



FIRST TENNESSEE AREA AGENCY ON AGING AND DISABILITY ANNUAL REPORT 2015–2016

- A. Grantee's Name: **First Tennessee Development District Area Agency on Aging and Disability**
- B. Grant Contract's Edison Identification Number: **2084**
- C. Narrative Section, describing our program's goals, outcomes, successes and setbacks: **Below**

Older Americans Act Funding

- ❖ **Title IIIB Supportive Services:** In order to maximize the number of people served with our IIIB funding for homemaker and personal care, we continue to monitor and serve a number of persons in each county based upon the percentage of the 2010 60+ population. Title IIIB funding also supports our Options counselors/service coordinators. During this fiscal year, four of our eight service coordinators have become AIRS-certified, two have completed Boston University online courses, and three are currently taking online courses through Boston University on Options Counseling. The 11 senior centers in our district receive IIIB funding for transportation, and served 1,664 consumers with 49,087 units of service. This is a 9% increase in individuals served, and a 10% increase in units of service from last fiscal year. IIIB funding also supports our Long-Term Care Ombudsman Program and Legal Services for the Elderly. As a result of our annual evaluation of services, the legal services program returned 23 completed forms. 86% of the respondents were "almost always/always satisfied" with the services. Some of the comments included: "I received the best of help", "So glad the poor have caring representatives", "It was nice to know that I could receive help at my age." The Long-Term Care Ombudsman program returned 22 evaluation forms. 100% of the respondents were "always satisfied" with the service.
- ❖ **Title IIIC Nutrition Services:** The new congregate meal site at the Johnson City Seniors' Center was a highlight of accomplishment this year. The site is running well, and is serving an average of 35 meals per day. Nutrition counseling is now referred to medical insurance providers first for counseling, but we continue to work with ETSU and the dietetics master program there to provide counseling as needed. The ETSU dietetics program is providing nutrition education at four of the congregate sites twice a year, in the spring and fall. All sites have posted the SNAP-Ed flyers and are encouraging individuals to apply. Through a partnership with FTHRA and their Senior Community Service Employment Program (SCSEP), we were able to place two SCSEP workers in one of our most rural communities to enhance and provide needed services with the congregate and home-delivered programs in Hancock County.
- ❖ **Title IIID Disease Prevention & Health Promotion:** FTAAAD has chosen to focus on three evidence-based programs: Chronic Disease Self-Management Program (Living Well with Chronic Conditions); Diabetes Self-Management Program (Take Charge of Your Diabetes); and Powerful Tools for Caregivers Program. Our senior centers continue to offer other evidence-based programs through their centers and partnerships with YMCAs and other instructors. Through partnerships with UT Extension and our county health department's health educators, workshops are available and are offered throughout our service area. Two Living Well with Chronic Conditions workshops have been held at two senior centers; one Take Charge of Your Diabetes workshop has been held at the Medical Care facility in Elizabethton. These workshops had a combined total of 25 participants. Three Powerful Tools for Caregivers workshops were also held at two senior centers and one at the Mountain States Health Alliance Health Resource Center in Johnson City. A total of 25 caregivers were reached with these workshops. Planning is underway for the spring and summer workshops to be held throughout the counties. According to the evaluation for Powerful Tools for Caregivers, the most helpful classes were: Identifying Signs and Reducing Stress; Communicating Concerns and Feelings; Communication in Challenging Situations; and, Mastering Caregiving Decisions. Several caregivers who attended the classes said what they liked best about the program was "the help I received to take care of me".



- ❖ **Title III National Family Caregiver Support Program:** FTAAAD has offered a monthly Caregiver Telephone Support Group conference call for any interested caregiver. The calls feature various topics and guest speakers that focus on important subjects for caregivers. Some of the topics include Resilience: A Helpful Tool for Caregivers; Coping with the Negative Emotions of Caregiving; and Medicare Open Enrollment. Five caregivers have participated in the calls since July. We have also partnered with local Alzheimer's associations to provide resources and information to the many families dealing with dementia and Alzheimer's disease. Not only do we want to empower our caregivers with tools and resources, but we also want to make them feel supported and appreciated. This year, FTAAAD, in partnership with the Tennessee Respite Coalition, the local caregiver coalition, and CrestPoint Health, hosted a Caregiver Appreciation Luncheon. We increased the number of caregivers attending from 15 in 2014 to 27 in 2015. Caregivers received an uplifting message from our guest speaker, and each caregiver received goodie bags full of information and resources from local agencies.

Title VII Elder Rights: Awareness and access to information regarding the prevention of abuse, neglect and exploitation has been accomplished in a variety of ways. Monthly meetings of the Northeast Tennessee Vulnerable Adult Coalition (NET-VAC), continues to address issues pertinent to abused and exploited adults. Eleven public awareness events were planned for our senior centers during World Elder Abuse Awareness Day, and we mailed 10 news releases to local newspaper, television and radio stations promoting these events. Ten events were posted to FTAAAD's Facebook page. In addition, we 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.

State Funds

- ❖ **OPTIONS Home and Community Based Services:** Options provides homemaker services, personal care, home-delivered meals and personal emergency response systems to qualified individuals. In order to maximize the number of people served with our funding, we continue to monitor and serve numbers of persons in each county based on the 2010 60+ population. Our Options counselors/service coordinators have done a good job this year connecting individuals to other services/agencies for clothes, food boxes, cleaning supplies, home repairs, home-energy assistance, and other chores around the home. In addition, during bad weather, the coordinators do safety check calls on their frail, isolated individuals.
- ❖ **Guardianship:** In this last fiscal year, the Public Conservator and the Assistant have made local hospitals, nursing homes and mental health facilities aware that we have availability to serve more wards. In the past, these facilities were hesitant to pursue the legal assistance needed in order to proceed with Conservatorship in these cases the Conservator had agreed to accept. We have made the suggestion that for those in need, currently hospitalized for either physical or mental health problems, the hospital should contact their own legal department to file and pay for Conservatorship. This is happening more often, and the success has been tremendous. For those potential wards in long-term care, we suggested that nursing home administrators act as the Petitioner in court proceedings and agree to pay the initial filing fees to get the Court involved. If the potential ward is Medicaid-eligible, we forward this information to Legal Aid, and their attorneys prepare all legal documents and present the case to the Court, which relieves nursing homes from bearing all legal fees. However, we have had nursing homes hire their own attorney and ask that the Public Conservator be appointed for a resident in need. If the resident has resident trust funds, these funds are utilized to assist with payment of Court costs. Other referring agencies, including the VA and APS, have agreed to handle all the legal proceedings as well as the costs. This has resulted in our Program getting many new cases just this year. Obviously all involved, particularly the person in need, benefit from the actions mentioned above and allows our Program to function as intended.

Other

- ❖ **SHIP:** As of June 30, 2016, FTAAAD SHIP has counseled 7,839 beneficiaries, and has held a total of 173 public and media events that count toward ACL's SHIP performance measures, reaching a total of 8,897 members of the public. We held 14 educational events at Walgreens stores and 11 enrollment events at local senior and community centers during Medicare's annual open enrollment period, in partnership with the ETSU College of Pharmacy. With the help of our volunteers, SHIP participated in health fairs, county fairs and festivals in the area,



- ❖ including the Appalachian Fair, Greene County Fair, Roan Highlands Nursing Facility's Annual 4th of July celebrations, the Blue Plum Festival and Unicoi County's Apple Festival. SHIP also held volunteer trainings, including one initial volunteer training in March 2016 and an initial volunteer training for ETSU's College of Pharmacy, and several volunteer update trainings. FTAAAD SHIP also has a Facebook page in order to increase our online and viral presence.
- ❖ **CARE TRANSITIONS:** Due to a lack of funding through grants and/or hospitals, the CTI model is not actively being conducted in area hospitals. Currently, we are focusing on our AT-Home Community Coalition and building community partnerships to focus on a community issues and needs that affect readmissions with our elder populations. Our coalition meets quarterly and we have expanded the coalition to include both hospital systems in our area. We have focus groups that are identifying the needs within our community that can impact the readmission rates.
- ❖ **CHOICES:** TennCare chose FTAAAD's CHOICES outreach and education plan to be used as an example statewide of best guide to follow. In addition, FTAAAD also has the lowest "Error Denial Rate" for Pre-Admission Evaluations (PAE) submissions among the AAADs. Referrals to CHOICES have continued to increase at a rate of 2.4%. Concentrated effort was focused on developing new relationships, and strengthening old ones, with nursing homes, physicians, discharge planners and medical schools. 547 community professionals received brochures and one-on-one interactions. Educational information, as well as the opportunity to participate in home visits, was provided to 26 medical residents. In February 2015, FTAAAD launched our Facebook page, featuring information on elder abuse, caregiving, and resources within the community. We are rated at 4.9 out of 5 stars from eight reviews, with 258 likes and 19 people following us. Targeted efforts were made to boost public awareness through 77 events, with 7,273 brochures distributed, articles placed in four newsletters reaching 6,319 readers, and advertisement on 92,000 pharmacy bags. CHOICES performed 2,944 intake screening and 699 face-to-face visits. FTAAAD is also contracted by TennCare to be the Community Living Supports (CLS) Ombudsman. CLS is a community-based residential alternative service for seniors and adults with disabilities encompassing a continuum of support options for up to three individuals living in the home of trained family caregivers (other than the individual's own family) in an "adult foster care" arrangement.
- ❖ FTAAAD has initiated a new program called **EXTEND A HAND**, designed to bring local churches and other religious organizations together to raise supplemental money to meet the needs of our low-income senior neighbors. Many low-income seniors in northeast Tennessee cannot afford the most basic needs such as hot meals, heating or cooling, secure homes, etc. The Extend A Hand program allows our neighbors who are struggling with hunger, cold, heat, deteriorating homes, to remain in their own home. With government funds being limited, and FTAAAD's long waiting list for services (1,877), this additional support would give an extra hand to individuals in need.

The following is a description of each service included in the Extend A Hand program:

- Home-delivered meals—A well-balanced home-delivered meal is provided five days a week. For \$130 a month or \$1,560 per year, 20 weekday meals can be delivered to a qualifying senior on our waiting list.
- Emergency Assistance Program (EAP)—FTAAAD has a dedicated fund to help qualified seniors with critical needs such as eyeglasses, help with emergency heating/cooling, pest control and many other types of assistance. Financial support through EAP is limited to \$200 or less per person.
- Minor Home Repairs, volunteer placement—For those looking to lend an active hand, FTAAAD maintains a waiting list of seniors who need minor work done on their home. These repairs can ensure the individual is safe and comfortable in their own home.

As an initial result of this program, FTAAAD is partnering with a local church that is delivering a Wednesday-night meal to 22 individuals, and an assisted-care living facility that is delivering a noon meal twice a week to five individuals that we identified from our waiting list. We are hearing many "feel good" comments, such as, "This is



the first time I remember having a meat and vegetable on one plate”; “I haven’t had anyone pray for me in two years”; “This is the nicest thing anyone has done for me in my entire life”. The volunteers who are delivering the meals feel it is a privilege to serve.

In addition, FTAAAD’s Extend A Hand Program applied for and received \$5,000 from a local church’s 50:50 Challenge mission grant. This donation is allowing us to provide over 520 meals, and assist numerous elderly and disabled individuals with one-time financial assistance for basic necessities and minor home repairs. We have received several \$200 donations for our EAP, and the program was selected by the Southeastern Association of Area Agencies on Aging (SE4A) as a Best Practice.

We have developed the following marketing materials to be used in promoting our Extend A Hand Program: mission statement; :30 and :60 PSAs; presentation script; single information sheets; and thank-you cards.

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 eyeglasses, emergency help with heating assistance, pest control, new door locks, and many other types of assistance. Funds for this program come from local donations, and revenue over expenses from our annual aging conference. Next fiscal year, we are planning a cornhole tournament, “Cornholin’ for a Cause,” and the proceeds will support our EAP.

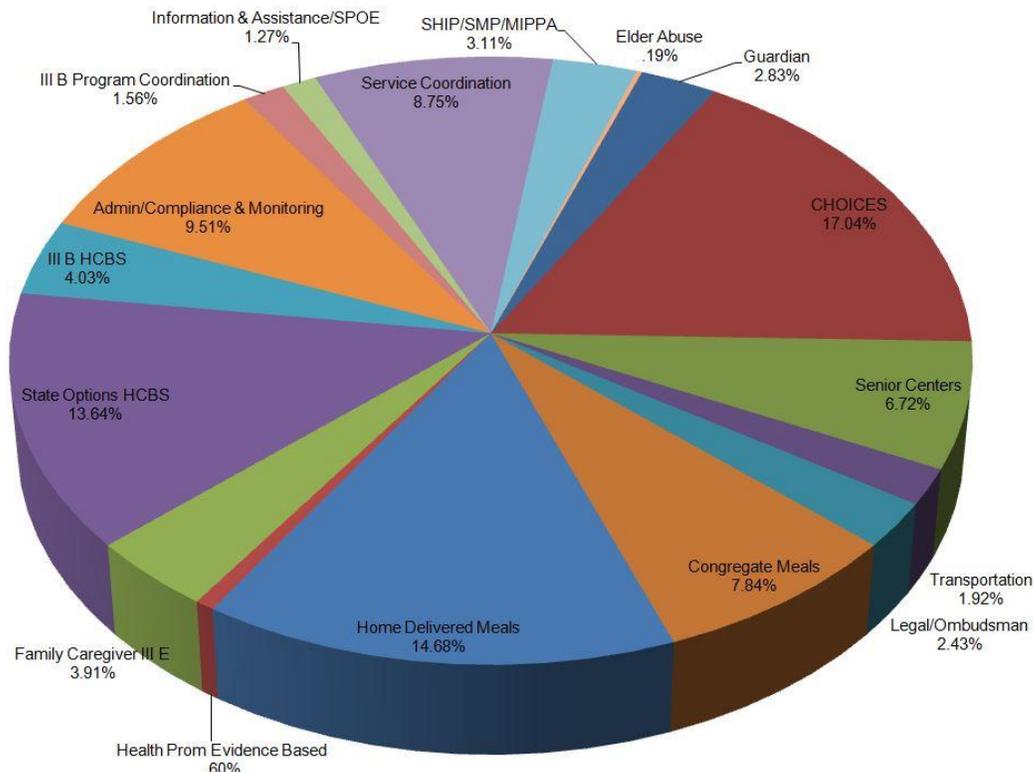
- ❖ Our 28th **ANNUAL CONFERENCE ON AGING** was held on May 3rd at the Millennium Centre in Johnson City. This year’s conference and May’s Older Americans Month theme was Blaze A Trail. The conference is a training conference for senior service providers who work with the FTAAAD. Attendees provide services to persons sixty or older and adults with disabilities. This could include certified home care attendants, senior center personnel, nutrition staff, van drivers, case management staff, homemakers, nurses, agency directors, nursing home and assisted care living facility administrators, caregivers, volunteers, senior citizens, etc. There were approximately 250 in attendance at our conferences. We receive approximately \$21,000 in revenue from sponsors, exhibitors, and registration fees to support the conference. In addition, we received \$11,000 in in-kind contributions.
- ❖ The **FIRST DISTRICT SENIOR OLYMPICS** is an annual event and was held September 9–19 at various locations in Johnson City and Kingsport. There were 193 athletes registered for the games, which include events in basketball, bowling, golf, horseshoes, pickleball, shuffleboard, swimming, table tennis, and track and field. Out of the 755 medals awarded, 455 were gold, 200 were silver and 100 were bronze. We receive approximately \$8,000 to support the Senior Olympics from registration fees and project contributions. In addition, we receive \$10,000 in in-kind volunteer contributions.
- ❖ Walgreens once again sponsored a “**WAY TO WELL**” competition between the First District senior centers during this fiscal year. Points are awarded (5 points each) for receiving a lifetime shingles and annual flu vaccine; being tobacco free or in an active cessation program; having their blood pressure checked in the last month; having their cholesterol checked in the last year; having a mammogram or prostate exam in the last 12 months; having a colorectal exam and bone-density exam in the last three years; having visited their primary-care physician in the last six months; having had an eye exam in the last 12 months; participating in regular social events; having a skin exam in the last year; having had a pneumonia shot; and receiving the newly-recommended pneumonia shot for seniors over 65. The center with the highest average score receives the first place prize of \$750; second place earns \$500 and third place receives \$250, for a total of \$1500.
- ❖ Due to a lack of funding, FTAAAD has been unable to develop a volunteer transportation program in our district.

D. Other Relevant Details: **Funding Analysis, See Page 5**



Funding Provided for Area Agency on Aging & Disability Program Operations

	Program	Federal	State	CHOICES	Other	Total	Percentage
1	Guardian	6,934	97,800		38,474	143,208	2.83%
2	CHOICES			862,435	-	862,435	17.04%
3	Senior Centers	2,500	121,200		216,142	339,842	6.72%
4	Transportation	95,828			1,174	97,002	1.92%
5	Legal/Ombudsman	104,600			18,256	122,856	2.43%
6	Congregate Meals	310,000			86,792	396,792	7.84%
7	Home-Delivered Meals	644,265	63,600		34,758	742,623	14.68%
8	Health Prom Evidence-Based	30,216			-	30,216	0.60%
9	Family Caregiver III E	152,211	45,100		340	197,651	3.91%
10	State Options HCBS		690,196		190	690,386	13.64%
11	III B HCBS	169,973	33,800		-	203,773	4.03%
12	Admin/Compliance & Monitoring (Program Review)	217,000	55,473	169,318	39,330	481,121	9.51%
13	III B Program Coordination	69,830			9,329	79,159	1.56%
14	Information & Assistance/SPOE	37,936	26,153			64,089	1.27%
15	Service Coordination	294,155	148,378		-	442,533	8.75%
16	SHIP/SMP/MIPPA	157,160				157,160	3.11%
17	Elder Abuse	9,457				9,457	0.19%
	Totals	2,302,065	1,281,700	1,031,753	444,785	5,060,303	100.00%
	Percentage of Total	45.5%	25.3%	20.4%	8.8%	100%	





FTAAAD 2016 Senior Center Data

Senior Centers	Consumers Served	Units of Service
Bristol Slater	1,668	185,947
Churchhill	345	41,396
Clinchfield	309	23,052
Elizabethton	513	37,186
Hancock	25	5,396
Johnson City	3,496	142,671
Johnson County	397	42,199
Jonesborough	1,809	74,579
Kingsport	3,078	176,532
Roby Fitzgerald	389	30,864
Rogersville	288	22,140
Total	*	781,962

*consumers not totaled due to duplication

Units do not include Transportation as it is included in the following table

FTAAAD 2016 Program Direct Services Data

Services	Consumers Served	Units of Service
Congregate Meals	1,571	86,002
Evidence-Based Activities	365	1,995
Home-Delivered Meals	936	151,041
Homemaker	489	37,457
Personal Care	125	4,033
Service Coordination	2,453	4,881
In-Home Respite	34	2,261
Legal Services	160	637
Long-Term Care Ombudsman Consumers	62	2,369
Long-Term Care Ombudsman Consultations	240	930
Public Guardian	46	2,019
Personal Emergency Response—Monthly	64	502
Caregiver Medical Equipment & Supplies	11	52
CHOICES Calls	2,525	2,525
CHOICES Screenings Completed	868	868
CHOICES Face-to-Face Visits	688	688
Transportation	1,307	44,147.39
Total	*	342,407

* consumers not totaled due to duplication