

SUBMITTAL PAGE

(x) Plan Update for July 1, 2019 - June 30, 2020

(x) Amendment (Date): March 21, 2019

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

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

Signature: Kathy Whitaker Date: 3/21/19
Area Agency Director

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

Signature: Glenn Tolan Date: 3/19/2019
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: Glynn Craig Date: 3/20/19
Director, Grantee Agency

Signature: Doris Wenzel Date: 3/20/19
Chair, Grantee Agency Board

AREA PLAN on AGING and DISABILITY

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

FIRST TENNESSEE DEVELOPMENT DISTRICT

Designated Area Agency on Aging and Disability

for the

FIRST TENNESSEE

Planning and Service Area

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

Plan for Program Development and Coordination

The AAAD is proposing to use \$ 67,880 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 10% of the AAAD's new Title III-B direct service allotment.

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

GOAL: To have a direct and positive impact on services for older persons in the Northeast Tennessee District through the use of program development and coordination funds.

Objective 1: Coordinate trainings in cooperation with service providers and other aging programs.

Strategies:

1. Host an annual training conference on aging for senior-services providers and other aging programs.
2. Provide staff support for the Seniors and Law Enforcement Together (SALT) Council's quarterly meetings and annual Senior Crime Prevention Academy.
3. Support the monthly meetings of the Northeast Tennessee Vulnerable Adult Coalition (NET-VAC) by planning programs pertinent to abused and exploited adults.
4. Serve as a Board member of the Tennessee Federation for the Aging (TFA), which provides a state-wide training conference.

Objective 2: Coordinate the bi-monthly senior center directors' association meetings, and assist the senior centers with their program development as community focal points.

Strategies

1. Assist in the planning of agenda items, and distribute the meeting notices.
2. Discuss best practices at each meeting.
3. Provide technical assistance to the senior centers to apply for and achieve accreditation.
4. Assist in the coordination of FTAAAD events which include: Senior Brain Games, health evidence-based programs, volunteer transportation, Medicare Part D enrollment events, and World Elder Abuse Awareness programs.

Objective 3: Serve as the secretary of the First Tennessee Advisory Council on Aging and Disability, and coordinate the bi-monthly meetings.

Strategies

1. Assist in the planning of the agenda items, and distribute the meeting notices and minutes.
2. Update membership list and committee lists.
3. Update Advisory Council's orientation manual as needed and ensure all new members receive a copy.

Objective 4: Coordinate the District Senior Olympics, which is an important event that provides physical-fitness and health-promotion activities for older adults.

Strategies

1. Arrange all venue sites for athletic competitions.
2. Prepare and send out registration information to senior athletes.
3. Recruit volunteer officials and scorekeepers, ensure all site have water (when appropriate), etc.
4. Host Senior Olympic events.
5. Key in all results.

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:** In order to maximize the number of individuals served with our IIIB funding for homemaker and personal care, we continue to monitor and serve a specified number of individuals in each county based upon the percentage of the 2010 60+ population. Title IIIB funding also supports our seven Options Counselors (five full-time, two part-time). Fortunately, there has been very little staff turnover this fiscal year. We have bi-monthly in-service trainings for our Options Counselors and have promoted team-building activities to increase work productivity and job satisfaction. The 11 senior centers in our district receive IIIB funding for transportation, and served 1,616 unduplicated individuals with 36,476 units of service. The majority of the senior centers utilize the funds to purchase NETTRANS tickets for seniors to travel to and from the senior centers, shopping, paying bills, doctor's appointments, etc. IIIB funding also supports our Long-Term Care Ombudsman program and Legal Services for the Elderly. The majority of the legal cases are health-and housing-related, which fall into the TCAD legal priorities. As a result of our annual evaluation of services, the Long-Term Care Ombudsman program returned 35 completed forms. One hundred percent of the respondents were almost always/always satisfied with the services. Some of the comments included: "The area representative was extremely responsive when I got in touch with her. I like the program. Am so thankful for the job you do! She was an excellent ombudsman. She did me good, excellent!"
- ❖ **Title IIIC Nutrition Services:** A goal of our nutrition program has been to reduce the number of canned meal recipients. This has been accomplished by working with the FTAAAD Options Counselors and increasing hot meal delivery by requiring the site coordinators to do more delivery of hot meals by recruiting additional volunteers. As of the end of February 2019, there has been a 7% increase in hot meals and a 4% reduction in canned meals. Another goal of the program has been to reduce the overall plate waste. It is estimated that the congregate program will reduce plate waste more than the 7,610 goal. Congregate sites that have a higher plate waste have been targeted. We continue our nutrition counseling through our partnership with Dr. Michelle Lee and the dietetics graduate program at East Tennessee State University. This year we updated our process by having the students call and schedule appointments instead of having a set day and time. This process has been more effective in reaching the individuals and having them available and participating. We had 10 referrals to the program and six individuals that were counseled. The students and Dr. Lee provide specific information and counseling to each individual based on their needs and concerns. They provide additional information through handouts, recipes and nutritional supplemental products or coupons, as needed.

- ❖ **Title IIID Disease Prevention & Health Promotion:** Our focus with evidence-based programs continues to be the Chronic Disease Self-Management Program (Living Well with Chronic Conditions); Diabetes Self-Management Program (Take Charge of Your Diabetes); Powerful Tools for Caregivers; and the Walk with Ease (WWE) Program. This fiscal year, we implemented the Cancer: Thriving & Surviving Self-Management Program. Currently, we have conducted seven Healthy Aging workshops including, two Walk with Ease, three Take Charge of Your Diabetes, one Living Well with Chronic Conditions, and one Cancer: Thriving & Surviving workshop. There have been a total of 43 participants in the six workshops, so we are on target to reach our performance measure of a 5% increase in participants.

- ❖ **Title IIIE National Family Caregiver Support Program:** During this fiscal year, FTAAAD's goal was to promote access to family caregiver services and resources, including respite service, to meet the needs and preferences of family and informal caregivers, including grandparents raising grandchildren. We have partnered with UT Extension Carter County to work on a guidebook for grandparents raising grandchildren. We will also be offering a panel discussion during our Annual Aging Conference that will include representatives from the Relative Caregiver Program, Carter County Drug Prevention Coalition and ReVIDA Recovery Center to discuss caregivers, the elderly and drug misuse. Due to low call volume, we have transitioned our caregiver telephone support group to a quarterly newsletter in the hope of reaching more caregivers. The newsletter will have general caregiver information as well as a page dedicated to grandparents raising grandchildren. Since November was National Family Caregiver Month, FTAAAD sent out a news release to the local media about caregivers. The article was about appreciating and supporting the caregivers in our lives. Information about our IIIE family caregiver support program was included in the article.

- ❖ **Title VII Elder Rights:** Increased awareness and access to information regarding the prevention of abuse, neglect and exploitation have been accomplished in a variety of ways. Monthly meetings of the Northeast Tennessee Vulnerable Adult Coalition (NET-VAC), continue to address issues pertinent to abused and exploited adults. Dates and times of meetings are published quarterly in the FTAAAD newsletter, which is promoted to approximately 4,000 aging-network professionals, as well as to visitors to the FTAAAD website. FTAAAD purchased 1,000 rack cards, and over half of the cards were given to APS for distribution. On one side of the card, there is information about Adult Protective Services and how to report suspected abuse, and on the other side there is information about FTAAAD services. We have scheduled six press releases on elder abuse for February, March, April, May (2) and June. The press release in February was on Recognizing Elder Abuse: Tips for Long-Distance Caregivers. The press release in March was on elder abuse workshops featured at the 31st Annual Conference on Aging.

State Funds

- ❖ **OPTIONS Home-and-Community-Based Services:** OPTIONS provides information & assistance, service coordination, homemaker services, personal care, home-delivered meals and personal emergency response systems to qualified individuals. Our Options Counselors have done a good job connecting individual to other services/agencies for clothes, food boxes, cleaning supplies, home repairs, home energy assistance, incontinence briefs, and other chores around the home. In addition, during bad weather the counselors do safety-check calls to frail, isolated individuals. We have also developed a disaster-resource database and have identified power boards for all counties in our service area, their policies on disaster preparedness, and emergency phone numbers. In addition, we have identified the best resource to find open shelters in area during times of disaster/need. An objective for FTAAAD was to ensure efficiency and cost-effectiveness within the OPTIONS Program. We researched and implemented the use of email for transmission of Notice of Service Change (NOSC) between Options Counselors and providers, as opposed to faxing. By the end of this fiscal year, training will be held on how to handle the electronic email version and all providers will be allowed to submit NOSCs via email instead of by fax. Portable scanners and new printers for each Options Counselor are being purchased which will allow the Options Counselor to begin converting some chart information electronically which will be more efficient and cost effective. We have also completed training with three area hospitals on how to make a referral and the required information needed to complete the referral process.
- ❖ **Guardianship:** Eleven new clients have been admitted to the program since 7/1/2018. In addition, one new volunteer has been enrolled since 7/1/18. The public conservator continues to educate the courts and local attorneys about the types of individuals we should serve and has identified two attorneys who are willing to offer free service or reduced rates. The program has been fortunate to receive an annual grant in the amount of \$2,000 through the Johnson City Elks Lodge. The grant funds have been used to purchase needed items for our indigent clients. Elks Lodge members also used some of the funds to purchase Christmas gifts for 13 of our indigent clients.

Other

- ❖ **SHIP:** New and improved SHIP, LIS, MSP and AAAD materials have been created to better communicate eligibility requirements, and information on programs in simple language and easy-to-read fonts. In addition, SHIP has developed partnerships with agencies targeting the homeless populations to provide information on Medicare LIS and MSP through our SHIP and MIPPA grants. We have reached out to the Veteran's Affairs Medical Center Homeless Program social workers to facilitate referral for Medicare counseling and help on LIS and MSP applications. We will also be providing education and information to VAMC social workers on Medicare, LIS, and MSP. Two churches that aid the homeless and indigent populations of our area have also been contacted. The most recent full report year that we have is from 1/1/2017 – 12/31/2017. As of this date, FTAAAD SHIP has counseled 9,402 beneficiaries and held a total of 121 public and media events, reaching 8,806. SHIP held 10 enrollment events at local senior and community centers during Medicare Annual Open

Area Plan 2020 Update

Enrollment Period at the end of 12/31/2018 in partnership with the ETSU College of Public Health. A total of 38 students were utilized as volunteers.

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.

CHOICES: Increasing knowledge of staff and community partners on Older Americans Act (OAA) programs and services available through TennCare for long term care, CHOICES, remains a focus for FTAAAD. Efforts to meet this goal, include providing ongoing training on resources, assessment, screening and basic program guidelines. Staff has met with 38 partnering agencies and trained 502 individuals. Eight Options Counselors/program manager, eight CHOCIES staff, and five Information/Referral and State Health Insurance staff were updated and trained on current programs and program changes. We hosted three meetings with in-home providers providing information and education. We continue to assess applicants for alternate funding sources for services requested and performed 2,059 long term care screenings assessing needs and potential program eligibility. TennCare awarded the FTAAAD CHOICES program an overall compliance score of 100% in all audit categories reviewed.

SNAP Outreach Program: The SNAP Outreach program continues to grow, and word is spreading throughout the region that SNAP application assistance is available through FTAAAD. We are now receiving referrals from health-insurance providers, mental-health organizations and the local DHS offices themselves, among others. Since July 1, 2018, there have been 3,434 individuals screened for SNAP, and 149 application completed. SNAP outreach information was provided at 37 events.

MyRide Tennessee: FTAAAD has been successful in implementing the senior volunteer-assisted transportation program in Johnson County and Jonesborough. In Johnson County, the first ride was given on November 5, 2018, and in Jonesborough, the first ride was given on December 13, 2018. As of March 20, 2019, the Johnson County program has 21 volunteers, 30 clients, provided 262 rides and traveled 2,923 miles. A total of 192 volunteer hours have been provided, with \$4,224 in-kind service by the volunteers. The Jonesborough program has 15 volunteers, 14 clients, provided 113 rides and traveled 1,739 miles. A total of 107.30 volunteer hours have been provided, with \$2,354 in-kind service by the volunteers. Both programs have a community steering committee that develops policies and procedures that include, and are consistent with the following core values: independence, dignity, community support, sustainability, affordability and easy access. In addition to Johnson County and Jonesborough, Kingsport has been ushered in under year one. The Kingsport Steering Committee has been developed, and their first meeting was held on January 30, 2019. A potential launch date has been set for the middle of May. The programs are appropriately named MyRide Johnson County, MyRide Jonesborough and MyRide Kingsport, but yet are mirror images. All public relation materials are branded individually, but are uniform with the MyRide logo.

Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA): The CREVAA program addresses the unmet needs, both emergent and ongoing, of elder and vulnerable adult victims of crime by providing advocates who work with victims as well as stakeholders, including Adult Protective Services, law enforcement, district attorneys, and aging-services

providers. FTAAAD launched the program in April 2019 with one Advocate. By reaching out to stakeholders, CREVAA referrals have grown from four cases a month to almost 20. Due to educational outreach, CREVAA not only receives referrals from APS but also from law enforcement. The response by local sheriff departments and police departments has been remarkable. CREVAA has reached 255 individuals at educational outreach events. FTAAAD and CREVAA maintain an exceptional relationship with APS in all eight counties. The CREVAA Advocate attends all VAPIT (Vulnerable Adult Protective Investigative Team) meetings in Greene County, Sullivan County and Carter County. The CREVAA program's in-kind totals \$21,763 from the start in April 2018, until January 31, 2019. In total 71 alleged victims have been helped. In addition to advocacy, the CREVAA program has purchased food for 20 consumers and paid numerous rent and utility bills which allow alleged victims to remain at home with electricity and running water. CREVAA has also worked with individuals wanting to move to assisted-living facilities. CREVAA also continues to work with contractors to repair structural damage due to criminal activity. Many elderly victims are taken to local hospitals and abandoned. CREVAA has been able to work with APS, managed care organizations, and FTAAAD CHOICES intake coordinators to provide temporary emergency housing and food while advocating for permanent living arrangements. The CREVAA program has been a success for FTAAAD, by providing much-needed advocacy and support.

Other:

FTAAAD received a grant in the amount of \$4,950 from the Greene County Community Foundation, an affiliate of East Tennessee Foundation, to provide home-delivered meals for an entire year for three qualifying low-income seniors in Greene County.

Another valuable resource in our region is FTAAAD's Emergency Assistance Program (EAP). This is an agency fund dedicated to helping qualified seniors with small (less than \$200) yet crucial needs that they are unable to afford on their own. Past recipients have received emergency help with heating assistance, pest control, rent assistance and many necessities. Funds for this program come from local donations, revenue over expense from our annual aging conference, and from our Silent Auction where \$3,500 was raised held in conjunction with our annual aging conference.

Our 31st Annual Conference on Aging will be held on April 30th at the MeadowView Conference Resort & Convention Center in Kingsport. This year's conference (and May's Older Americans Month theme) is "Connect, Create, Contribute". The conference provides training for senior-services providers and volunteers who work with the FTAAAD. There are usually 250 in attendance at our conferences. We receive approximately \$20,000 in revenue from sponsors, exhibitors, and registration fees to support the conference. In addition, we receive \$10,000 in in-kind contributions.

The First District Senior Olympics is an annual event and was held September 7 – 24, 2018 at various locations in Johnson City and Kingsport. A total of 175 athletes participated in the games, which includes events in basketball, bowling, golf, horseshoes, pickleball, shuffleboard, swimming, table tennis, and track and field. We receive approximately \$9,000 to support the Senior Olympics from registration fees and project contributions. In addition, we receive \$8,000 in in-kind contributions.

Media Relations: FTAAAD wrote and submitted eight press releases to Northeast Tennessee media outlets (10 newspapers and three television groups) on topics ranging from caregiver support to SNAP outreach to elder abuse. Publication of press releases is tracked, along with the paid-subscription reach for each media outlet that published an FTAAAD release. In addition, related social media posts are released on the same schedule as the press releases, with their reach tracked as well. In addition to the press releases and social media posts, FTAAAD produces and distributes an agency newsletter on a quarterly basis. These newsletters include information of new FTAAAD programs, upcoming events, and general-interest topics on aging. The FTAAAD newsletter is distributed to a list of over 4,000 aging-community professionals every three months.

Goals, Objectives, Strategies, and Performance Measures

GOAL 1: Ensure that programs and services funded with federal Older Americans Act (OAA) are cost-effective and meet best practices.

Objective 1. Develop a disaster-resource database and update the plan in accordance with best practices as defined by AIRS standards for I&A.

Strategies

1. Include a list of community resources that provide services in times of disaster, conditions under which services are available, and a plan for updating and distributing this information.
2. Identify and partner with local/state and federal disaster-related resources, including those organizations with a formal role in emergency response, a clearly defined disaster mission, and/or a history of providing services during previous incidents.
3. Identify power boards' policies on disaster preparedness and emergency phone numbers for each power board in the service area, including any information that would be needed to ensure homes that need power for lifesaving medical equipment are made a priority in times of disaster.
4. Compile list of disaster resources, and add a new section for disaster resources to the resource directory.

Performance Measures

1. Identify one shelter and all of the power boards for each county in the service area. (Accomplished)

Performance Measure 2020

1. **Add a new section on disaster resources to the resource directory.**

Objective 2. Support and fund "Healthy Aging" through evidence-based programs that promote the well-being and the quality of life of seniors and their caregivers.

Strategies

1. Continue to offer the following Healthy Aging workshops: *Living Well with Chronic Conditions* (LWCC), *Take Charge of Your Diabetes* (TCOYD) and *Powerful Tools for Caregivers* programs, as well as the Arthritis Foundation *Walk with Ease* program.
2. Expand our Healthy Aging workshop options from four to five by implementing the *Cancer: Thriving & Surviving* self-management program.
3. Complete Master Training certification in TCOYD to provide cost-effective leader trainings by offering LWCC and TCOYD trainings together.

4. Participate in TCAD-provided Fall Prevention Coalition calls and explore opportunities to increase knowledge of fall-prevention programs and collect ideas to share with senior centers.
5. Establish new partnerships to leverage OAA Title IIID funds.
6. Implement the Stay Active and Independent for Life (SAIL) program in areas in our district with limited evidence-based program infrastructure.

Performance Measures

1. A minimum of six Healthy Aging workshops will be conducted throughout our district. (Accomplished)
2. Increase workshop participation by 5%. (Accomplished)
3. Offer one combined leader training for LWCC and TCOYD programs to ensure sustainability. (Accomplished)
4. Establish two new partnerships for evidence-based programs. (Accomplished)
5. Offer the SAIL program at two areas in our district.

Performance Measures 2020

1. **Continue to explore offering the SAIL program in our district.**
2. **Offer a minimum of six Healthy Aging workshops in our district.**

Objective 3. Provide access to low- or no-cost healthy food in a variety of settings to meet the diverse needs of older adults while providing meals that meet 33 1/3% of the dietary reference intakes (DRIs), and comply with the current Dietary Guidelines for Americans (DGAs).

Strategies

1. Continue to nurture the partnership with Second Harvest Food Bank to provide fresh vegetables and fruit to congregate and home-delivered meal clients on a regular basis.
2. Explore alternative meal options, especially for our very rural areas, to reduce the number of individuals receiving canned-food boxes.
3. Focus on reducing plate waste at our congregate meal sites by making it a priority for site coordinators, while also building better relationships with participants.
4. Continue utilizing ETSU instructor and graduate students in Dietetics program to provide telephone nutrition counseling to individuals that are high-risk, and create nutritional education program for congregate and home-delivered meal individuals.
5. Participate in TCAD nutrition calls to share and learn best practices and stay informed about innovative programs.
6. Utilize additional federal dollars received to increase direct service capacity for congregate and home-delivered meals.

Performance Measures

1. Increase last year's distribution of 4,058 pounds of fresh food to 762 families to 4,150 pounds to 775 families through partnership with Second Harvest Food Bank. (Not accomplished due to Second Harvest Food Bank donations down)
2. Identify and research two alternative meal options for canned-food recipients to better meet dietary needs and cost-effectiveness. (Accomplished)
3. Reduce overall plate waste from 8,011 to 7,610. (Accomplished)
4. Increase congregate meals by 10,000 (approximately 40 individuals), and home-delivered meals by 26,400 (removing 100 individuals from the waitlist). (Not accomplished)

Performance Measure 2020

1. **Increase congregate meals by 2,000 and home-delivered meals by 10,000.**

Objective 4. Promote access to family caregiver services and resources, including respite services, to meet the needs and preferences of family and informal caregivers, including grandparents raising grandchildren.

Strategies

1. Collaborate with community partners to increase awareness of resources, assistance and support groups available to grandparents raising grandchildren.
2. Collect information and consider developing a guidebook, or adding a section to the resource directory for grandparents raising grandchildren.
3. Continue to provide Family Caregiver Telephone Support Group for informal family caregivers that promote self-help strategies and allows for expression of shared feelings in a non-judgmental environment.
4. Reach out to two sources of information for grandparents raising grandchildren to determine topics for our Caregiver Telephone Support Group call.

Performance Measures

1. Conduct one FTAAAD staff training with presenters from Relative Caregiver Program (RCP), Tennessee Respite Coalition (TRC) and Family Links Respite to update staff on information and available resources. (Accomplished)
2. Identify possible partners and funding sources for creation of a guidebook for grandparents raising grandchildren. (Partially accomplished)
3. Target one telephone support group call to grandparents raising grandchildren. (Not accomplished – will not continue telephone support group due to lack of participation)
4. Increase number of individuals served from 130 to 160 during fiscal year 2019. (Not accomplished. Number has remained the same.)

Performance Measure 2020

1. **Create a guidebook for grandparents raising grandchildren.**

Objective 5. Increase awareness and access to information on the prevention of elder abuse, neglect, and exploitation by working with a variety of agencies and organizations, including the news media.

Strategies

1. Develop and implement the Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program to address the unmet needs of elder and vulnerable adult victims of crime.
2. Work with the Vulnerable Adult Protective Investigative Teams (VAPIT) to provide input and assistance, as needed.
3. Continue support of the monthly meetings of the Northeast Tennessee Vulnerable Adult Coalition (NET-VAC) by planning programs related to abused and exploited adults.
4. Continue sponsorship of the Washington County Seniors and Law Enforcement Together (SALT) Council's Senior Crime Prevention Academy, which primarily focuses on elder abuse and neglect.
5. Assist senior centers in planning programming such as speakers, videos, and printed materials, in support of World Elder Abuse Awareness Day (WEAAD).
6. Mail prepared news releases to television stations and local newspapers during May, which is designated as Elder Abuse Prevention Month.
7. Partner with financial institutions to identify best practices to assist older customers who may be victims of scams or financial exploitation.
8. Enhance partnership with APS to increase public awareness of abuse, neglect, and exploitation, and explain how to contact APS for needed services.

Performance Measures

1. Serve 50 clients through the CREVAA program, and provide education and outreach about the CREVAA program to 200 people. (Accomplished)
2. Ask one VAPIT member in our district to provide information about their services at one of our in-service trainings. (Accomplished)
3. Plan eight public-awareness events around WEAAD. (Accomplished)
4. Mail six news releases to local newspapers and/or television stations. (Accomplished)
5. Partner with two financial institutions.

Performance Measures 2020

1. **Partner with two financial institutions.**
2. **Mail four news releases to local newspapers and/or television stations.**

Objective 6. Increase knowledge of staff and community partners regarding OAA programs and those services available through CHOICES.

Strategies

1. Provide ongoing training on available resources, as well as assessment, screening, and basic program guidelines for OAA programs and CHOICES.

2. Continue to assess each applicant for alternate funding sources for services requested.

Performance Measures

1. Updates and/or training will be provided to six Options Counselors and three I&A staff twice per year to review the CHOICES program and any changes. (Accomplished)
2. Host three meetings for in-home providers and community partners, providing program information and education. (Accomplished)

Performance Measure 2020

1. **Host two meetings for in-home providers and community partners, providing program information and education.**
2. **Updates and/or training will be provided to six Options Counselors and three I&A staff once during the year to review the CHOICES program.**

Objective 7. Identify and apply strategies to ensure that the Ombudsman program continues to be effective and efficient while serving the highest number of individuals possible.

Strategies

1. Review data submitted from the District Ombudsman.
2. Meet with the Ombudsman staff on a quarterly basis in order to stay updated on pertinent issues.
3. Request that the Ombudsman program's part-time volunteer coordinator increase the number of active volunteers.
4. Continue to support the Volunteer Ombudsman Program by providing AAAD orientation to new volunteers, supplying each Volunteer Ombudsman Representative (VOR) with a picture ID badge, and recognizing all VORs at the Annual Conference on Aging.
5. Continue to make sure that all VORs complete the 15 hour VOR training and receive the necessary certification.

Performance Measure

1. Increase the number of VORs by 2%, from 14 to 17 total volunteers. (Accomplished)

Performance Measure 2020

1. **Increase the number of VORs from 17 to 25.**

Objective 8. Partner with the Legal Services program to raise awareness of advance directives.

Strategies

1. Request that staff of Legal Aid provide trainings, presentations, workshops, and materials about advance directives to the public.

2. Develop a plan to disseminate information to help individuals understand the importance of advance directives.
3. Add web link on our website to access advance directives forms.

Performance Measure

1. Trainings, presentations, workshops and materials will be provided at our Annual Aging Conference, two senior centers, one in-service training, the CHOICES providers meeting, and one NET-VAC meeting. (Accomplished)

Performance Measure 2020

1. **Add web link on our website to access advance directive forms.**
2. **Utilize Legal Aid to offer training at the CHOICES providers' meeting and one NET-VAC meeting.**

Objective 9. Implement a Senior Volunteer-Assisted Transportation Network.

Strategies

1. Identify counties/communities within our district that have an interest in starting a senior volunteer-transportation program.
2. Ensure that a steering committee is established.
3. Assist each county/community with development of policies and procedures that include, and are consistent with, the following core values: independence, dignity, community support, sustainability, affordability, and easy access.
4. Utilize the name "My Ride" for each program.
5. Develop the components of the program, to include the following: online software package, liability insurance and other risk management activities, standardized training for volunteers, volunteer-recruitment plan and marketing plan.

Performance Measure

1. Two My Ride volunteer-transportation programs will be operational at the end of fiscal year 2019. (Accomplished)

Performance Measure 2020

1. **One additional MyRide volunteer-transportation program will be operational at the end of fiscal year 2020.**

Objective 10. Administer support to senior centers as they continue to meet the needs of the ever-growing senior population.

Strategies

1. Discuss best practices for senior centers at the bi-monthly directors' meetings.
2. Provide training at the bi-monthly meetings on identified topics of interest.
3. Utilize all senior centers to host AAAD programs and events, including elder abuse awareness activities, health evidence-based programs, Senior Brain

Games, Senior Olympics, SNAP outreach, and Medicare Part D Open Enrollment events.

Performance Measure

1. Implement one identified best practice at three senior centers. (Accomplished)

Performance Measure 2020

1. **Provide training at the bi-monthly meetings on two identified topics of interest.**

Objective 11. Promote team-building activities and training to increase work productivity and job satisfaction for Option Counselors.

Strategies

1. Identify areas of discussion and training to encourage teamwork among staff.
2. Plan team-building activities for the Option Counselors.
3. Develop a network among the Option Counselors to share best practices.

Performance Measure

1. Provide two team-building activities/trainings at the in-service trainings. (Accomplished)

Performance Measure 2020

1. **Share best practices to promote better job satisfaction at the bi-monthly in-service trainings.**

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

Objective 1. Develop and maintain partnerships with agencies targeting the homeless population to provide information on Medicare, LIS and MSP through SHIP and MIPPA grants.

Strategies

1. Explore partnerships with social workers at Veterans Affairs Medical Center (VAMC) to provide education and information on Medicare, LIS and MSP.
2. Strategize best outreach methods to reach the homeless veteran population and develop new ways to perform outreach.
3. Continue to participate in the Homeless Veterans Stand Down Resource & Health Fair, putting an emphasis on outreach and education on Medicare topics, LIS and MSP, and qualification for those programs.
4. Explore partnership with the Johnson City Downtown Clinic, which serves the homeless population, to provide Medicare counseling, and eligibility information and applications for LIS and MSP.

Performance Measure

1. Contact the VAMC and the Downtown clinic to gauge interest in partnership with our programs. (Accomplished)

Performance Measure 2020

1. **Provide education and information to VAMC social workers on Medicare, LIS and MSP.**

Objective 2. Utilize new relationships developed through the SNAP outreach program, such as the county DHS offices and local mental-health facilities, to educate staff of these facilities on the full range of senior- and disabled-adult-oriented services offered by FTAAAD.

Strategies

1. Arrange presentations to case workers in DHS offices, mental health facilities and other social-services organizations to acquaint them with the range of services and programs available to their clients through FTAAAD.
2. Deliver FTAAAD materials to all applicable offices for distribution to case workers and consumers.
3. Invite and encourage participation in FTAAAD activities, such as the Aging Conference, and notify case workers of relevant events and meetings to further relationships.
4. Collect and distribute information to FTAAAD staff about these organizations' services that may be applicable to FTAAAD consumers.

Performance Measure

1. Conduct six presentations and distribute material to staff/caseworkers of social-services organizations not previously engaged with FTAAAD. (Accomplished)

Performance Measure 2020

1. **Arrange presentations to two mental health facilities to acquaint them with the SNAP program and the range of services available through FTAAAD.**

Objective 3. Promote dental care for older individuals in the First Tennessee District.

Strategies

1. Research the dental resources that are available in our district.
2. Incorporate these resources as a separate category in our community resource directory and database.
3. Disseminate this information to individuals who are in need of dental care.

Performance Measure

1. Identify two new dental resources. (Accomplished)

Performance Measure 2020

1. **Refer 12 individuals to the SMILEON60+ program.**

Objective 4. Educate the community about Dementia-Friendly Service Communities.

Strategies

1. Train FTAAAD staff in Dementia-Friendly Service.
2. Train Options Counselors in Dementia-Friendly Service, including person- and family-centered, and self-direction.
3. Hold a workshop about Dementia-Friendly Service at the Annual Conference on Aging.
4. Participate in the Purple Cities monthly meetings.
5. Collaborate with the local AARP.

Performance Measure

1. A total of 50 individuals will be trained.

Performance Measure 2020

1. **Explore online training for 50 individuals to be trained on Dementia-Friendly Service.**

Objective 5. Connect the professional aging community, including faith-based networks, to address the growing opioid epidemic.

Strategies

1. Train FTAAAD staff, Options Counselors, service providers, senior-center staff, and faith-based representatives in the region's risk factors and available resources.
2. Promote "Count it, Drop it, Lock it", and Rx lock boxes.
3. Promote local take-back events with area law enforcement.
4. Research law enforcement's ability to pick-up or collect unused medications from homebound seniors.
5. Educate care providers and the senior population on legislative changes to prescription-drug policy designed to address Rx abuse and opioid over-prescribing; and their effect on hospice care, frequency of doctor visits for some medications, number of prescription refills, and paperwork associated with pain medications.

Performance Measures

1. Train 75 staff about the region's risk factors and available resources. (Accomplished)
2. Distribute 50 lock boxes. (Accomplished)
3. Host four educational events with 100 attendees focused on Rx abuse/take backs/legislative changes.

Performance Measure 2020

1. **Host four educational events with 100 attendees focused on the growing opioid epidemic.**

Objective 6. Increase the frequency and reach of FTAAAD public-relations efforts in Northeast Tennessee in a coordinated manner to better educate consumers about services and other resources available through the agency.

Strategies

1. Develop an annual press-release schedule based on FTAAAD events and nationwide awareness campaigns.
2. Provide a minimum of six pre-written press releases and a press-release schedule to the FTDD communication director for distribution to 10 regional newspapers and two television conglomerates.
3. Coordinate all public-relations efforts with the FTAAAD website and Facebook page to extend the reach of these messages.
4. Utilize public broadcast and ETSU public broadcast for public-relations efforts.

Performance Measure

1. Track and record all media coverage gained via the strategies above through the in-house FTDD clippings procedures, and through relevant website-and Facebook-user data. (Accomplished)

Performance Measure 2020

1. **Redesign FTAAAD's website to offer a "News" section where all press releases will be promoted and archived.**

Objective 7. Utilize FTAAAD's "Extend A Hand" program to bring local churches together to raise supplemental money, and provide services to meet the needs of our low-income individuals.

Strategies

1. Re-brand the "Extend A Hand" program to fit more closely with the newly established FTDD Foundation.
2. Contact local churches and offer them the opportunity to donate money for home-delivered meals and/or our Emergency Assistance Program.
3. Work with churches and church youth groups to provide minor home repairs to individuals on our waitlist.

Performance Measure

1. Work with two churches. Not accomplished in FY 2019, continue performance measure for **2020**.

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

Objective 1. Contact local attorneys and request that they petition the courts (*pro bono*) for

conservatorships to the Public Guardian Program.

Strategies

1. Talk to chancellors or judges to request that they ask bar members to offer *pro bono* services to petition the court for conservatorships.
2. Compile a list of attorneys who may be interested in working with the Public Guardian Program.
3. Contact these attorneys and provide information about the Public Guardian Program and determine if they could assist the program with conservatorships.
4. Develop a list of the interested attorneys and provide copies to individuals who need conservatorship assistance.

Performance Measure

1. Identify two attorneys willing to offer free service or reduced rates. (Accomplished)

Performance Measure 2020

1. **Continue to work with the two attorneys who have been identified to offer free service or reduced rates.**

Objective 2. Ensure efficiency and cost-effectiveness within the Options Program.

Strategies

1. Work with FTAAAD's IT Manager to identify areas of accessibility in SAMS for the Options Counselors to input data for better efficiency and time savings.
2. Continue to implement the Document Management System, which will allow for a paperless system of transmission.
3. Research and implement the use of email for transmission of Notice of Service Change (NOSC) between Options Counselors and providers, as opposed to faxing.

Performance Measure

1. Review roster submission process for efficiency. (Accomplished)
2. Ensure that 50% of providers are using email for NOSC transmissions.

Performance Measure 2020

1. **Require five providers to use email for NOSC transmissions.**

GOAL 4: Ensure that Tennesseans have access to information about aging issues, programs and services in order to be able to make informed decisions about living healthy and independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care.

Objective 1. Expand FTAAAD website to include greater information on FTAAAD services and programs, a calendar of events, and educational information (or links) from

community partners.

Strategies

1. Create or rewrite individual web pages to provide more in-depth information on FTAAAD programs, utilizing keywords to ensure that the FTAAAD website appears at the top page of internet searches on each subject.
2. Investigate and evaluate educational materials available through community partner organizations, and include on FTAAAD website as appropriate.
3. Promote the website regularly on FTAAAD Facebook page to drive viewers to pertinent information.
4. Expand calendar of events to include outside events that FTAAAD staff will attend.

Performance Measure

1. Increase the number of unique visitors to our site from 5,957 to 6,300.

Performance Measure 2020

1. **Add four educational materials on our newly re-designed website.**

Objective 2. Create new and improved SHIP, LIS, MSP and AAAD materials to better communicate eligibility requirements and information in simple language and an easy-to-read font.

Strategies

1. Create SHIP, MIPPA and I&A outreach and education materials to improve ease of access to information and eligibility.
2. Create *Road to Medicare* booklet that clearly explains the process of enrolling in Medicare and lays out a basic timeline in an easy-to-read format.
3. Create packet that includes information on LIS, MSP, SHIP and other AAAD programs, and partner with area hospitals to distribute information to individuals in our target demographics upon discharge.

Performance Measure

1. Identify at least six topics that are most-asked about, and research the feasibility for simplification. (Accomplished)

Performance Measure 2020

1. **Use “Road to Medicare” booklet for information simplification.**

Objective 3. Improve community outreach and educational opportunities to increase awareness of SHIP program, AAAD services, LIS and MSP, and the eligibility requirements for all programs.

Strategies

1. Partner with community agencies to provide educational presentations for those that work directly with Medicare beneficiaries, including area hospitals, home care provider agencies, LTC facilities, and other agencies in the aging network.
2. Create and share short videos on social media to educate and inform viewers on various agency-related topics, including Medicare, SHIP, LIS/MSP, and eligibility requirements for various programs.
3. Create a display for use at the annual Aging Conference to educate agencies on the referral process, and how to make the most efficient referral.
4. Target local individuals who will be eligible for TCRS and/or POMCO, and who will be eligible for Medicare in the next two years, for informational seminars on Medicare.

Performance Measure

1. Identify and reach out to three organizations to provide educational presentations. (Accomplished)

Performance Measure 2020

1. **Identify and reach out to three home health agencies and hospital case management to provide in-service educational presentations.**

Objective 4. Utilize the statewide resource database, Network of Care.

Strategies

1. Post a link on our website to the Network of Care Resource site.
2. Begin utilizing Network of Care resource site for resources that may not be available in our current SAMS database.
3. Update our SAMS database with resources which may be on the Network of Care Resource site but not in our local database.

Performance Measure

1. Train 10 staff on Network of Care resource site. (Not accomplished)
2. Add five new resources to our current SAMS database of resources from the Network of Care Resource site. (Not accomplished)

This objective will be deleted as TCAD has informed us that the Network of Care resource site will not be our preferred resource database.

Objective 5. Review current document management system to determine its feasibility and develop processes to work towards a paperless system.

Strategies

1. Review the current workflows in the document management system and see if changes need to be made.
2. Visit other sites that have working document management systems.
3. Review forms and convert to electronic fillable forms.

Performance Measure

1. CHOICES will utilize the document management system, and current TennCare forms will be converted to electronic versions by June 2019. (Not accomplished)

Performance Measure 2020

1. **Scan 50 charts into document management system and archive the paper copies.**

Objective 6. Utilize the 501(c)3 status of the First Tennessee Development District Foundation to explore and enable new fundraising opportunities.

Strategies

1. Raise additional funds for home-delivered meals and Emergency Assistance Program (EAP), offering tax deductions for donors.
2. Promote the 501(c)(3) Foundation at our Annual Aging Conference Silent Auction.
3. Put a "Donate" button on our website.

Performance Measures

1. Promote the 501(c)(3)status at two major events. (Accomplished)

Performance Measure 2020

1. **Put a "donate" button on our redesigned FTAAAD website.**

Objective 7. Continue to participate and foster partnerships with local advocacy organizations, elected officials, as appropriate, state and federal agencies, and the general public.

Strategies

1. Share n4a Advocacy Alerts with community partners and the Advisory Council to raise awareness of senior issues.
2. Review legislative bills/briefings, identifying those that would enhance and improve services to seniors.
3. Work with the Advisory Council's Legislative Committee to contact or write letters to elected officials.
4. Provide Legislative Committee and other interested parties with n4a sample letter templates to use as a guide.
5. Put "Call to Action" regarding senior issues on the Facebook page.
6. Collaborate with the local AARP.

Performance Measures

1. Identify one topic of focus related to a senior issue to Legislative Committee.
2. Provide Legislative Committee with an opportunity to present relevant senior issues/actions at each Advisory Council meeting.
3. Post one "call to action" on Facebook page.

Area Plan 2020 Update

Performance Measure 2020

- 1. Provide Advisory Council's Legislative Committee with information about the OAA Reauthorization and request their input into recommendations.**

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.
 - I&A plans to target four rural counties: Greene, Johnson, Hancock and Unicoi, with various outreach activities such as health fairs, presentations, newsletters and Facebook posts. This will include participating in the Hancock County Fall Festival, Greene County Fair and various events with the Johnson County Senior Center and the Clinchfield Senior Center (Unicoi County).
 - Disseminate information about services to local churches and community centers such as commodities distribution centers and libraries.
 - Explore re-establishing partnerships with all Department of Human Services (DHS) offices within the eight county district.
 - Disseminate our SHIP and SMP brochures, which will be translated into Spanish, to limited-English-proficiency individuals.
 - Continue outreach and education through health fairs, presentations, newsletters and Facebook to all eight counties in Northeast TN.
 - Create a two-sided flyer about FTAAAD services and SHIP to distribute to commodity locations, senior centers, churches, housing authorities, libraries and courthouses.
 - Develop additional partnerships with specific senior centers in order to establish MSP/LIS application events.

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

1. Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
State – Options Allocation Amount	\$1,027,100	\$1,027,100	\$1,027,100
# Served	325	325	325
Units of Service	61,783.5	61,800	61,800

Area Plan 2020 Update

2. Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
Federal – Title IIIB (In-home Services) Allocation Amount	\$164,380	\$164,579	\$110,140
# Served	103	105	70
Units of Service	9,885	9,900	6,400

3. Describe the methodology for the projections listed above.

State Options projections are based on history of turnover of individuals on services and units of service. Units can fluctuate due to whether individuals are on meals. Federal Title IIIB numbers are based on average cost per action plan as well as projected turnover. Unit cost and allocation is based before carryover, and this is the reasonable number of units that can be provided.

4. Complete the following table:

Number of Individuals on OPTIONS Waiting List	948
Number of Individual on Title IIIB Waiting List	752

Waiting list is based on numbers as of 2/28/19

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

We have changed the procedure slightly to better target those who wish to remain on the waiting list. We are tracking in SAMS those who are due for an annual update and sending them a letter to see if they wish to remain on the waiting list. If we are unable to contact or they choose not to remain on the waiting list, we are removing them from the list. This has allowed us to decrease the numbers from previous years. For those who are on the waiting list, we are tracking their prioritization score and date they appeared on the waiting list, and as new slots become available we are able to easily determine who should begin services.

6. What are your projections for the number of individuals on the waiting list for FY 2020?
For the same time period in 2020, we expect our waiting list numbers to slightly decrease. We estimate that as of this time next year we will have 930 for the Options waiting list and 745 for Title III.

Title IIIC Nutrition Services

1. Complete the following table:

Provider	IIIC Allocation	NSIP Allocation	Total Amount of Contract	# Congregate Meal Sites	# Projected Congregate Meals Served in FY 2020	#Projected Home Delivered Meals Served in FY 2020
FTHRA	\$843,800	\$166,800	\$1,010,600	17	86,000	130,000

2. Complete the following table:

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

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

FTAAAD and the First Tennessee Human Resource Agency's (FTHRA) nutrition program deliver the highest quality meals, delivered with a smile, at the most efficient cost. This is accomplished by working on a menu that is nutritionally sound and that follows the nutritional requirements set forth by TCAD and the USDA. We work with our vendors to find the right products, especially our proteins, which are affordable and are still very high quality. We have worked hard to keep our food and supply inventory low. We order only the quantity of items that are needed and keep a very tight rein on our inventory. We have also tightened our production to cook only what we will use for that meal. This is not an exact science for us on all items, but we find ways to utilize all of our leftovers. We use them as holiday meals or freeze them for another usage, and we have very little waste. All of our meals are delivered by a volunteer or a meal site coordinator, if the volunteer is unable to deliver that day. We pay mileage to the coordinator if they use their own vehicle. This does not happen very often because we have great volunteers in all of our communities.

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.

FTAAAD and FTHRA carefully watch the budget for both congregate and home-bound nutrition. We feel at this time that the number of congregate individuals and meals served are below what is budgeted for our area. We are working to increase this number with

outreach. We plan to monitor any significant increase to any of our congregate sites to see if this will impact our funding reimbursement.

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

FTAAAD solicits participant feedback with a yearly survey. This is done for both homebound and congregate meal recipients and is done anonymously. FTHRA meal site coordinators provide a daily work report that asks for individual comments on meals. We can review this weekly to see what our consumers think of the daily menus and what issues they may have with the food items. We take the input from our consumers very seriously. Our goal is to provide a hot, nutritious lunch, but we also want it to be delicious and something they look forward to eating. We believe our menu is very satisfactory to most of our consumers and it may be the way we prepare items that they do not like as much. We have learned to send many items to the meal site uncooked, like breaded fish or breaded chicken, and the meal site coordinators will cook it upon delivery. This ensures a better quality and crispiness that you would expect with a breaded meal. We also send some of the frozen vegetables uncooked, and the coordinators will heat to the proper temperature. This is done so the items are not heated in our kitchen, then held at a safe temperature for transport, then heated again to temperature for meal service – by then, the vegetables are soggy and not appealing to consumers. In addition, FTAAAD conducts a quality satisfaction evaluation of consumer satisfaction with services provided. A questionnaire was distributed to consumers who attend the congregate site and 323 individuals completed the questionnaire. 91.64% of the respondents said they were “almost always/always satisfied” with the service. Some of the comments included: “I am grateful for this service. I enjoy the food here. Too much chicken! Thankful for the meals”. Our Options Counselors interviewed 304 home-delivered meal recipients. 99% of the individuals responded they were “almost always/always satisfied” with the service. Some of the comments included: “Best thing that ever happened to me. The meals are a great help. Volunteers are friendly. The meals are a blessing.”

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?

Many of our congregate meal sites are in some of the greatest social and economic need areas in Northeast Tennessee. We do not plan to change any of our congregate site locations.

7. Describe your plan to ensure that services will not be disrupted in an emergency situation. We are working on a written agreement to use Freedom Hall as an alternate food production area if there were ever an emergency situation in our current locations. We have a supply of frozen meals that we can send to homebound meals recipients if there are production issues on the day of service. We could send out cold meals to our congregate sites, as they all have ovens that can heat the meals. The Options Counselors do safety check calls on their homebound individuals during bad weather and an emergency situation.

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 conservator maintains a close working relationship with the local courts and the offices of clerks for judges in this district. The public conservator continues to educate the courts and local attorneys about the types of individuals we should serve. Chancellors and judges are more aware of the increase in the need for conservators while looking for alternatives to the public guardian program.

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

We will increase the number of volunteers to a minimum of six, with two of those volunteers serving in a professional capacity and providing services on as needed basis. We will maintain our volunteers through regular correspondence with them regarding their assigned clients and recognition of the valuable contribution they make to our program at our Annual Conference on Aging.

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

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

FTAAAD created a needs assessment survey to obtain input from our Advisory Council members, senior center directors, Options Counselors, Northeast TN Vulnerable Adult Coalition members and FTAAAD staff. A total of 78 individuals completed the needs assessment. The needs assessment identified the following caregiver needs: Covering your Legal Bases; Managing Finances; Paying for Care; Managing Medical Care; Talking about the Future; Coping with Caregiving Responsibilities; Finding Community Resources/Help Locally; Dealing with Death; Prescription Medication Management; Help with Personal Hygiene and Care; Assistance with Meals and Nutrition; Home Maintenance and Housekeeping; Transportation; Keeping Them Company; and, In-Home Respite Care. Individuals were asked to prioritize the **five** top caregiver needs.

As a result, the following were identified as the five top needs in our area with 1 as the greatest need:

1. Paying for Care
2. Coping with Caregiving Responsibilities
3. Help with Personal Hygiene and Care
4. Finding Community Resources/Help Locally
5. In-home Respite Care

The NFCSP responds to these needs as follows:

Paying for Care – The program is designed to offer caregivers a variety of services so they can have support while caring for their loved ones at home. Services available that a caregiver would have to pay for include: in-home respite, such as personal care, homemaker services, and sitter services; respite in a non-residential program such as adult day care; home-delivered meals; medical equipment and supplies; personal emergency response system; and assistive technology.

Coping with Caregiving Responsibilities – Individual counseling, organization of support groups and caregiver trainings are available through the NFCSP and can help caregivers deal with stressful situations, both physically and emotionally.

Help with Personal Hygiene and Care – Homemaker and personal care services are available through the NFCSP, and assist with personal hygiene.

Finding Community Resources/Help Locally – Information and assistance, as well as case management services, is available through the NFCSP. These services assist caregivers in obtaining access to the services and resources that are available within the community.

In-Home Respite Care – Respite care offers temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief for caregivers.

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

One innovative concept we plan to implement is our partnership with UT Extension in Carter County on the Grandparents Raising Grandchildren resource toolkit. This toolkit will provide community resources/help locally for grandparents raising their grandchildren.

We will be publishing a caregiver newsletter, “Caregiver Connection” that will be mailed to all of our consumers who are receiving services from NFCSP. The goal of the newsletter is to empower, engage, educate and embrace caregivers by providing them with the knowledge and resources to meet the challenges and responsibilities of caregiving.

We will continue to offer our Powerful Tools for Caregivers health evidence-based program which is designed to help family caregivers take care of themselves while caring for a relative or friend.

We will utilize the 501(c)(3) status of the First Tennessee Development District Foundation to pursue private fundraising and grant awards that allow FTAAAD to increase funds for caregiver services.

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.

Health and housing are the two most served legal priority cases in our area.

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

Yes, health and housing are the greatest number of cases and represent the greatest need.

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?

Minority in poverty represent less than 50 percent of those served through legal assistance. The Northeast Tennessee district has a very low percentage of minority population (3% average per district). The legal provider will use public service announcements on radio and television to increase awareness and will place informational posters (where allowed) in places frequented by minority in poverty, i.e., city buildings, churches, libraries, and health departments. Recently, the legal provider hired a receptionist who is Spanish-speaking, and already the number of Spanish speaking individuals has increased as a result.

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 order to implement the priorities, the legal provider will do public outreach and community education at senior centers, to civic and religious groups, social service organizations and care providers, and will participate with AAAD in community events. The legal provider will also use public service announcements and informational posters and brochures.

Ombudsman

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

Objective: Identify and apply strategies to ensure that the Ombudsman program continues to be effective and efficient while serving the highest number of individuals possible.

Strategies:

1. Review data submitted from the district ombudsman for accuracy and timely submission.
2. Request the ombudsman program's part-time volunteer coordinator to increase the number of active volunteers from 17 to 25.
3. FTAAAD director to meet with staff of the ombudsman program on a bi-yearly basis to discuss program operations.
4. Continue to support the volunteer ombudsman program by providing AAAD orientation to new volunteers and by recognizing all VORs at the Annual Conference on Aging.

Senior Centers

1. Complete the following table:

Senior Center	#Participants	#Low-Income	#Minority	#Rural	# English Limitation
Bristol Slater Senior Center	1622	107	74	337	12
Church Hill Senior Center	330	36	6	31	4
Clinchfield Senior Center	317	38	10	295	0
Elizabethton Senior Center	509	54	10	20	0
Hancock Co. Senior Center	24	16	0	23	0
Johnson City Senior Center	4098	382	317	347	1
Johnson County Senior Center	657	97	13	577	6
Jonesborough Senior Center	1767	120	96	296	10
Kingsport Senior Center	2353	161	84	129	6
Roby Fitzgerald Senior Center	410	67	30	351	4
Rogersville Senior Center	250	116	16	249	2

*The above numbers do not include transportation for FY 18 (7/1/2017-6/30/2018).

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

For fiscal year 2018, all senior centers met their participants' targeted populations except Bristol Slater Senior Center and Rogersville Senior Center. All centers except Rogersville Senior Center met their targeted #English Limitation target population. Bristol Slater Senior Center, Clinchfield Senior Adult Center, Johnson City Senior Center, and the Kingsport Senior Center met the #low income, #minority and #rural targeted populations in their service area. The Church Hill Senior Center, Elizabethton Senior Center, Johnson County Senior Center, Jonesborough Senior Center, and Rogersville Senior Center did not meet the #low income targeted amount but met the #minority and #rural in their service area. Hancock County Senior Center met the #rural but failed to meet their #low income and #minority. Roby Fitzgerald Senior Center met their #minority but did not meet their #low income and #rural. When looking at the Johnson County Senior Center target, we had to compare the numbers with a previous year contract due to the director being new and a new target contract not being completed. Our first approach will be to meet with the Church Hill Senior Center, Elizabethton Senior Center, Hancock Senior Center, Johnson County Senior Center, Jonesborough Senior Center, Roby Fitzgerald Senior Center and Rogersville Senior Center to

Area Plan 2020 Update

insure they are reaching out to low income and minority individuals when recruiting new members. Secondly, community partners such as pharmacies, doctors' offices, church leaders, programs for individuals in need, and the local media will be utilized to reach low income and minority individuals. Lastly, senior center participants will be asked to conduct outreach to potential new members of the senior center because they can best attest to the benefits and rewards of being a senior center member.

Emergency Preparedness

1. Name of Staff Person on the local emergency management team: Kathy Whitaker
2. How is the agency's emergency plan communicated to staff?

The purpose of the Emergency Action Plan (EAP) is to comply with the Occupational Safety and Health Administration's (OSHA) standard on emergency action plans. The intent of the EAP is to ensure all employees a safe and healthful working environment and provide basic emergency information, including building evacuation procedures for natural and man-made emergencies. All members of the FTAAAD staff are required to reach and understand the EAP information and procedures. There is an acknowledgement page at the end of the plan where staff must hereby acknowledge, in writing, that they have received and read the EAP and understand its contents.

SHIP

1. Complete the following table:

	FY 18	FY19 – Projected	FY20 - Projected
# Client Contacts	7668	7898	8135
# of Consumers Reached Through Outreach Events	7668	7898	8135
# of Client Contacts Under Age 65	1692	1743	1795
# of Hard to Reach Client Contacts	2616	2694	2775
# Of Enrollment Contacts	7668	7898	8135
# of Low Income/Medicare Savings Enrollment Assistance Contacts	1355	1396	1438

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

#Client Contacts: We will distribute information about SHIP through local health fairs and senior expos, and continue partnership with the Social Security Administration. Information will also be distributed through the commodities distribution program, local home health and non-medical-services agencies, and the Department of Human Services.

of Consumers Reached Through Outreach Events: We will continue to participate in local events including health fairs, senior expos, local festivals and county fairs, including the Hancock County Fall Festival, Unicoi Apple Festival, Greene County Fair and Appalachian Fair.

of Client Contacts Under Age 65: We will work to distribute information and provide education to organizations including the Department of Human Services, local housing authorities, and local churches.

of Hard to Reach Client Contacts: We will work to target Greene, Johnson and Hancock counties (rural counties) by participating in community events, including the Hancock County Fall Festival, Greene County Fair, and events at the Johnson County Senior Center. SHIP will also continue to hold Medicare enrollment events in Greene and Johnson counties. We will also continue to have a regular SHIP counseling volunteer at the Roby Fitzgerald Adult Center in Greene County. We will continue our partnership with the Social Security Administration, and will provide materials to the local Department of Human Services offices. We will also provide information to commodities distribution centers, senior centers, churches, housing authorities, and libraries. Lastly, we will continue outreach activities through health fairs, presentations, newsletters and social media.

of Enrollment Contacts: We plan to hold 10 enrollment events during Medicare Part D Open Enrollment.

of Low Income/Medicare Savings Enrollment Assistance Contacts: We will provide information on LIS/MSP to commodities distribution centers, senior centers, churches, housing authorities, and libraries. We will also explore holding LIS/MSP enrollment events at locations such as commodities distribution, housing authorities, and FQHCs.

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.

We will work to target Greene, Johnson, and Hancock counties (rural counties) by participating in community events, including the Hancock County Fall Festival, Greene County Fair, and events at the Johnson County Senior Center. SHIP will also continue to have regular SHIP counseling volunteers at the Roby Fitzgerald Adult Center in Greene County. We will continue our partnership with the Social Security Administration, and will provide materials to the local Department of Human Services offices. We will also distribute information at commodities distribution centers, senior centers, churches, housing authorities, and libraries. Lastly, we will continue outreach activities through health fairs, presentations, newsletters and social media.

Targeting Status Report

Report on activities during the preceding year.

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

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
1. Identify churches and agencies that focus on minority populations	Eight minority churches have been identified. Our agency brochure, CHOICES brochure, and information about SHIP and SNAP have been mailed to each church.
2. Provide training/information on how to better target minorities at senior centers	Information was provided at the bi-monthly senior center directors' meetings.
3. Recruit additional minority representation on FTAAAD's Advisory Council	Received a recommendation from a member at the March meeting.
4. Identify agencies that focus on older individuals with limited English proficient	SMP brochure is translated into Spanish. SHIP has Medicare information in Spanish.
5. Encourage senior centers to offer special programming to attract older individuals with limited English proficiency	Several senior centers have offered sign language classes, Spanish classes, Latin line dancing and planned a Cinco de Mayo celebration to attract older individuals with limited English proficiency
6. Increase awareness of our programs and services in older individuals who are in both social and economic need	Staff are present at health fairs in to increase awareness of our programs and services at farmers' markets and low-income housing.
7. Work with Legal Aid of East TN to assist vulnerable individuals, especially those who are non-English-speaking, low-income, low-income minority, and older individuals resident in rural areas.	Legal Aid staff present information at senior centers on living wills, elder abuse, scams, and Social Security. Legal Aid's receptionist speaks Spanish, and they have seen an increase in individuals served who are non-English-speaking.
8. Educate those individuals in rural locations about our services.	Information about our services has been provided to physician offices and also included in press releases.
9. Report the number of older individuals with greatest economic and social need, including low-income minorities, each quarter.	Year-end statistics have been provided to the Advisory Council and other SAMS reports are provided to staff as requested.

* 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.

First Tennessee Area Agency on Aging and Disability (FTAAAD) abides by Title VI of the Civil Rights Act of 1964. FTAAAD makes every effort to ensure fair and equal treatment of all consumers of services and all FTDD employees. Additional information on Affirmative Action is in FTDD Personnel Rules and Regulations. The Tennessee Human Rights Commission is the lead coordinating state agency for the monitoring and enforcement of Title VI of the 1964 Civil Rights act. FTAAAD staff person designated as the Title VI coordinator is the projects specialist. The Title VI coordinator investigates if there is a complaint. The Title VI coordinator keeps a file that contains:

- A. A copy of the 1064 Civil Rights Act
- B. Grievance procedure steps
- C. Complaint form
- D. Withdrawal of Complaint or Appeal for Fair Hearing form
- E. Report of Investigations form
- F. Appeal From Finding form
- G. Written policy to address participants using courtesy title (Mr., Mrs., Ms., Miss)
- H. Any complaints received and the outcomes of each case.

2. Complete the following table:

	FY 18	FY 19 - Projected
Total Individuals Served	17,797*	18,152
Total Minority Individuals Served	901*	919

*This does not include public events such as TV, radio, booths/exhibits, and print media

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

The agency uses the AVAZA language interpretation services.

4. Complaint Procedures

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

The projects specialist has been appointed as the Title VI local coordinator and has been trained in grievance procedures and use of the appropriate forms. The required posted information has the contact information for the Title VI coordinator.

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

All complaints go through the Title VI coordinator, who fills out the appropriate forms and takes the complaint to the Area Agency director. If the problem cannot be resolved, the problem will be taken to the Development District executive director. If the problem still cannot be resolved, it will be sent to TCAD. A record of every complaint will be kept on file.

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

No complaints.

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.

First Tennessee Area Agency on Aging and Disability Minority Service Providers
Fiscal Year 2017-2018

Service Provider Name	Women Owned
<u>Contractor Name:</u> A-1 Independent Living Solutions Andrea Townsend, CFO, Marsha Daniels, CEO 4504 Bristol Hwy, Suite 105 Johnson City, TN 37601	\$73,406.16
<u>Contractor Name:</u> Pro Careers, LLC Carolyn S. & Clifford C. Smith, Owners 2700 S. Roan St., Suite 209 Johnson City, TN 37601	\$59,888.12

Contractor Name: Mountain Wings, dba Visiting Angels James & Nancy Howard, Owners 321 Old Gray Station Rd., Ste 3 Gray TN 37615	\$21,473.98
	\$154,768.26

FTAAAD had 16 Contractors of which 3 are Minority for 19%. Total dollars to Minority is \$154,768.26 or 16.31% of total service dollars of \$948,776.20. This does **not** include meal contractors, senior centers, and transportation, legal, ombudsman, or health promotion contractors.

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.

The projects specialist and other designated staff work to ensure that each service provider contracted with the agency follows Title VI and includes the subject in their staff training. FTAAAD utilizes the Title VI contractor compliance form when monitoring each service provider, including HCBS providers, nutrition sites, and senior centers. The assurance signs and grievance files are monitored yearly. Each provider is required to have a written Title VI policy.

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?

Information about services and programs are provided through our dedicated I&A telephone line; and by our senior centers, through our Options Counselors. To aid in targeting those in greatest need for services, FTAAAD utilizes a standard assessment form for prioritizing individuals for in-home services. The assessment rates functional status, health, social support, and economic resources. Guidelines give first priority to

low-income minorities if resources are not available to serve all individuals with the same assessment score. Regional and specific target-group marketing allows FTAAAD to concentrate limited resources to provide the greatest opportunities to reach seniors.

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

FTAAAD requires all service providers to target their services to those in most social and economic need through contract provisions. First Tennessee has a total minority population of 3,625 or 3.0%, and the majority of that population resides in Sullivan and Washington counties. Targeting efforts have been successful since we are projected to serve 901 minorities or 4.0% by the end of fiscal year 2019.

- 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?

FTAAAD gathers information such as race, ethnicity, age and income level through participant-registration forms, intake screenings or in-home assessments. This is entered into our SAMS system so that we may gather statistical information as needed. FTAAAD activity logs provide a system to record the targeted audiences of presentations, health fairs, targeted mail-outs, and media events. The tracking system also records the location of staff engaged in outreach activities, using a desktop tracking system to record the event or funding source for the event, and whether the participants are minority, limited-English-proficiency, low-income, homeless, potential volunteers, rural residents, and/or caregivers. The activity log provides the documented information needed for monthly reports for several funded programs.

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.

Area Plan 2020 Update

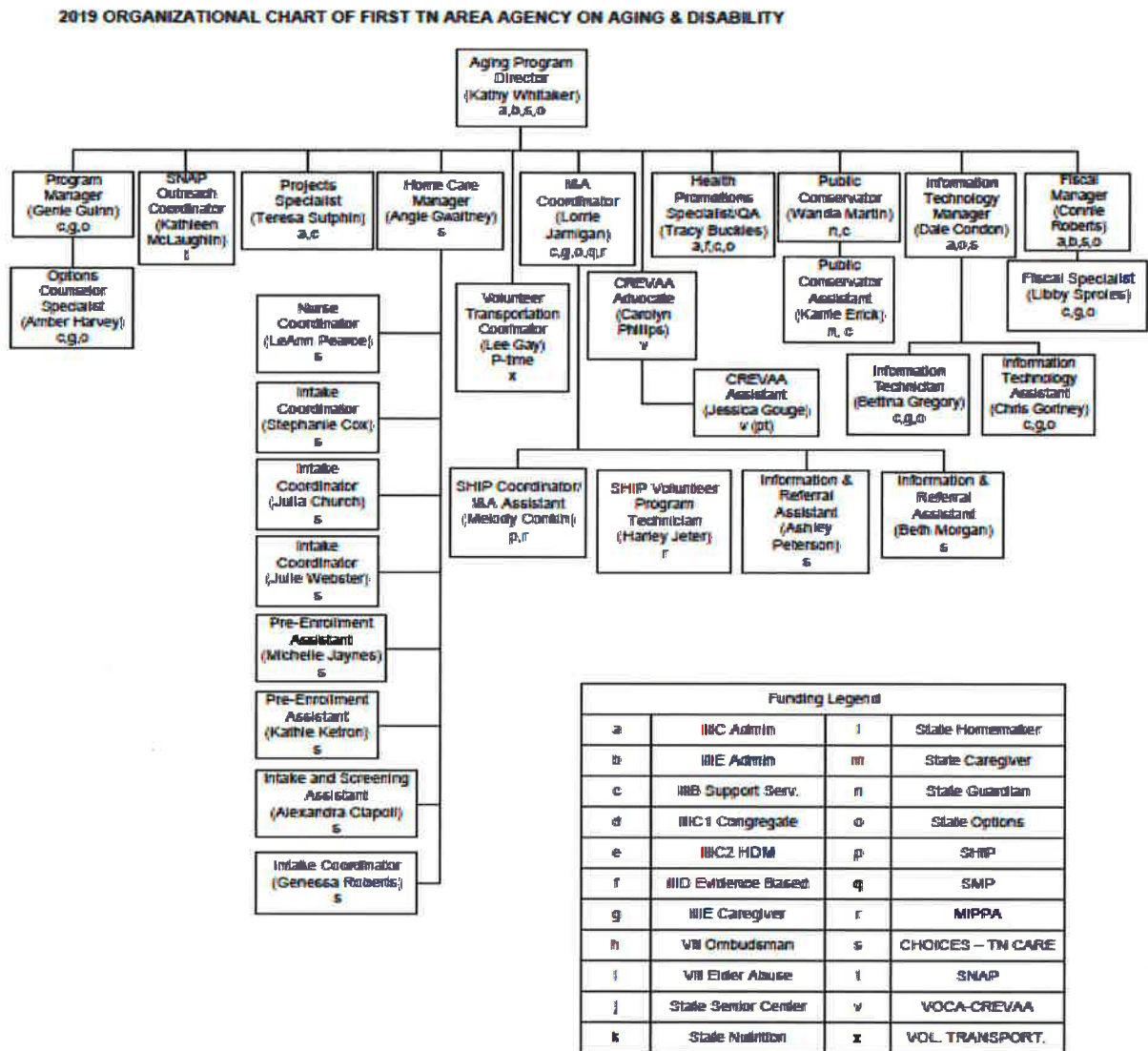
OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Identify churches and agencies that focus on the minority populations	Compile a list of the minority churches and agencies in our district. Contact these churches and agencies, and provide information about our services. Offer to provide programs such as our health evidence-based programs to these churches and organizations.	Harley Jeter Tracy Buckles
Provide training/information on how to better target minorities at senior centers.	Provide this training/information at the bi-monthly senior center directors' meetings.	Teresa Sutphin
Recruit additional minority representation on FTAAAD's Advisory Council.	Work with the Advisory Council's membership committee.	Teresa Sutphin
Identify agencies that focus on older individuals with limited English proficiency.	Compile a list of the agencies that focus on individuals with limited English proficiency. Translate our agency, SHIP, and SMP brochures into Spanish. Contact these agencies and provide information about our services.	Lorrie Jarnagin Melody Conkin
Continue to encourage senior centers to offer special programming to attract older individuals with limited English proficiency.	Discuss specific programming ideas at the bi-monthly senior center directors' meetings.	Teresa Sutphin
Increase awareness of our programs and services to older individuals who are in both social and economic need.		
Work with Legal Aid of East Tennessee (LAET) to assist vulnerable individuals, especially those who are non-English-speaking, low-income, low-income minority, and older individuals residing in	Request that LAET perform public outreach and community education in order to target to these groups. Network with the private bar, social-service providers, and other	Kathy Whitaker

Area Plan 2020 Update

rural areas.	organizations in the community.	
Educate those individuals in rural locations about our services and programs.	Provide information to rural physicians' offices, health clinics, and pharmacies.	Harley Jeter Genessa Roberts
Report the number of older individuals with greatest economic and social need, including low-income minorities, each yearly.	Provide SAMS reports to appropriate staff and to the Advisory Council.	Dale Condon

AAAD STAFFING

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



Last Update 3/13/19

Area Plan 2020 Update

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

- Name and Position

Lee Gay – Volunteer Transportation Coordinator

Alexandra Ciampoli – CHOICES Pre-Enrollment Assistant

Jessica Gouge – CREVAA Assistant (new position -not a new hire – transferred)

Genessa Roberts – CHOICES Intake Coordinator

Ashley Peterson – Information & Referral Assistance

- 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)

Part-time status and this position will only work with the volunteer transportation program.

Full-time status and this position will only work with CHOICES

Part-time position and this position will only work with the CREVAA program

Full-time position and this position will only work with CHOICES

Full-time position and this position will only work with Information & Assistance.

- Required Qualifications (List the individuals qualifications)

Bachelor of Science in Criminal Justice

Bachelor of Arts in History and Literature

Bachelor of Science in Public Health

Master of Social Work Degree

Bachelor of Arts in Mass Communications

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

Christopher Craig – Executive Director

4. The total number of staff at the AAAD is: 29.33. Of the total number of AAAD staff the following are:
- Age 60+: 9
 - Female: 26
 - Minority: 1
 - Disabled: 0

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	
Options Counselors Training	9	5		Every 2 months
Annual Conference on Aging	28	275	25	April 2020
Public Guardian Training	2			April 2020
*AIRS Conference	1			2019
*Meals on Wheels Annual Conference	1	1		Fall 2019
*n4a Annual Conference	1			July 2019
SE4A Annual Conference	11	20		September 2019
*SE4A Board Meetings	1			July 2019 February 2020
*WellSky Annual Conference	2			September 2019
SHIP/SMP Annual Training	2			April 2020
CMS SHIP Training	1			TBA
TCSW Conference	2			March 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
Edward Brown	Age 60+ (50% Older persons) Resides in a Rural Area
Sandra Byington	Age 60+ (50% Older persons)
Mar Carter	Age 60+ (50% Older persons) Minority age 60+
Betty Cook	Age 60+ (50% Older persons)
Tabitha Ebbert	Service Provider for Older Persons Service Provider for Individuals with Disabilities
Linda Evans	Service Provider for Older Persons
Lori Greene	Provider of Veterans' Health Care
Sharon Hayes	Service Provider of Older Persons
Val Herod	Age 60+ (50% Older persons) Resides in a Rural Area
Lynn Hodge	Age 60+ (50% Older persons) General Public (County Representative)
Melissa Johnston	Service Provider for Older persons
Karen King	Service Provider for Older persons Minority age <60

Area Plan 2020 Update

Jerry Lukach	Age 60+ (50% Older persons)
Bob Mallory	Age 60+ (50% Older persons) Resides in a Rural Area
Sue Maxwell	Age 60+ (50% Older Persons)
Bessie Moody	Age 60+ (50% Older persons) Resides in a Rural Area
Kim Moore	Service Provider for Older Persons
Daris Morgan	Age 60+ (50% Older persons)
David Oaks	Age 60+ (50% Older persons) General Public (County Representative)
Gay Quansah	Age 60+ (50% Older persons) Minority age 60+ Family Caregiver
Francis Scheirer	Age 60+ (50% Older persons) General Public (County Representative)
Margot Seay	Age 60+ (50% Older persons) Service Provider for Older Persons
Bryan Smith	Service Provider for Older Persons
Fred Tankersley	Age 60+ (50% Older persons)
Carol Tilson	Age 60+ (50% Older persons) General Public (County Representative)
Glenn Tilson	Age 60+ (50% Older persons)
Jo Willems	Age 60+ (50% Older persons)
Jill Wishart	Age 60+ (50% Older persons) Service Provider for Older Persons

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

Give Dates and Times of Scheduled Meetings

Tuesday, August 20, 2019 at 1:30 p.m.
 Tuesday, October 15, 2019 at 1:30 p.m.
 Tuesday, December 10, 2019 at 11:30 a.m.
 Tuesday, February 18, 2020 at 1:30 p.m.
 Tuesday, March 17, 2020 at 1:30 p.m.
 Tuesday, April 21, 2020 at 1:30 p.m.
 Tuesday, June 16, 2020 at 1:30 p.m.

C. OFFICERS & OFFICE

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Glenn Tilson	Chairman	12/31/2019
Betty Cook	Vice Chairman	12/31/2019
Jo Willems	Secretary	12/31/2019

- D. ADVISORY COUNCIL BYLAWS**
Attach Bylaws that show date of last review.

No change

Advisory Council Participation in the Area Plan Process

Describe below 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.

February 19, 2019 – Area Plan was discussed and members were requested to complete a needs assessment on the top needs of caregivers.

March 19, 2019 – One week prior to the meeting, the Area Plan was emailed to the membership for their review prior to the meeting. Area Plan was reviewed and discussed at the March 19th meeting.

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

Agenda for review meeting is attached on next page



FIRST TENNESSEE DEVELOPMENT DISTRICT • 3211 NORTH ROAN STREET • JOHNSON CITY, TN 37601
TEL: 423-928-3258 • FAX: 423-926-8291 • WWW.FTAAD.ORG

***FIRST TENNESSEE ADVISORY COUNCIL ON AGING &
DISABILITY***

AGENDA

DATE: Tuesday, March 19, 2019
TIME: 1:30 p.m.
PLACE: First Tennessee Development District, 3211 North Roan
Street, Johnson City, 2nd Floor Conference Room
PRESIDING: Glenn Tilson, Chairman

- I. Call to Order Glenn Tilson
- II. Pledge of Allegiance Dr. Ed Brown
- III. Roll Call Jo Willems
- IV. Approval of Minutes Glenn Tilson
- V. Announcement/Reports
 - A. Directors Report Kathy Whitaker
 - B. TCAD Commission Report Jerry Lukach
- VI. New Business
 - A. Area Plan Kathy Whitaker
- VII. Adjournment

Serving CARTER GREENE HANCOCK HAWKINS JOHNSON SULLIVAN UNICOI WASHINGTON Counties in Northeast Tennessee

First Tennessee Development District 423-928-0224 or I&A for all other Tennessee Districts 1-866-836-6678
Speech or Hearing Impaired call TN Relay Center -- TTY 1-800-848-0298 or Voice 1-800-848-0299

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

Glenn Tilson, Jo Willems, Bob Mallory, Carol Tilson, Dr. Ed Brown, Lori Greene, Melissa Johnston, Heather Smith, Betty Cook, Sharon Hayes, Sandra Byington, Jill Wishart, Jerry Lukach, Bradley Leonard (representing Karen King), Sue Maxwell, Linda Evans, Bryan Smith

Area Plan 2020 Update

4. Provide a summary of comments made by advisory council members about the completed plan.
 - Can't say enough good things about the work of the FTAAAD staff and their dedication of serving the people of our counties.
 - Great job!
 - Great presentation.
 - Community behavioral health is benefitted by the resources and helpful service providers when called on. Referring clients to AAAD and the multitude of services that are available allows us to be useful to clients without family or people to help them.
 - Thank you for all you do.
5. Summary of Changes. List changes made in the plan as a result of comments made at Advisory Council review.

As a result of comments made at Advisory Council review, no changes were made to the Area Plan.

ADDITIONAL DOCUMENTS *(Attached)*

<u>Exhibit Number</u>	<u>Title of Exhibit</u>
E-1	Assurances No Changes not included
F-1	Budget Area Plan Update
F-2	Personnel Area Plan Update
G-1	List of Subcontracting Agencies
G-2	List of Nutrition Sites