization criteria, including length of stay and which service or agency they reviewed.

### Strategies:

- Strengthen our caregiver training partnership with Alzheimer’s Tennessee, Alzheimer’s Association and South College through training event and topic coordination

### Performance Measures:

- Schedule a annual strategic planning meeting by 10/1/2019
- Develop joint training goals for 2020 and beyond by 12/1/2019
- Prepare a memorandum of agreement that outlines the collaboration and includes a list of scheduled events.

### Strategies:

- Increase enrollment in the National Family Caregiver Support Program

### Performance Measures:

- Review and update the NFCS waitlist
- Identify 50 individuals to update screenings
- Complete 50 new home assessments and authorize enrollment
- Complete these enrollments by 12/1/2019.

## **Transportation:**

### Objective:

Improve access to transit services for low income clients through county offices on aging, senior centers and public transit providers and continue to develop assisted transit services to provide door through door support to those who are physically frail or have cognitive challenges that prevent them from using traditional public transit services.

### Strategies:

- Renegotiate an expanded agreement with ETHRA Transportation to provide a stipend that pays the rider fare for those who are below the federal poverty level and cannot pay the established fare amount.
- Publish a comprehensive transportation guide for the region listing all the transit providers, their contact information and rates
- Provide funding and technical support to the assisted volunteer transit programs in the region through the new Elder Trust Settlement funding.

Performance Measures:

- Work with the ETHRA Transportation staff prior to 10/1/2019 to expand the memorandum of agreement to support additional clients pay established fares including support for CREVAA clients as needed
- Publish the update transit guide for East Tennessee by April 1, 2020
- Establish at least one new volunteer assisted transit program by 4/15/2020

**Elder Abuse**

Objective:

To continue to support community education, advocacy efforts and professional training opportunities for consumers and those who work in to investigate and prevent elder abuse.

Strategies:

- Provide staff support and leadership to the East Tennessee Elder Justice Coalition and the county affiliates
- Support the continued development of the new VOCA / CREVAA Project
- Convene the TN Elder Justice Conference on an annual basis

Performance Outcomes:

- Prepare agendas and meeting notices for ET Elder Abuse Coalition meeting on a monthly basis
- Work with the Coalition Chair and leadership to recruit new members and develop speakers for bi-monthly meetings.
- Work with the leadership of the ET Coalition and the Knox County Coalition to have joint meetings at least 3-4 times a year.
- Develop a volunteer marketing plan by July 1, 2019 to support the CREVAA Advocates
- TN Elder Justice Conference is scheduled as part of the 2019 Southeastern Association of Area Agencies on Aging Annual Conference on September 8-11, 2019 at the Opryland Hotel in Nashville, Tennessee

Objective:

Work to fully implement the new Collaborative Response to Elder and Vulnerable Adult Advocacy (CREVAA) services.

Strategies:

- Identify all of the Vulnerable Adult Prosecution and Investigative Teams (VAPIT) in the region and their meeting schedules

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- Communicate with the VAPIT leadership the availability of the new CREVAA services
- Meet with the VAPITs, Adult Protective Services Staff, and Law Enforcement to share an overview of the program's purpose and referral process

### Performance Evaluations:

- Attend the VAPIT meetings at least twice a year or more often at the request of the chair
- Share information and policy changes with APS at least on a quarterly basis or as requested
- Attend at least 10 unique law enforcement meetings in the region on an annual basis

## **Nutrition:**

### Objective 1:

Work to improve the quality and availability of nutrition meals to elders and persons with disabilities with an emphasis on capacity building, volunteerism and program expansion as new funding becomes available.

### Strategies:

- Work to identify providers and community leaders to assist the AAAD to develop a new strategic plan that includes capacity building and increased volunteerism
- Develop a memorandum of agreement with Second Harvest of East Tennessee to support the Senior Nutrition Programs and the ET Senior Meal Connect Project that was funded initially by the Middle Tennessee Foundation
- Identify community resources that we can engage to support volunteer development opportunities.

### Performance Measures:

- Convene a planning group by November 1, 2019 to identify structure, membership and meeting schedule for the larger coalition.
- Meet with and negotiate an agreement with Second Harvest of East Tennessee by December 1, 2019
- Continue the membership in Volunteer East Tennessee and participate in meetings and webinars and work with them to help publicize the need for volunteers to support meal sites and meal delivery
- Work with contractors to determine best practices to improve meal quality and performance

Objective 2:

Review all congregate meals sites in the region to determine if the sites still met the objectives of the program as it relates to location, community support, and level of activities and if the site does not meet the criteria develop a plan to identify other locations.

Strategies:

- Prepare a comprehensive list of sites and develop the evaluation tool.
- Identify staff within the ETAAAD to take the lead on this project
- Complete the evaluations and identify sites that need to be moved or closed
- Identify new site locations with the county and work to create partnerships with local organizations to increase services – such as community centers, faith based organizations, etc.

Performance Measures:

- Develop a comprehensive list of sites and identify those counties and sites that will be schedule for evaluation first – complete this task by October 1, 2019.
- Solicit input from TCAD staff on what should be included in the evaluation tool
- Implement the evaluation tool in at least 8 counties by June 30, 2020

**Health Promotion:**

Objective:

Identify additional partnerships to implement new health promotion programs in senior centers and partner organizations.

Strategies:

- Pursue greater collaboration between existing partnering agencies to support and promote existing and new health promotion programs
- Develop a health promotion advisory council
- Identify new partners and volunteers to build capacity of Health Promotion evidence based programs (EBPs)
- Coordinate educational opportunities with area organizations
- Establish efficient and effective unit tracking for evidence based program units
- Identify strategic investment opportunities, primarily in fall prevention programs

Performance Measures:

- Establish regularly scheduled meetings and / or conference calls with existing partners to improve communications and idea sharing
- Establish regularly scheduled meetings and/or conference calls with Advisory Council.

## Area Plan 2020 Update

- Recruit and train volunteers to lead evidence based programs for partner organizations.
- Establish annual site visits to Senior Centers and partners for education and marketing of health promotion programs.
- Train and monitor senior center directors on monthly reporting of all evidence based health promotion units separate from general health promotion activities
- Allocate additional Title III-D OAA funding to two (2) evidence based health promotion projects to increase training for individuals who are at risk of falls.
- Expand the Stay Active and Independent for Life (SAIL) program to five (5) additional sites.
- Utilize additional Title III-D OAA funding to provide needed materials, such as weights, cuffs, and books, for evidence based health promotion programs.

### **Ombudsman:**

#### Objective 1:

Increase awareness of the Ombudsman Program at licensed long-term care facilities and promote access to consistent and effective advocacy for all residents

#### Strategies:

- Establish logistical patterns to maintain the Ombudsman's presence through quarterly visits to all long-term care facilities in the East Tennessee District
- Develop and maintain working relationships with key long-term care facility staff; Administrator, Director of Nursing, Social Services, etc., to enhance access to resident information
- Promote access to services through high visibility placement of Ombudsman posters
- Provide advice and promote development of strong independent Resident Councils
- Provide advice and promote development of strong independent Family Councils
- Maintain regular resident visitations including Resident Council meetings as time permits
- Increase number of resident visits and resolve basic cases more expediently
- Meet with family and attend Family Council meeting as time and schedules permit

#### Performance Measures:

- By monitoring State web pages and through direct contacts with LTC facilities the Ombudsman Program Assistant verifies addresses and names of administrative staff of all facilities on a monthly basis. The Ombudsman Program Assistant created a totally new Facility Visitation Plan including a Field Manual to ensure efficient logistical travel routes. A record of non-complaint related Quarterly and Semi-Annual visitations, and complaint-related visitations are entered in Excel Spreadsheets and the OmbudsManager software program.
- The Ombudsman has established and maintained rapport with existing facility Administrators, Directors of Nursing, Social Services Directors, etc., and developed rapport with any new facility Administrators, Directors of Nursing, Social Services Directors, etc. A record of consultations and information with facilities/providers is



entered in OmbudsManager, and in a separate Activity Log kept by the Ombudsman Assistant.

- During quarterly visits the Ombudsman verifies placement of Ombudsman posters remain in high visibility locations where residents, family, and staff can easily locate and read the District Ombudsman and Volunteer Ombudsman Representative (if any) contact information.
- Correspondence with Resident Council and Family Council Officers are noted in the Activity Log. Development of and/or support for Resident and Family Council is continuous, with copies of emails, agendas, and minutes from meetings are scanned and attached as Activities in Ombudsmanager and recorded a separate Activity Log.
- The District Ombudsman works to resolve resident care related complaints observed during regular visits and/or received via referrals. A record of follow up visits, notes, records, and case outcomes is entered in Ombudsmanager.
- Comparison between 2018 to 2019 annual reports identifying outcomes recorded in OmbudsManager are reviewed by the District Ombudsman for informational purposes and potential programmatic changes.

#### Objective 2:

Increase Community Outreach and Education about the Ombudsman Program to broaden awareness and access to services pertaining to residents of long-term care facilities

#### Strategies:

- Disseminate program brochures outlining Ombudsman services at conferences, health and/or information fairs, senior centers, hospitals, churches, and other focal points in the community
- Provide presentations outlining the Ombudsman Program at senior centers, care facilities, community focal points, civic groups, church groups, senior educational workshops, etc., as often as invited and time, travel, and schedule will permit
- Promote the Ombudsman Program by participation in local and regional leadership groups, senior resource networking groups, regional elderwatch groups, and civic organizations
- Promote goals of the Ombudsman Program by serving on various boards, coalitions, advisory groups, leadership groups, etc.
- Provide and review content for ETHRA Web-Site link to the Ombudsman Program and/or other social media pages
- Provide information to maintain listings in regional county senior services directories

#### Performance Measures:

- Activity Log maintained by the Ombudsman Assistant records of when and where brochures were disseminated, time and dates presentations were provided, when participation and networking with regional groups occurred, participation with groups in an advisory capacity, monitoring of web based program information including social media, and confirmation of program information in regional senior services directories

## Area Plan 2020 Update

- The Ombudsman is a member of the Hillcrest Community Ethics Committee, United Healthcare Community Advisory Committee, Bluecare Advisory Group, and TennCare Regional Housing Steering Committee, as time permits.
- The Ombudsman has presented at the Sevier County Inter-Agency Meeting, Blount County Senior Center, Alzheimer's Community Forum, Solutions for Savvy Seniors, Two Rivers Church, Anderson County Elder Justice Group Meeting, TN Equal Justice Conference, Atria Weston Place Assisted Living, UHC Member Advisory Board Meeting, Walters State Community College, and East TN Choices Coordination Meeting
- Comparison between 2018 to 2019 annual reports identifying outcomes recorded in OmbudsManager are reviewed by the District Ombudsman for informational purposes and potential programmatic changes.

### Objective 3:

Increase access to the Ombudsman Program through enhanced visibility and utilization of Volunteer Ombudsman Representatives (VORs) in long-term care settings throughout the East Tennessee District.

### Strategies:

- Develop responsibility of support staff to include the role of Volunteer Coordinator
- Increase print media outreach promoting the Ombudsman program and how to become a VOR
- Disseminate flyers announcing upcoming training events to senior centers, public libraries, church groups, and other community focal points
- Provide continuing education for Certified VORs in the form of monthly (minimum quarterly) training sessions on topics affecting persons residing in long-term care facilities
- Recruit and train an additional five (5) VORs by June 30, 2019
- Increase visits by VORs to long-term care facilities
- Increase visitation reports submitted by VORs

### Performance Measures:

- The Ombudsman Assistant's role was expanded to include duties as the Volunteer Coordinator, and has met with and networks with the Volunteer Coordinator from the First Tennessee District Long-Term Care Ombudsman program.
- The Volunteer Coordinator monitors the number of inquiries about the Ombudsman program and becoming a VOR, disseminates and reviews applications, consults with the District Ombudsman regarding questions or potential conflicts of interest, maintains a database of current applicants, maintains correspondence, assists in scheduling trainings, and maintains updated copies of the VOR Training Manual and LTC Regulations.
- Brochures outlining the Ombudsman Program and recruitment flyers including contact information are mailed to, and posted in Office on Aging and Senior Centers in the 16-county region. These materials will also be mailed to and posted within the East Tennessee Chapter of the Alzheimer's Association, local large hospitals, and large

physician's offices. The recruitment flyers will also be mailed to county governments (particularly Knox county's Office/Director of Community Development), large employers with retiree components, church groups, adult daycare centers, DHS and APS gatherings and fairs, etc. Brochures and recruitment flyers will also be made available for display at senior events such as the Knox County Senior Summit, Alzheimer's Association Caregiver Trainings throughout the region, local senior health fairs, JBC's Senior Saints of the Smokies, ETHRA's Homemaker Program/Options Program workers, public libraries, etc.

- Copies of sign-in sheets for Certified VORs attending training sessions are kept on file including VOR comments on presenters and agendas.
- Increase the number of VORs – Five (5) new VORs completed training classes on Sept. 26<sup>th</sup> & 27<sup>th</sup>, 2018, and four (4) new VORS completed training classes on Feb. 14<sup>th</sup> & 15<sup>th</sup>, 2019 with all certified and active at assigned LTC facilities. The next scheduled training classes are April 24<sup>th</sup> & 25<sup>th</sup>, and Sept. 25<sup>th</sup> & 26<sup>th</sup>, 2019.
- Impact more long-term care residents each year – nine (9) new VORs are assigned to multiple long-term care facilities
- Visitation reports by VORs are submitted, reviewed by the District Ombudsman, routed to the Ombudsman Assistants, and recorded in OmbudsManager.
- Comparison between 2018 to 2019 annual reports identifying outcomes recorded in OmbudsManager are reviewed by the District Ombudsman for informational purposes and potential programmatic changes.

#### Objective 4:

Increase efficiency and management of cases/complaints made by residents, family and/or responsible parties, Adult Protective Services (APS), or self-reported by facility staff.

#### Strategies:

- Provide timely review of intake information through various contacts to the Ombudsman program and complete determination of case status
- Provide direct advocacy in cases with straightforward issues not involving abuse, neglect, or financial exploitation
- Conduct thorough interviews with residents, family and/or responsible parties in cases involving abuse, neglect, or financial exploitation to include communication with APS and/or facility staff as necessary to achieve resident desired outcomes
- Consult with the State Long-Term Care Ombudsman and/or Legal Assistance for the Elderly Title IIIB Attorney
- Attend Vulnerable Adult Protection Investigation Team meetings
- Advocate for resolutions favoring residents and/or the protection of resident rights

#### Performance Measures:

- The District Ombudsman follows guidelines set by the State Ombudsman regarding response times for new cases. The District Ombudsman and program assistants have

attended OmbudsManager training classes to make more effective use of tracking tools imbedded in the software.

- The District Ombudsman and VORS work to empower self-advocacy and when necessary provide direct advocacy to resolve issues and complaints. Reports on complaints are submitted on a timely basis but no less than monthly.
- The District Ombudsman and VORS initiate communication with residents, family and/or responsible parties using a variety of means conducive to gathering information.
- The District Ombudsman is involved in monthly state-wide calls including secondary training calls with the State Long-Term Care Ombudsman and other relatively new District Ombudsman
- The District Ombudsman attends quarterly regional meetings with the Tennessee Department of Health Regional Supervisor and Investigators and with the State Long-Term Care Ombudsman and Ombudsman from Districts 01 and 03
- The District Ombudsman receives complaints primarily through APS and with a resident's consent may collaborate to the extent possible under the guidelines of the Ombudsman program
- The District Ombudsman attends VAPIT meetings within the East Tennessee District to provide general information on cases in which the Ombudsman is involved
- The District Ombudsman opened two hundred ninety-five (295) cases investigating complaints and advocating for resident rights
- Comparison between 2018 to 2019 annual reports identifying outcomes recorded in OmbudsManager are reviewed by the District Ombudsman for informational purposes and potential programmatic changes.

### **Legal Assistance:**

#### Objective 1:

Increase exposure and access to the Legal Assistance for the Elderly Program, particularly in rural areas and strengthen the legal referral component of the program.

#### Strategies:

- Market the program in the region (via brochures, public presentations, participation at health and senior info fairs and directories, etc.), with emphasis on reaching those in rural or geographically isolated areas.
- Network with other attorneys through legal associations and conferences, and actively interact with related professions to secure low cost referral sources for clients.
- Network with government and non-profit employees who provide services to the same demographic to secure free or low cost non-legal referral sources for clients.

## Area Plan 2020 Update

### Performance Measures:

- Increase clients served by 5% in 2020.

### Objective 2:

Identify ways to increase Legal Assistance for the Elderly Program efficiency.

### Strategies:

- Work with ETHRA IT staff, TCAD and other organizations to implement technology solutions aimed at increasing efficiency for traditionally time consuming tasks subject to repetition.
- Centralize case management functions
- Make files remotely accessible

### Performance Measures:

- Decreased time spent on each case
- Increase clients served and service units by 5%

**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:

Expand the membership and focus of the East Tennessee Council on Aging and Disability, the East Tennessee Caregiver Support Coalition and the East Tennessee Building a Bridge to Better Health Coalition to improve education and advocacy to address unmet needs.

### Strategies:

- In cooperation with TCAD and the other AAADs, develop a comprehensive presentation that includes a review of the current system of service, the growth in population and needs, and recommendations that would close the gap between needs and services
- Use the presentation in meetings with the groups mentioned above and other community groups across the region and via webinars that are well publicized.
- Engage local media outlets and utilize social media to share “facts and figures” and unmet needs to encourage donations, volunteerism and social engagement
- Consider identifying a source of funding to start a monthly “Elder Educational Series” on the local talk radio station

## Area Plan 2020 Update

### Performance Measures:

- Develop the presentation by June 30, 2020
- Work with each group to offer the presentation in FY2021
- Share the presentation with all major media outlets by October 1, 2020 and post the presentation to the agency's web site, TCAD's web site and on our Facebook pages as well.

### Objective 2:

Update the ET Building a Bridge to Better Health Coalition (BBBHC) vision and mission statements, increase membership from the health care sector, and improve coordination effort between health and community based partners

### Strategies:

- Hold 1-2 strategic planning sessions with BBBHC members to update vision and mission statements
- Schedule meetings with key staff from local hospitals to recruit their participation.
- Identify key positions within the BBBHC where healthcare staff members could serve.
- Expand BBBHC website to include community resources as well as tools useful for BBBHC members.
- Develop working committees to include members of healthcare and community based organizations alike.

### Performance Measures:

- Updated vision and mission statement completed by October 25, 2019.
- New pages created on the BBBHC website to house community resources and tools by December 31, 2019.
- Meetings held with at least three (3) hospital representatives by March 31, 2020
- One (1) new working committee developed by December 31, 2019

### Objective 3:

Work with the Division of TennCare to share CHOICES enrollment and disenrollment data on an ongoing basis to assure the AAAD does not duplicate services due to having a client dually enrolled in CHOICES and other HCBS projects managed by the AAAD.

### Strategies:

- Develop an outline of the need and challenge
- Identify a software vendor that has the capability to manage the data share
- Work with TennCare Management staff and IT and HIPAA departments to gain approval
- Develop a memorandum of agreement with the IT vendor

Performance Measures: (This project was approved by TennCare but not until March 2019)

- Begin implementation of the project by July 1, 2019
- Gather approval from TennCare by August 1, 2018
- Enter into an MOU by October 1, 2019 with the software vendor
- Full Implementation by December 31, 2019

**Goal 3: Ensure that programs and services funded by State allocations are cost effective and meet best practices.**

**Options:**

Objective 1:

Expand the implementation of a Electronic Visit Verification system within the HCBS provider network in East Tennessee.

Strategies:

- Identify at least two agencies each fiscal year for EVV implementation
- Assist the provider agency by providing EVV standards that need to be met to satisfy the AAAD requirements
- Identify funding (restoration of a portion of the 5% rate reduction that was implemented in 2014) for those agencies willing to develop this capacity
- Support the agency's search for an adequate EVV system

Performance Outcomes:

- Continue meetings with providers to recruit participants
- Review the criteria for agency selection on an annual basis
- Implement EVV for at least 65 percent of the Options caseload by 6/30/2020

Objective 2:

Work with local professional case management agencies to develop home assessment and reassessment capacity through performance based contracting.

Strategies:

- Develop a relationship with at least one local case management agency to provide additional support to the ETAAAD with assessment and reassessment services
- Create guidelines for participation and assure that the CM provider staff are qualified and completing proper background checks of employees and have adequate confidentiality standards

## Area Plan 2020 Update

- Provide specialized training to the CM staff to assure they are aware of the policies and program requirements.
- Reduce costs by keeping staff cost down

### Performance Measures:

- Review and update the memorandum of agreement that includes the scope of work, confidentiality requirements, reporting needs of the ETAAAD and reimbursement rates.
- Complete ongoing CM training with management and field staff
- Set up a referral protocol and tracking system to manage the CM work of the provider
- Evaluate the process formally every year to assure compliance

### Objective 3:

Review each care plan on an annual basis to determine if service levels are correct and carefully review the care plan costs to identify efficiencies.

### Strategies:

- Design a system of peer review that requires each Options Counselor to meet with a colleague to review Actions Plans on an annual basis to identify potential cost savings
- Discuss a change in service schedules with clients that would permit less visits per month to improve efficiency
- Identify a system whereby we have a private CM agency to conduct random evaluation visits for existing clients to measure level of service plans and offer suggestions.

### Performance Measures:

- Develop the peer review system and schedule by 12/1/2019 and review the process on an annual basis
- Reduce action plan costs or clients served by 3% in FY2019, 7% in 2020, 10% in 2021 and 12% by 2022
- Complete 25 random QA home visits each year beginning in FY2020

## **SHIP:**

### Objective:

To continue to provide quality counseling services, volunteer opportunities, and community educational services to support beneficiaries in East Tennessee.

### Strategies:

- Continue to support 3 full-time counseling positions to serve in the SHIP Program
- Work with TCAD to assure the counselors are meeting all program requirements



## Area Plan 2020 Update

- Continue to work with County Offices on Aging, Senior Centers and other community organizations to offer education programs in the community along with individual counseling services during these community events
- Involve the media as possible in community education events
- Continue membership with Volunteer East Tennessee
- Conduct conference calls with all volunteers to provide updates, discuss reporting, and asking existing volunteers to help with recruitment
- Create opportunities during the year to highlight volunteer accomplishments based on hours provided or other measurements like savings for beneficiaries.
- Work with community partners to identify volunteer outreach opportunities

### Performance Standards:

- Identify funding to increase pay for the SHIP Program Coordinator
- Review monthly reports to assure we are meeting performance measures
- Work with TCAD to determine if we have the funding for two direct mailings; one to beneficiaries who may qualify for extra help and one to beneficiaries prior to open enrollment.
- Conduct at least 2 community education events each month
- Renew membership in Volunteer East Tennessee in September 2019 and each year thereafter
- Schedule conference calls with volunteers at least on a quarterly basis and provide incentives for participation in these calls
- Conduct an annual volunteer recognition event and set up criteria to recognize volunteer leaders at the event
- Conduct at least 1 volunteer outreach event in person or via e-mail or media each month

### **Senior Centers:**

#### Objective:

Create a work group comprised of Senior Center staff and advisory board members to develop a guide for best practices for Senior Center operations and programming.

#### Strategies:

- Identify leaders in the region who will be invited to participate in the workgroup
- Include a member of the TCAD staff in the workgroup
- Set a meeting schedule and create a process to gather best practices from all ET Senior Centers and from around the state.

Performance Measures:

- Convene the work group on an annual basis beginning January 1, 2019
- Complete work plans on an annual basis as part of the annual review process
- Publish best practices along with a summary of the activity and the contact information needed for follow-up each year through the 4 year area plan cycle.
- Add funding to secure technical assistance services by using experienced senior center staff to make site visits to all 16 counties annually

**Public Guardianship:**

Objective 1:

Develop and make accessible, a broad database of resources on the subject of conservatorship for the purpose of training family members and private citizens on the duties and responsibilities of a conservator.

Strategies:

- Communicate with professionals to gain direction on location of resources.
- Compile database of resources (contact information, websites, links, etc.).
- Publish database on ETHRA website.
- Provide database list to Chancellors and Clerks for their use in referrals.

Performance Measures:

- Completion of database of resources.
- Database of resources included on ETHRA website.
- Database of resources provided to Chancellors and Clerks.

Objective 2:

Redesign and reinvigorate the Public Guardianship Volunteer Program.

Strategies:

- Begin regular group meetings with Volunteer Guardians for the purpose of addressing common issues, reporting, program changes, training, and for sharing experiences and encouragement with other Volunteers Guardians.
- Begin regular emails and other communications from Public Guardian and/or Volunteer Coordinator to the Volunteer Guardians for the purpose of imparting pertinent information, encouragement, and appreciation.
- Careful, selective, recruitment and training of additional Volunteer Guardians to serve in the Public Guardianship Program.
- Design Volunteer Guardian recruitment brochure.

Performance Measures:

- Quarterly Volunteer Guardian group meetings.
- Regular communications (emails, letters, etc. ) to Volunteer Guardians.
- Recruitment of additional Volunteer Guardians, carefully selected to serve specific Conservatees with no current Volunteer Guardian assignment.
- New Volunteer Guardian recruitment brochure.

**Goal 4: Ensure that East 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:

Initiate an outreach campaign on Advance Directives and Long Term Care Planning in the ET Service Provider Network.

Strategies:

- Develop a work group consisting of community organizations and appropriate organizations in private practice to develop an outreach plan
- Work with TCAD staff to identify the state approved advance directive forms
- Prepare in cooperation with partners a comprehensive long term care planning document that includes information about Medicaid CHOICES and other LTSS services available in TN

Performance Measures:

- Identify a minimum of 10 community organizations for the work group and set up an initial meeting by January 1, 2019
- Select the proper advance directive forms by February 1, 2019
- Develop or select an appropriate LTC Planning guide the can be posted on our web site, the partners web sites, and printed for wide distribution to the general public by March 1, 2019

Objective 2:

Work with our County Offices on Aging to deploy the NCOA online benefit check-up program as part of our information, assistance and outreach system.

## Area Plan 2020 Update

### Strategies:

- Identify at least 2 locations each year to deploy and implement this service
- Develop a training curriculum that can be delivered in person via PowerPoint Presentation or via a Webinar.
- Utilize train staff from each county to support expansion into remaining counties to assure all 16 counties are fully utilizing the NCOA program by the end of the 4 year plan cycle

### Performance Measures: (This project was not launched in 2019 but will be in 2020)

- Survey all the county offices and identify the first 5 sites to implement by October 1, 2019
- Schedule and complete training by December 1, 2019
- Implement the program in the 2 counties on January 1, 2020
- Work to identify the next 2 counties / sites by June 30, 2020

## 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.

We will continue to promote our information and assistance services through Inter-Agency Councils /Senior Resource Network meetings, hospitals, rehabilitation facilities, Care Transition Coalition members, County Offices on Aging, Senior Centers, and outreach events attended by staff.

Plans are underway to strengthen the relationship we have between the ETAAAD I&A staff and the County Office on Aging staff to assure that calls that are best addressed at the local level are staffed within county and more complex needs and those requiring a screening will continue to be managed by the AAAD staff.

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

1. Complete the following table:

	<b>FY 2018</b>	<b>FY 2019 – Projected (Served/Units)</b>	<b>FY 2020 – Projected (Served/Units)</b>
<b>State – Options Allocation Amount</b>	\$1,918,600	\$1,918,600	\$1,918,600
<b># Served</b>	633	530	500
<b>Units of Service</b>	82,843	84,700	70,000

2. Complete the following table:

	<b>FY 2018</b>	<b>FY 2019 – Projected (Served/Units)</b>	<b>FY 2020 – Projected (Served/Units)</b>
<b>Federal – Title IIB (In-home Services) Allocation Amount</b>	\$ 92,824	\$ 90,530	\$ 91,600
<b># Served</b>	103	97	100
<b>Units of Service</b>	4,389	4,200	4,330

- Describe the methodology for the projections listed above.

The projections are based on the budget received. We then take into account any administrative costs for information and assistance and Options Counselors staff to project the numbers of people and units we will be able to serve.

- Complete the following table:

<b>Number of Individuals on OPTIONS Waiting List</b>	759
<b>Number of Individual on Title IIIB Waiting List</b>	0

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

We contacted everyone on the waiting list via phone and/or letter this FY. We removed several from the waiting list for reasons such as death, no longer needing service, moved to long-term care facility, etc. Per guidance from TCAD, we are asking those who score 15 or lower to call back if their situation changes.

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

Our OPTIONS Waiting List fluctuates daily. We are working to streamline our waiting list, but anticipate that the numbers will remain relatively constant for FY 2020 – at around 750.

### **Title IIC Nutrition Services**

- Complete the following table:

<b>Provider</b>	<b>IIC Allocation</b>	<b>NSIP Allocation</b>	<b>Total Amount of Contract</b>	<b># Congregate Meal Sites</b>	<b># Projected Congregate Meals Served in FY 2020</b>	<b>#Projected Home Meals Served in FY 2020</b>
Blount CAA	\$ 203,520	\$ 34,575	\$ 251,252	3	10,100	38,500
DCEA	\$ 510,494	\$ 59,147	\$ 602,645	12	22,000	64,740
ETHRA	\$ 347,824	\$ 55,636	\$ 425,947	11	30,100	47,800
Knox CAC	\$ 586,797	\$ 211,413	\$ 836,146	12	56,200	226,300
Mid-East	\$ 209,065	\$ 31,529	\$ 254,110	4	12,840	30,030
P. Nelson	\$ 30,500		\$ 30,500			

2. Complete the following table:

<b>Service</b>	<b>Amount IIC Allocated</b>
Nutrition Counseling	\$
Nutrition Education	\$ 3,641

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

Continue to utilize the central kitchen in Knoxville to support 6 counties in our region and combine purchasing where possible and feasible to decrease food costs and work with the vendor to assure high quality food items are in the bid – Grade A as the preferred choice.. Our meal cost is less than \$7.00 a meal so it is difficult to reduce costs at this point. Our focus must be on increased funding from other resources. Our rate is equal to or lower than the TennCare CHOICES rate but in reality the OAA HDM program costs more because it includes, in most cases, a daily delivery that includes a “welfare check”! This is compared to many CHOICES HDM clients receiving meals on a 14 day schedule via UPS or FedEx with no safety check at all. The only thing that is common to these two services is the name of the service, but the services in reality are very different with very different cost implications. We need to discuss changing the rules or our approach to this service to separate the meal costs from the cost to deliver the service, with a welfare check, so the OAA providers can bill for the true cost of the service.

The only measure we have considered that would likely improve efficiencies is to reduce the number of contractors we utilize for meal services – at the present, we have 5 contractors and it would likely be more efficient to have one or two. The reason we have not pursued this in the past is the fact that the partnerships often allow for additional non-meal services to be provided to OAA clients from funding sources outside the scope of the ETAAAD and each provider has worked very hard over the years to identify other funding sources to support the OAA HDM service – over \$500,000 a year in addition to the III-C funding is being proposed in FY2020!

We plan to review in more detail the HDM program in Virginia to determine feasibility in ETN – several AAAs in Virginia contract exclusively with Mom’s Meals for all HDM services at \$5.00 a meal – delivered. They believe the price point is unmatched and this solution provides the consumer with far more choices. To complement the meal, they contract with a call center to make welfare check calls and for those at very high risk, they make face-to-face contact on a weekly basis. This compromises the daily welfare check that we are accustomed to providing but may be one of the only ways to reduce costs.

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.

It is extremely difficult to raise funding for congregate meal services when the growing demand is for home delivered meals. We are working in each county with local officials and the faith community to determine how we can create more partnerships to keep the congregate services going. If we realize funding shortfalls, we will look to consolidate sites where possible and reduce service days as a last resort.

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

All clients are encouraged to share concerns with our staff and the contract staff. Most of the feedback we receive is related to meal quality, delivery times and food temperatures. We also work closely with the county aging advisory councils and clients on menu changes and try as possible to work in their suggestions. One major improvement has been the ability in Knox County to provide a choice of three different meals per day to clients. This has been a very popular change for clients in Knox County – keep in mind, this represents about 40% of all the HDMs served in the region! As feedback comes into the ETAAAD or at the contractor level, it requires a review and follow-up that is communicated to those planning and serving meals. We also complete satisfaction surveys to assure we are getting feedback.

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?

The primary method to reach those in greatest need is to locate congregate meals sites in senior housing and in high need community locations. This has worked very well for our contractors and will be continued. With this said, the AAAD plans to review, on an annual basis, each meal site to determine if we continue in the present location or move the site to improve targeting.

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

We have the capacity within the system to transition meal preparation to other vendors in response to an emergency. We also have a contract with Mom's Meals and Valley Foods for Options that we can activate in an emergency, as needed, for our home delivered and congregate meal clients.

In addition, we have an excellent working relationship with TEMA at the regional level and with all the county based EMA offices so we are confident we can assist with food support to our clients in the event of an emergency situation.



We have recently expanding our relationship with Second Harvest of ET so they would have capacity to assist us with emergency food packs.

**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 Guardian regularly communicates with Chancellors and Court Clerks about potential conservatorships that arise, as well as the appropriateness of cases referred to the PG Program. The Public Guardian, and legal counsel, advocate on behalf of the program to ensure that referred cases are appropriate for the program. In many cases, the Public Guardian suggests alternative solutions and individuals to serve as Conservator. Chancellors in the district allow the Public Guardian to negotiate her role in proposed conservatorships with the attorneys involved.

Through many years of working together, the Chancellors in the East Tennessee District have a good understanding of the Public Guardianship Program. We plan to continue to foster trust in the agency and in the program.

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

The Guardianship Coordinator meets and communicates regularly with each Volunteer Guardian, to give encouragement, discuss client situations, new developments, and any areas of concern.

ETHRA’s webpage contains an appeal for volunteers, and the Agency has joined the Volunteer East Tennessee network in order to recruit new volunteers. The Guardianship Coordinator meets with each prospective volunteer to explain the program and explore their level of interest. New volunteers are taken through a training curriculum, assigned to clients who live in their local area, and accompanied on visits until they are comfortable visiting on their own.

The Public Guardian and the Guardianship Coordinator make presentations to community and faith based organizations as invited to promote the program and encourage people to volunteer. We plan to make at least six presentations for FY2020.

**National Family Caregiver Support Program (NFCSP) – Title IIIE**

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

1. Respite Care is by far the largest caregiver need in our area. We use III-E funding to provide respite care for caregivers in the form of homemaker, personal care, adult day care, or companion (respite) service. The caregiver can go somewhere or rest while homemaker or personal care services are being provided as well as when the service is supervision only (respite). It is the caregiver's choice to choose what helps them the most. Many caregivers are frail themselves and having someone else support personal care needs for the care receiver is a great relief for them. We plan to continue providing respite care services.
  2. Information about available services. We will continue to distribute materials about services available to family caregivers across East Tennessee through avenues such as Offices on Aging, Senior Centers, educational events, health fairs, libraries, and healthcare facilities.
  3. Assistance gaining access to services. We will continue to provide quality information and assistance services to family caregivers throughout the service area, and maintain an up to date list of community resources available to caregivers. In addition, we will continue providing case management services to family caregivers, and assisting with referral to additional services that will benefit the needs of the caregiver and/or care receiver.
  4. Training and Support. In partnership with local organizations, expand the Powerful Tools for Caregivers program through Class Leader training and caregiver classes. Maintain and distribute lists of professional counselors, Helplines and support groups. Expand the educational training series to include family caregivers. Partner with faith-based organizations and other organizations to provide educational materials and presentations on topics relevant to caregivers.
  5. Supplemental Services. We provide PERS to family care receivers on an as needed basis, and plan to continue this practice.
2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

We plan to continue partnering with faith based organizations, Offices on Aging and Senior Centers to implement caregiver education across the East TN region. We will train volunteers to become Powerful Tools for Caregivers Class Leaders.

CAC Grandparent Program – we will continue to support the Knox County OOA to support grandparents who are supporting children through educational opportunities and direct support.

Work with CAC to update the Grandparent's Guide at least on a bi-annual basis – the current addition is located at - <http://www.knoxseniors.org/wp-content/uploads/GAP-Guidebook-online-final-2019-1.pdf>

## **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.

In the ETHRA service counties, healthcare/long-term care is first, and income is second. These two are by far the most served case types (both include different aspects of TennCare/Medicaid).

In Knox County (Knoxville – Knox County CAC / Legal Aid of East TN), the priority cases most served are healthcare/long-term care, protective services, and housing.

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 to be addressed through education efforts?

In the ETHRA service counties, healthcare/long-term care and income represent the greatest need and are constantly addressed through public education efforts at senior centers and other public organizations. It should also be noted that the frequency of elder exploitation cases is steadily increasing and most certainly represents a growing need.

In Knox County (Knoxville – Knox County CAC / Legal Aid of East TN), although the above priority cases represent the greatest need, abuse/neglect, and exploitation are underreported and represent a growing need. We make every effort to provide education to clients, caregivers, and community agencies to help prevent elder abuse and exploitation.

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?

In the ETHRA service area, minorities in poverty (as well as minorities in general) represent less than 50% of those served. The 15 counties in our service area have very small minority populations (>10% in covered counties). In order to target minority seniors, we will aim to do more outreach at senior centers with larger minority memberships.

In Knox County (Knoxville – Knox County CAC / Legal Aid of East TN), although less than 50% of 60+ clients served by the Title III program are in poverty, rural, or frail/disabled, the provider makes efforts to reach those populations by doing client intakes, presentations, and

other community outreach in low income and/or minority areas of Knox County. Knox County does not have a large rural population.

4. How will the AAAD and legal provider increase service to those identified economically or socially needy populations? How will the AAAD and legal provider address the identified legal priority needs in the PSA?

In the ETHRA service area, we will continue doing public education presentations at senior centers and other community based organizations. We will also continue distributing information packets about the program's services to the service area, and we will participate in health fairs in rural counties to offer information about legal services to the public.

In Knox County (Knoxville – Knox County CAC / Legal Aid of East TN), we will continue to make efforts to reach economically and socially needy populations by doing intakes, presentations, and other community outreach in low income and/or minority areas of Knox County. We will continue to focus our assistance on priority areas.

Both programs are utilizing the additional services provided through the ElderTrust grant that is being administered by the Tennessee Association of Legal Services.

### **Ombudsman**

1. Include any goals/requirements the AAAD has set for the Ombudsman Program (i.e. Number of cases, complaints, volunteers, etc.)

The Ombudsman program continue to increase the number of volunteers but the process is very time consuming and the growth is at a slow pace. The ombudsman performance as it relates to complaints managed and resolves continues to improve and with the most recent change in facility visit requirements (visiting ACL facilities once every 6 months instead of quarterly) we should see even more improvement going forward. The District Ombudsman is work 50 hour weeks to keep up with the demands.

**Senior Centers**

1. Complete the following table:

Senior Center	#Participants	#Low-Income	#Minority	#Rural	# English Limitation
Anderson County	1,199	223	58	122	2
Blount County	493	180	54	61	
Campbell County	535	172	111	516	1
Claiborne County	370	108	27	339	
Cocke County	215	42	11	201	
Grainger County	190	35	4	40	
Hamblen County	1858		47	1,535	
Jefferson County	200	23	3	36	
Knox County	3,757	1,911	1,077	364	16
Loudon County	1,301	38	113	69	1
Monroe County	262	20	16	248	1
Morgan County	262	31	5	245	
Roane County	624	212	38	336	
Scott County	21	7		21	
Sevier County	1,269	84	48	20	
Union County	193	45	2	16	

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

We assist senior centers to identify community organizations, including faith based groups, to contact to encourage their clients or members to participate in senior center activities. We will ask specifically for these organizations to offer suggestions on program ideas that would be of interest and help with designing a service or program within the center service / activity calendar that would appeal to targeted groups.

**Emergency Preparedness**

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

Aaron Bradley, John Bender, Nick Pappada, Dottie Lyvers

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

We have a Disaster Recovery Plan (see attached) that is included in our policies. ETHRA communicates with staff via agency assigned mobile devices, radio and television media, and the agency website.

**SHIP**

1. Complete the following table:

	<b>FY 18</b>	<b>FY19 – Projected</b>	<b>FY20 - Projected</b>
<b># Client Contacts</b>	25654	28219	31041
<b># of Consumers Reached Through Outreach Events</b>	12604	13864	15250
<b># of Client Contacts Under Age 65</b>	3281	3609	3970
<b># of Hard to Reach Client Contacts</b>	22453	22453	22453
<b># Of Enrollment Contacts</b>	177	195	215
<b># of Low Income/Medicare Savings Enrollment Assistance Contacts</b>	16814	18494	20343

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

By regularly tracking our performance measures, we will be able to utilize our time and efforts in needed areas. Having two SHIP Counselors is a very effective way to increase our numbers in all areas. Each caller will receive the individualized attention needed for counseling and will be more apt to refer SHIP to others. We have added a SHIP email to our contact methods, and are advertising this email address along with our local line. We have enough staff and volunteers to handle our goal of increased clients. SHIP will continue to advertise our availability for outreach events. We are continuing to work with our volunteers in each of the sixteen counties to be present for any event, fair, or presentation they are hosting. In order to increase our enrollment contacts, we will do thorough plan comparisons that provide the most accurate information to assure beneficiaries they are choosing the right plan for their needs. This makes clients feel comfortable with having SHIP enroll them into their plans. We also plan to have more successful enrollment events during both of the annual Open Enrollment periods. SHIP will assist every client needing application assistance for LIS and MSP programs. By completing the applications, SHIP is providing the highest level of service verses just mailing blank applications out to beneficiaries. We are targeting certain areas that will increase our reach of client’s under 65, those who are hard to reach, and those with low incomes.

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.

One way to reach beneficiaries with limited English proficiency is to maintain at least one certified volunteer who is bi-lingual. We currently have a Spanish speaking volunteer who assists with counseling and she will also be used to increase outreach events that serve Spanish speaking populations in our area. We will also reach out to different minority communities to add partnerships and promote outreach events. We have increased our outreach focus to now include more disabled residential communities who house those under 65 with Medicare. We have done several presentations for disabled communities so far and will be adding more to our event schedule throughout the year. The apartment managers seem to be more than willing to allow SHIP to come in person and also to stop by and place flyers / brochures in their facilities. Reaching out to these housing communities also increases outreach to those eligible for subsidies because their residents tend to be low income. We will continue to do small mailings by collecting information from SAMS on those who are listed as below poverty level.

## 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.

2020* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Pursue opportunities to distribute outreach materials throughout the region.	Staff continue to attend meetings and events in the region. We continuously network with other organizations.
Seek out minority organizations to open up more dialogue concerning best practices related to outreach	Recruited Spanish-speaking individuals to become SHIP volunteers.
Expand volunteer assisted transportation opportunities in rural communities	Hired Coordinator.
Monitor Provider Progress	Additional home-care provider added.

\* 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.

The Title VI Coordinator/Equal Opportunity Officer reports directly to the agency's Executive Director on all equal opportunity matters and works closely with the Human Resources Department to ensure that all Title VI/Equal Opportunity goals and requirements are met. The current Title VI Coordinator/Equal Opportunity Officer is Steve Bandy.

The Title VI/Equal Opportunity position is considered part-time but has the full support of the agency's resources. One of the agency's primary goals is to ensure that all programs are in compliance with applicable federal and state regulations.

The duties and responsibilities of the Title VI Coordinator/Equal Opportunity Officer include, but are not limited to:

- Investigating any and all alleged discrimination complaints.
- Ensuring that all employees have completed orientation on the Title VI/Equal Opportunity regulations and continue to receive Title VI/Equal Opportunity training at least annually.
- Maintaining a log containing any and all discrimination complaints.
- Reviewing annual Title VI surveys submitted by each department.
- Reporting potential problems to the agency's Executive Director with the overall goal of correcting any possible non-compliance issues.

2. Complete the following table:

	FY 18	FY 19 - Projected
Total Individuals Served	36,366	37,000
Total Minority Individuals Served	2,685	2,700

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

ETHRA contracts with Telelanguage Services, a telephone language interpreter service. Staff members connect with the consumer and the language line representative through a 3-way phone call. A note is made in the consumer's file that assistance is required from the language line. Staff members use the "I Speak" cards developed by the US Department of Commerce to help identify languages.

Critical program documents are available in Spanish, the predominant second language of our area. Although other languages are rarely encountered, forms and documents can be translated instantly as needed using Google Translation service. Use of the interpretive and translation services ensures the agency is ready to meet the needs of the LEP population, and directions to effectively use both services are immediately available to all employees through the agency's intranet.

4. Complaint Procedures

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

Acceptance of the Complaint -Upon receiving a Title VI/ EO complaint, the Title VI Officer will determine whether the complaint states a valid claim. A copy of the complaint will immediately be forwarded to the Tennessee Human Rights Commission (THRC) for jurisdictional determination. If the complaint states a valid claim, it will be accepted for processing immediately and added to the complaint log. The complainant and ETHRA will be notified. In addition, the funding source for the program involved (Tennessee Commission on Aging and Disability) will immediately be notified that a complaint has been made and an investigation has begun. Both the funding source and THRC will receive regular updates regarding the case and a copy of any final decision.

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

Investigation - Once a complaint is accepted for processing, the Title VI officer will conduct a factual investigation to determine whether the action at issue constitutes discrimination based on race, sex, color, age, national origin, disability, handicap, family status, political affiliation or belief, citizenship or status of a lawfully admitted immigrant authorized to work in the United States, or any other category protected by federal or state law.

It is the general policy of the Title VI Officer to investigate all administrative complaints that have apparent merit and are complete or properly pleaded. Examples of complaints with no apparent merit might include those which are so insubstantial or incoherent that they cannot be considered to be grounded in fact.

A complete or properly pleaded complaint is:

- i. In writing, signed, and provides an avenue for contacting, the signatory (e.g., phone number, address);
- ii. Describes the alleged discriminatory act(s) that violate Title VI/ EO regulations (i.e., an act of intentional discrimination or one that has the effect of discriminating on the basis of race, color, national origin, sex, age, disability or other protected category);
- iii. filed within 180 calendar days of the alleged discriminatory act(s); and
- iv. Identifies the recipient that took the alleged discriminatory act(s).

The Title VI Officer will make a determination to accept, reject, or refer (to the appropriate Federal agency) a complaint within seven (7) calendar days of acknowledgment of its receipt.

#### Processing complaints

- a) The Title VI Officer will maintain a log of all complaints and appeals, and any official complaint will be noted in the log by case number based on year, month and sequence in which complaint was received.
- b) A copy of the complaint will also be forwarded to the alleged discriminatory service or program official.
- c) The investigating officer will initiate the investigation by first contacting the complainant by telephone within three (3) workdays of receiving the assignment to set up an interview.
- d) The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
- e) The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
- f) The investigating officer will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
- g) The investigating officer will contact the complainant at the conclusion of the investigation, but prior to writing the final report and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
- h) The investigation will be completed and a final report will be sent to the THRC; the program's funding source; the alleged discriminatory service or program; and the complainant within sixty (60) calendar days of the date the complaint was received by Title VI Officer. The final report will include the following:
  - a) the written complaint containing the allegation, basis, and date of filing
  - b) summarized statements taken from witnesses
  - c) finding of facts
  - d) opinion (based on all evidence in the record) that the incident is substantiated or unsubstantiated

- e) remedial action(s) for substantiated cases
- f) If corrective action(s) is recommended, the alleged discriminatory agency will be given thirty (30) calendar days to inform the Title VI Officer of the actions taken for compliance.
- g) Corrective actions can be in the form of actions to be taken at a future date after the initial thirty (30) days, with projected time period(s) in which action will be completed.
- h) If the recommended corrective action(s) have not been taken within the thirty (30) day time period allowed (or any extension), the recipient will be found to be in noncompliance with Title VI and implementing regulations, and a referral will be made to the THRC and the program's funding source for enforcement action.

Appeals Procedures-

- a) The complainant has the right to appeal all written reports to the THRC, and/or the program's funding source.
  - b) This appeal must be made in writing to the Title VI Officer within fourteen (14) days of receipt of the Department's final report.
  - c) The appeal must specifically cite the portion(s) of the finding with which the complainant disagrees and his/her reason(s) for disagreement.
  - d) The Title VI Officer will forward this appeal within seven (7) calendar days to the THRC and the program's funding source for review.
- c. Include a copy of the agency's complaint log, if applicable.

ETHRA has not had any complaints during the current or past fiscal year, as evidenced by the attached Agency Complaint Log.

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.

Number of Total Subcontractors	33
Number of Minority Subcontractors	3
Percentage of Total	9%
Amount Expended through Minority Subcontractors	\$81,239
Percentage of Total Expended	4%

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.

We train our providers annually on Title VI requirements, and review compliance on these items during onsite quality assurance visits. We continue to execute a Title VI Compliance Review form during annual quality assurance visits to better capture the requirements (see attached). The form is maintained on file for each provider.

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?

We partner with other organizations through the East TN region to participate in various events allowing us to outreach and share information. We participate in Inter-Agency Councils / Senior Resource Network groups and continue to promote information sharing through our county offices on aging and senior centers.

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

Minority populations make up a fairly small percentage of the ETAAAD service area. We make every effort to be diverse in all areas of our work. We currently have 3 service providers that are minority owned. The East TN Council on Aging and Disability has a history of minority representation. We maintain ongoing efforts to recruit additional minority representatives through avenues such as the County Offices on Aging, ETCAD meetings, and quality assurance assessments.

ETHRA has one governing board and one policy council for all agency programs. Members of the Policy Council are appointed by the County Mayors of each county in the service delivery area. The composition of the Board and Policy Council is set by the Tennessee Legislature. While our agency does not have control over who is elected or appointed to serve, County Mayors are encouraged to make appointments to the Policy Council that reflect the diversity of our communities whenever possible.

We plan to add Diversity Outreach to the agenda for the ET Advisory Council Meeting again in May 2019. Given the structure of the current bylaws, we may need to add two “at large” members and actively recruit minority representatives for these positions – this will be our recommendation to the Council in May.

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

We evaluate on an annual basis our contractors’ ability to outreach to and support minority populations by analyzing service delivery data, activity logs, SAMS client data, and reviewing special programs that are intended to attract and include minority individuals.

### **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
Pursue opportunities to distribute outreach materials throughout the region.	Attend pertinent meetings and events, serve as speaker, network with other organizations	All Staff
Seek out minority organizations to open up more dialogue concerning best practices related to outreach	Schedule and conduct meetings	Aaron Bradley John Bender Dottie Lyvers
Expand volunteer assisted transportation opportunities in rural communities	Partner with providers to develop sustainable programs	Aaron Bradley Denise West
Monitor Provider Progress	Identify providers / counties that need attention / support	John Bender Dottie Lyvers Aaron Bradley Sue Powers Celeste Allen

## AAAD STAFFING

1. Include an Organizational Chart for the Area Agency with staff names, position/title, and funding source.

AAAD Organizational Chart attached.

2. List all new hires not included in the FY 2019 - 2022 Area Plan. Include the following information:

- 3.

- 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 individuals qualifications)
- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Saundra Bandy<br/>PGP Coordinator<br/>Part-Time<br/>M.A. – Social Work</li></ul>                                | <ul style="list-style-type: none"><li>• Elizabeth Tillette<br/>SHIP Program Counselor<br/>Full-Time<br/>High School Diploma</li></ul> |
| <ul style="list-style-type: none"><li>• Theresa Manning<br/>Information &amp; Assistance<br/>Specialist<br/>Full-Time<br/>High School Diploma</li></ul> | <ul style="list-style-type: none"><li>• Heather Johnson<br/>CHOICES Support Staff<br/>Full-Time<br/>Bachelor of Science</li></ul>     |

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

Gary Holiway, Executive Director, East Tennessee Human Resource Agency

5. The total number of staff at the AAAD is: 38. Of the total number of AAAD staff the following are:

- Age 60+: 10
- Female: 34
- Minority: 5
- Disabled: 1

## Training and Staff Development Plan FY2020 (to be up-dated annually)

*\*Indicate if training is out-of-state in order to obtain pre-approval status. No additional TCAD approval will be required if listed here.*

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
Aging: A Family Affair	15	5		November 2019
Alzheimer's TN Symposium	6			June 2020
AIRS Conference	2			Annually
APS / OCJP Conference (out of state)	4			August 2019
Arthritis Foundation Aquatics Training (out of state)	1			April 2019
CREVAA Training (TCAD)	4			June 2020
Conservatorship Association of TN Conference	2			Spring 2020
ETAAAD Professional Training Series	20	50	20	Monthly – Ongoing
ElderLaw Forum	2			July 2019
Mediware - SAMS Conference (out of state)	3			Fall 2019
HCBS Contractors	7	40		Quarterly
I&A Staff – AIRS Training	3	15		July 2019
N4A Conference (out of state)	3			July 2019
NGA Conference (out of state)	2			Fall 2019
Office on Aging / Senior Center Directors		30		Quarterly
Ombudsman Annual Appreciation	5		30	Spring 2020
Ombudsman Representative Training	2		30	Quarterly
State Ombudsman Training	1			Spring 2020
Public Guardian Program Training	1			Spring 2020
Public Guardian Volunteer Training / Annual Appreciation	5		20	Fall 2019



Area Plan 2020 Update

Title & Subject of Training	Category & Numbers of Persons to Be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
SAMS IR Training	5	25		Quarterly
SE4A Board Meetings (out of state)	1			2 meetings / year – SE4A Pays \$500 Toward Travel Costs
SE4A Conference	20	25	5	September 2019
Senior Center Directors Conf.		22		September 2019
SHIP Initial Training	4	40	50	May 2020
SHIP Annual Update Training	4	40	50	Fall 2020
SHIP Training – National (out of state)	3			Annually
SHIP Training – State	3			April 2020
Smoky Mountain Criminal Justice Conference	2			October 2019
TAHRA Training	5			Fall 2019
TN Alliance for Legal Services Conference	4			Fall 2019
TN District Attorneys General Conference	2			October 2019
TN Society of Healthcare Social Workers Conference	4			September 2019
VAPIT Bi-Annual Meeting / Training	4			August 2019 / February 2020
Victim Advocate Training	4			Summer 2019
Tennessee Conference of Social Welfare (TCSW)	4			Spring 2020

## 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
Terry Frank	F / H / K
Alan Hall	F / G / H / I / J / M
Shirley Holt	A / D / M
Pat Taylor	A / D / M
Doug Burton	J
Jan Brown	A / M
Betty Miller	A / J
Chris Garner	A / F / H / M
Cathy Jones	A / D / M
Tom Hicks	A / F / G / H / I / M
Norm Kallemeyn	A / M
Del Holley	F / H
Louise McKown	A / E / H / N

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

Give Dates and Times of Scheduled Meetings

**July 10, 2019 – Noon**

**September 11, 2019 – Noon**

**November 13, 2019 – Noon**

**January 8, 2020 – Noon**

**March 12, 2020 – Noon**

**May 7, 2020 – Noon**

**C. OFFICERS & OFFICE**

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
<b>Alan Hall</b>	<b>Chair</b>	<b>December 31, 2020</b>
<b>Jan Brown</b>	<b>Vice-Chair</b>	<b>December 31, 2020</b>
<b>Chris Garner</b>	<b>Secretary</b>	<b>December 31, 2020</b>

**D. ADVISORY COUNCIL BYLAWS**

Attach Bylaws that show date of last review.

By-Laws are Attached

## **Advisory Council Bylaws**

*\*Only Update if there have been changes to the Bylaws*

East Tennessee Council on Aging and Disability (ETCAD) Bylaws are attached.

## **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.

The Area Plan Update was discussed on Wednesday, March 13, 2019 at the East Tennessee Council on Aging and Disability meeting. An Executive Summary of the Area Plan Update was sent to Council members on Monday, March 4, 2019 for their review prior to the March 13 meeting.

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

An agenda is attached.

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

Chris Garner . Norm Kallemeyn . Doug Burton . Cathy Jones . Del Holley . Dawn Scruggs  
Shirley Holt . Alan Hall

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

Minutes are attached. East Tennessee Council on Aging and Disability members were impressed by the number of Major Programs and Special Projects managed by the Area Agency. They voiced their approval by a unanimous vote of acceptance of the Area Plan Update for 2020.

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

Minutes are attached. No changes were recommended.

# **East Tennessee Area Agency on Aging and Disability Area Plan Attachments FY 2020**

1. 2020 Area Plan Update Executive Summary - Presented to ETHRA Policy Council and ET Council on Aging and Disability
2. Exhibit B-4
  - a. ETHRA Disaster Recovery Plan
  - b. ETHRA Business Continuity Plan
3. Exhibit B-6  
Title VI Complaint Log
4. Exhibit C-1  
ETAAAD Organizational Chart
5. Exhibit C-4  
East Tennessee Council on Aging and Disability Bylaws
6. Exhibit D-2
  - a. ETCAD Agenda from March 13, 2019
  - b. ETCAD Minutes from March 13, 2019
7. Exhibit F-1 Budget Area Plan Update
8. Exhibit F-2 Personnel Area Plan Update
9. Exhibit G-1 List of Subcontracting Agencies
10. Exhibit G-2 List of Nutrition Sites