

**NORTHWEST TENNESSEE DEVELOPMENT DISTRICT  
AREA AGENCY ON AGING & DISABILITY  
ANNUAL REPORT**

Term: July 1, 2015 – June 30, 2016

Grant Contract EDISON identification number: 46108  
Federal Older Americans Act \$1,528,900.00

Grant Contract EDISON identification number: 46110  
State OPTIONS: \$541,200.00

Grant Contract EDISON identification number: 45151  
State Health Insurance: \$67,491.00

Grant Contract EDISON identification number: 44271  
MIPPA: \$42,491.00

The Area Agency on Aging & Disability also holds contracts with The Bureau of TennCare (Edison identification # 36656) for \$550,321.00 for the CHOICES program and the Upper Cumberland Development District for \$16,000.00 for the Senior Medicare Patrol (SMP) Program. The Edison Vendor ID is 2525.

The Area Agency on Aging & Disability serves persons 60+ and other adults with disabilities in the nine northwest counties of Benton, Carroll, Crockett, Dyer, Gibson, Henry Lake, Obion and Weakley. The Northwest District is totally rural. Individuals that are low income and with the greatest economic need are targeted for services.

**GOAL 1:** Ensure that current OPTIONS, Title III and Title VII funded programs and services for adults over the age of 60 and adults with disabilities are cost effective and meet best practices.

- **Title IIIB Supportive Services:** There have been 4,169 homemaker units of service provided to 140 consumers. The NWTN AAAD mailed Quality Satisfaction Surveys to 90 homemaker consumers with 62% being returned. These surveys are used to determine if changes need to be made in the program. If there were problems with the provider, the consumers are given the opportunity to change providers. Quality Assurance phone calls have also been made to consumers.

- **Title III C Nutrition Services:** There have been 57,909 home delivered meals served to 345 consumers and 48,488 congregate meals served to 522 participants. The AAAD mailed Quality Satisfaction Surveys to 210 home delivered meals consumers with 42% being returned and 485 congregate participants received surveys with 49% returned. These surveys are used to determine if changes need to be made in the program.
- **Title III D Disease Prevention & Health Promotion:** There were 1,669 units of evidence based classes provided to 322 participants. Courses being taught are Living with Chronic Disease, Taking Charge of Diabetes, Dining with Diabetes, Eat Smart Live Strong, Arthritis Class, Tai Chi, and Walk with Ease.
- **Title III E National Family Caregiver Support Program:** NWTN AAAD has provided 3,076 units of in-home Respite and 3,297 units of supplemental services for a total of 6,373 units of service to 35 consumers. The program is focused specifically on in-home respite. Quality Satisfaction Surveys were mailed to 22 consumers receiving in-home respite and/or supplemental services with 32% returned. Quality Assurance calls were also made to consumers to ensure services were being provided according to the Plan of Care. If there were problems with the provider, the consumer is given the opportunity to change providers.
- **Title VII Elder Rights:** The NWTN AAAD Program Specialist is a member of the TN Vulnerable Adult Coalition (TVAC). In June, each Senior Center holds an event and provides information to participants, staff and volunteers on elder abuse as part of National Elder Abuse Awareness Day. The NWTN AAAD conducts ongoing elder abuse awareness in staff meetings, provider meetings, and Advisory Council meetings. The NWTN AAAD has worked toward building awareness of APS services and how individuals should contact APS for needed services. We have also made available the web-based pro-bono website for low income individuals in order to post about their legal needs and receive basic legal information and advice from attorneys through outreach at health fairs. The district Ombudsman has entered data in the Ombudsmanager database in a timely manner and has recruited and trained 6 volunteers.
- **OPTIONS Home & Community Based Services:** NWTN AAAD has provided 31,792 units of service to 195 consumers. Quality Satisfaction Surveys were mailed to 138 consumers receiving homemaker and/or personal care with 42% returned. Quality Assurance calls were also made to consumers to ensure services were being provided according to the Plan of Care. If there were problems with providers the consumers were given the opportunity to change providers.
- **Guardianship:** The NWTN AAAD provided 3,225 units of service to 30 consumers. The Guardianship Program currently has 23 active clients. (Fifteen full conservatorship,

five person only, one property only and two Durable Power of Attorney. The program has recruited and trained three volunteers that visit clients and/or work in the district office.

- **SHIP:** Northwest State Health Insurance Assistance Program provides objective one-on-one counseling information and assistance to people with Medicare and potential Medicare members and/or their families through the NWTN SHIP/SMP. We have three staff, Program Coordinator, Volunteer Coordinator and Benefits Outreach Coordinator. We attended 15 Medicare Part D Annual Enrollment Events and participated in 5 training sessions. There are 35 active volunteers throughout our nine counties. During Open Enrollment we counseled 1,000 Beneficiaries; over half of these were Low Income and nearly 100 were on disability.

We are partnered with or in the process of partnering with Local Farm Bureau's, three Department of Health & Human Services Offices, three Social Security offices, T.A.R.P., four Health Councils, five Community Action Boards, Walgreens, NW Economic Development council, and Miles for Meals.

**GOAL 2:** Diversify funding and partnerships to meet current needs and implement additional services and programs to meet the emerging needs of the baby boomer population.

The AAAD has provided information and education to policy makers, legislators and community organizations. Partnered with the University of TN at Martin (UTM), faith based organizations and UT Ag Extension to strengthen the ability to reach baby boomers through information and education about services and healthy aging; to utilize their expertise; to increase volunteerism. The AAAD reviewed resources, determined where costs can be saved and funding can be redirected to unmet needs, and identified where there is duplication of services or potential for duplication. Policies and procedures were revised to include private pay and match payment options to underwrite the cost of services and programs. Northwest TN Development District and Human Resource Agency held the 2<sup>nd</sup> annual 5K/10K Fun Run/Walk to raise emergency funds for home delivered meals and other needs.

**GOAL 3:** Build the capacity of programs and services to serve more adults 60 and over and adults with disabilities by identifying strategies that can be cost effective implemented incrementally, and integrated into current programs and services.

The AAAD partnered with Alzheimer's, mental health organizations, senior centers and other aging service providers to coordinate public awareness and program development efforts to address the increase in Alzheimer's disease and Related Dementia with the increase in the

number of baby boomers. Continued to develop support groups for families/caregivers with Alzheimer's.

Implemented evidence based programs that address health promotion and disease prevention. Out reached to faith-based organizations and others in our communities to encourage program development and community activity and volunteerism regarding services to adults 60+ and adults with disabilities.

**GOAL 4:** Ensure that the Area Agency on Aging and Disability as the Aging and Disability Resource Center provides easily accessible, user friendly access to programs, services, and resources regardless of payment type.

The AAAD/ADRC meets the functioning criteria and standards set by the Administration on Community Living (ACL). The AAAD verified that the data for all functions of the ADRC are entered correctly into the State Reporting Tool. Data was reviewed to make certain that all adults 60+ and adults with disabilities were being served and being referred to the appropriate programs and/or services. I&A quality satisfaction surveys were reviewed to determine what issues, if any, were impacting the functions of the ADRC. Methods were identified for reducing the waiting list for services. One full-time and three part-time I&A staff are Certified Information & Referral Specialist for Aging/Disability (CIRS-A/D). Inquiries by phone, fax, or email were answered within two business days. The ADRC has the ability to make warm transfers for individuals that need to be connected to other entities.

## **OTHER**

- In August, the AAAD held their 2<sup>nd</sup> annual Brain Games with six Senior Center's competing to represent our district in the regional finals in Jackson.
- In October, the AAAD held the Senior Olympic Games with 179 athletes participating from all over the area, with the oldest participant being 95 years old. Blue Cross/Blue Shield of Tennessee, Wal-Mart, Walgreens, Magnolia Place, Wesley Living, and West Tennessee Healthcare are all sponsors of the NWTN Senior Olympic Games.

The AAAD has utilized unallocated units of services by closely monitoring care plan units, holds, and missed visit reports. Because of quality assurance in place during invoicing the Options Counselors are able to add more individuals for emergency services (30 days) or provide additional services such as Personal Care to the care plan. Issues with providers and quicker responses to discrepancies have been achieved. Options Counselors are still learning how to efficiently maintain those individuals but are working closely together to ensure services are utilized as needed during the fiscal year.

<b>FY 2015</b>	<b>FY 2016</b>
Congregate IIIC 456 consumers 46,129 units	Congregate IIIC 522 consumers 48,488 units
Home Delivered IIIC2 327 consumers 54,536 units	Home Delivered IIIC2 345 consumers 57,909 units
Homemaker IIIB 129 consumers 3,834 units	Homemaker IIIB 140 consumers 4,169 units
Family Caregiver Title IIIE 31 consumers 4,783 units	Family Caregiver Title IIIE 35 consumers 6,372 units
OPTIONS <,> 60 173 consumers 29,382 units	OPTIONS <,>60 195 consumers 31,793 units
Guardianship 20 consumers 2,010 units	Guardianship 30 consumers 3,225 units
Title IIID Disease Prevention and Health Promotion 278 consumers 2,431 units	Title IIID Disease Prevention and Health Promotion 322 consumers 1,669 units
Info and Assistance 1,359 consumers 2,476 units	Info and Assistance 1,275 2,169 units