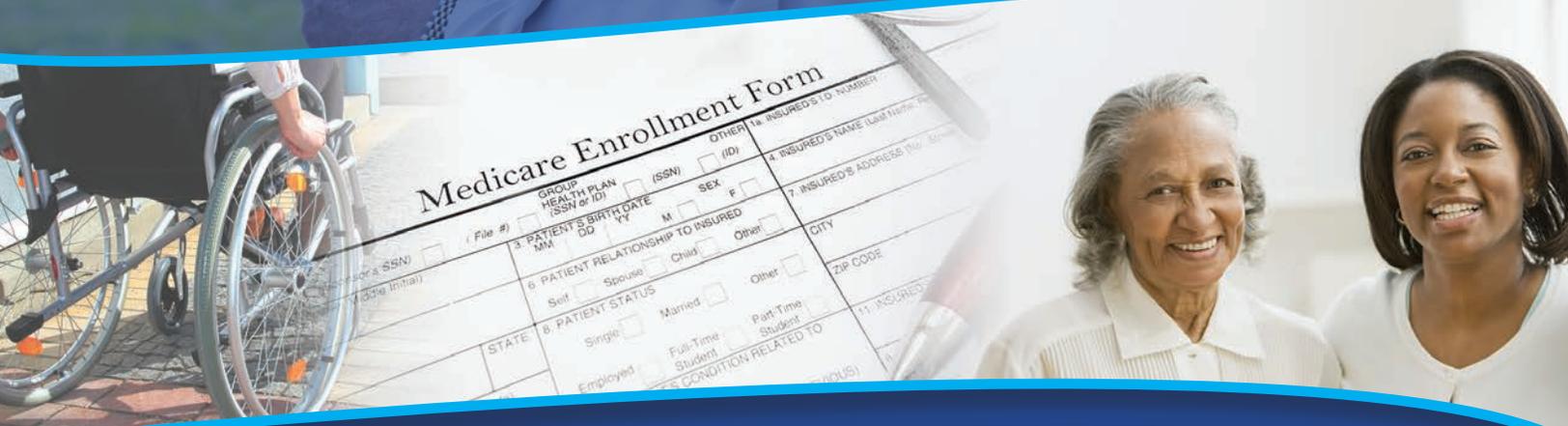




Annual Report

2015-2016



GRANTEE

Upper Cumberland Development District

EDISON IDENTIFICATION NUMBERS

Edison ID # 46137: State funded services to individuals who are elderly and/or with disabilities (Options & Guardianship)

Edison ID # 46136: Federally funded Older Americans Act Services to individuals who are elderly and/or individuals with disabilities

TERM

7-1-15 through 6-30-16

Amount: Edison ID # 46137 - \$751,800.00

Amount: Edison ID # 46136 - \$2,007,700.00



**UPPER CUMBERLAND
AREA AGENCY ON AGING
AND DISABILITY**

A Division of the Upper Cumberland Development District



MISSION

The Upper Cumberland Area Agency on Aging and Disability (AAAD) will plan, advocate, coordinate, contract for services and provide technical assistance and quality assurance in the implementation of programs and policies that assure accessible, responsive and comprehensive services that improve the quality of life of older adults and other adults with disabilities in the region.

PROGRAMS GOALS

A four year plan was submitted to the Tennessee Commission on Aging and Disability that describes the Upper Cumberland Area Agency on Aging and Disability's work plan for the period of 2015-2018. The four year Area Plan describes the goals, objectives, strategies and measurable outcomes of the AAAD. A full copy of the Upper Cumberland 2015-2018 Area Plan is available upon request by emailing Lee Enss at lee.enss@tn.gov or Patty Ray at PRay@ucdd.org.

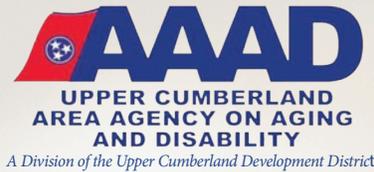
Each year the Upper Cumberland AAAD submits an update to the four year plan, which must be approved by the state agency. For FY16, the Upper Cumberland AAAD identified four primary goals that are documented in the annual update: (1) to ensure the current Options, Title III, and Title VII funded programs and services for adults over the age of 60 and adults with disabilities were cost effective and met best practice; (2) to diversify funding and partnerships to meet current needs and implement additional services and programs to meet the emerging needs of the baby boomer population; (3) to 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; (4) and to ensure that the Area Agency on Aging and Disability as the Aging and Disability Resource Center (ADRC) provides easily accessible, user friendly access to programs, services and resources regardless of payment type.

SUCCESSSES OF FY16

- The UCAAAD produced its first Annual Report for the 2015 fiscal year. The report was distributed and reviewed with Senior Center Directors, UCAAAD Advisory Council, UCDD Executive and Aging Committees, TCAD and UCAAAD staff.
- Six of the CHOICES staff completed Community Living Supports (CLS) Ombudsman training and provided initial CLS educational visits to 25 members. The CLS Ombudsmen completed face-to-face surveys prior to and after the client's transition into a CLS home. Additionally, the Ombudsmen serve as on-going member and systems advocates related to CLS.
- CHOICES staff completed training and conducted National Core Indicators-Aging and Disabilities surveys for 101 CHOICES members enrolled in Groups 1-3.
- The UCAAAD received 4,605 CHOICES I&A calls and submitted 414 applications to TennCare for approval. Nineteen active HCBS clients and one waiting list client have transferred to the CHOICES program.
- The CHOICES Manager serves on the Upper Cumberland Transitions of Care Coalition whose goal is to improve hospital readmission rates as well as improve the overall care

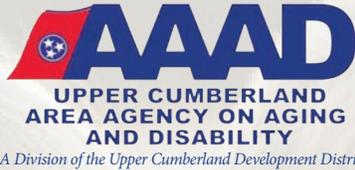
of a patient from the time they are admitted to the hospital until the time they are home with all services in place. The Manager serves on the Communications Subcommittee which focuses on how the community as a whole can improve its communication systems to provide the smoothest transition home for the patient.

- In February 2016, the AAAD QA Coordinator and Assistant Director received the ServSafe Food Protection Manager Certification. The nationally recognized training provides an understanding of food safety risks such as food-borne illnesses, contaminants, hazards in the flow (purchasing, receiving, preparation, and service) of food, etc. The UCAAAD provides funding to contract agencies for the preparation and delivery of congregate and home-delivered meals. The training provided very useful information that will assist the UCAAAD in monitoring the nutrition providers and ensuring customer safety.
- One staff member is serving on the Steering Committee of the newly formed Putnam County Food Council (PCFC). The PCFC aims to foster community collaboration to address public health, education and research concerning our local and regional food system. The function of the PCFC is to identify needs related to food in the local and regional community and look for healthy options through education, collaboration, research, advocacy and action.
- UCAAAD staff partnered with the Sunset and Noon Day Rotary Clubs of Cookeville, First Volunteer Bank, F&M Bank, Citizens Bank, Middle Tennessee Curb, and Pioneer Credit Company branches of Cookeville and Smithville to collect canned food donations for the holiday food bags. Through canned food donations and \$1,350 in contributions, UCAAAD staff assembled and distributed 250 holiday food bags to HCBS clients in need with priority given to those on the waiting list. Each client received a bag containing canned ham, corn, green beans, yams, fried apples, and a stuffing mix or rolls.
- Two staff members have been trained and are serving as Support Brokers for the Veterans Directed Home and Community Based Services (VDHCS) program. Currently, there are three Veterans enrolled and receiving services in the Upper Cumberland region.
- The I&A Coordinator implemented the Tennessee Senior PREP (Planning and Resources for Emergency Preparedness) program for the Upper Cumberland region. Technical assistance was provided by South Carolina's Senior PREP through the South Carolina Lieutenant Governor's Office on Aging. The initiative kicked-off in October 2015 at the UCAAAD's Senior Expo event where 400 duffel bags were provided to seniors containing items and information helpful in an emergency situation. The UCAAAD will continue to partner with Walgreens to help fill the 72 hour disaster bags with necessary items. The logo development and bags were purchased utilizing contributions received from the UCAAAD's Emergency Disaster Fund. The program has recently been named 2016 Innovation Award recipient from the National Association of Development Organizations.
- On January 30, 2016, a AAAD staff member and Advisory Board member trained 11 SCAN volunteers with the Putnam County Sheriff's Department. SCAN (Senior Citizen Awareness Network) is designed to help the Putnam County Sheriff's Department identify those at-risk elderly who live at home and have little or no family to check on



them on a regular basis.

- The Upper Cumberland Adult Abuse Coalition held the 8th annual Vulnerable Adult Summit on May 10, 2016. Topics for the Summit focused on issues that affect vulnerable adults and ethical implications.
- Three UCAAAD staff members currently serve on the board of the Tennessee Federation for the Aging (TFA).
- Tennessee Senior Medicare Patrol (SMP) began using a new data base for FY16. All SMP program activity is captured in SIRs. Previously, TN SMP utilized SMART FACTS to document program activity.
- Beginning in FY16, SMPs definition of a volunteer changed. Prior to FY16, volunteers had to be retired before they were counted as SMP volunteers. Now all individuals that work or volunteer with SMP are referred to as team members. SMP now has 445 active team members.
- In FY16, Tennessee SMP received over 84 complex issues/fraud referrals. Once referrals are received, the Statewide SMP works with the local providers to resolve billing issues. All potential fraud referrals are submitted to Centers for Medicare/Medicaid Services (CMS) and National Office of Inspector General (OIG) for resolution.
- TN SMP, in conjunction with TN SHIP, held an initial statewide volunteer training via webinar for the first time in FY16.
- Tennessee for a Lifetime, a public educational forum on aging services in Tennessee coordinated by TCAD, was held in Cookeville at Tennessee Technological University and broadcast live to Fairfield Glade on July 25, 2015. The event drew 92 people who heard presentations about age and health-related topics such as Medicare, nursing homes and assisted living, Social Security, scams, healthy diets, etc.
- The UCAAAD partnered with Huey-Ming Tzeng, PhD, RN, FAAN from Tennessee Tech University to provide client data collected by the AAAD, with no client identifying information, for a qualitative research project. The research questions and issues to be explored include: What strategies have the greatest impact on: (1) making health a shared value for the UC region, (2) fostering cross-sector collaboration to improve well-being of individuals as well as service providers, (3) creating greater health equity throughout the region, and (4) strengthening integration of health and social services. Results from the research have not been received.
- Using information derived from UCDD's Geographic Informational Services mapping tools and census data to determine the location and number of those of higher social and economic need, the UCAAAD has ranked zip codes in the region by the highest population of our target demographic in order to more efficiently saturate these areas with marketing materials. The saturation areas have been further pinpointed by utilizing the sorting tools available on the United States Postal Service website to accurately target particular mailing routes within our target zip codes. UCAAAD will employ the Every Door Direct Mail marketing method in the identified areas to advertise our services, focusing on one county per month until every county has been reached. The information that is being disseminated highlights SHIP/SMP, in-home services, senior centers, evidence based programs, congregate meals, and the I&A line. The information informs individuals on how to access UCAAAD services.



SETBACKS IN FY16

- With no new or carryover funds for the Title IIIIE Family Caregiver program, the program could only support one staff person. The prioritization of efforts required staff time to be spent on in-home assessments/reassessments. The expansion of the volunteer respite program and support groups had to be placed on hold.
- The ongoing instability of federal funds for the State Health Insurance Assistance Program (SHIP) results in uncertainty of the continued availability of a highly demanded service to seniors.

BENCHMARKS OR INDICATORS TO DETERMINE PROGRESS

There are multiple benchmarks and indicators used to determine the progress of programs facilitated by the AAAD:

- The SRT is a federal report, which is due to our state office in November of each year, measuring all services provided in the previous federal fiscal year by the agency. The SRT includes the number of people served, units of service provided and the money spent on each service. The SRT is due to the federal agency by January 1 of the following year. The report is used to compare the level of service of each AAAD to its own performance during the previous year; how each AAAD compares to the performance to other AAADs in the state; and to compare Tennessee performance to other states, particularly in the southeastern region of the state.
- All AAAD services are recorded in the SAMS database, which is utilized statewide. Program coordinators and the MIS Specialist monitor the database on a monthly basis to insure timely, complete, and accurate data entry.
- The AAAD is contractually obligated by performance measures related to compliance of timeframes for specific responsibilities, such as returning calls within 2 days; completing in-home assessments for services within 5 days, etc.
- Service providers are monitored for contract compliance and the implementation of plans of corrections issued for any deficiencies identified.

ANY PROPOSED ACTIVITIES NOT COMPLETED

- Contract obligations were not met by the service provider for the Congregate Meals program as related to the minimum number of meals to be served. The service provider grant based contract required a minimum of 87,868 meals be served across the Upper Cumberland. A total of 82,600 were served in FY16. Because the allowable cost per meal was not exceeded, no financial sanctions were imposed. The AAAD is working with the service provider to identify reasons for the decline in participation and to assist with increasing participation for FY17.
- The AAAD had planned to increase the number of Options Counselors trained to be Support Brokers for the Veterans Directed HCBS program from one to three in FY16. Due to the lack of referrals from the VA, one additional staff person was trained instead of two.



SERVING OUR REGION

Planning & Administration

Director
Assistant Directors
Administrative Assistant
Quality Assurance
Financial Specialist
Financial Support Staff

Information & Assistance

OAA I & A Specialist

TennCare CHOICES

CHOICES Program Manager
CHOICES I & A Specialists
Qualified Assessors
Support Staff

Home & Community-Based Services

(Options, Title III, Family Caregiver)
Options Counselors
NFCSP Coordinator

Senior Centers, Transportation,
Congregate Meals
Planning & Administrative Staff

Senior Medicare Patrol (SMP)

SMP Project Director
SMP Project Manager
SMP Project Support Staff



Medicare Improvement for Patients & Providers Act (MIPPA)
Benefits Outreach Coordinator/Volunteer Coordinator

State Health Insurance Assistance Program (SHIP)
SHIP Manager

Legal Assistance & Ombudsman
Aging Services of the Upper Cumberland

Public Guardianship
Public Conservator
Benefits Enrollment Case Manager/Volunteer Coordinator



PLANNING & ADMINISTRATION

The Planning and Administration function of the Area Agency on Aging and Disability (AAAD) facilitates the operation and efficiency of all the other programs operated by the AAAD. This is accomplished through several components found within Planning and Administration.

THE PLANNING component maintains the supervisory role for the other programs found at the AAAD. Additionally, planning is responsible for producing the annual area plan which maps out the focus of activities that will be implemented for the Upper Cumberland area's aging and disabled populations. Planning negotiates and executes contracts with service providers as well as grantor agencies, such as the Tennessee Commission on Aging and Disability (TCAD) and TennCare. Within the planning component, fiscal operations ensure that funding utilization is maximized and transactions meet State and Federal requirements.

THE QUALITY ASSURANCE component helps ensure that service providers deliver a quality product in a timely and effective manner. This is facilitated through program monitoring and regular oversight of service delivery. The QA staff maintains an open line of communication with customers receiving service, allowing the customer an avenue for expressing concerns about the services they receive. The QA staff also plays an integral part in confirming that service providers are indeed providing the services per contract requirements.

THE MIS (MANAGEMENT INFORMATION SYSTEMS) component is responsible for maintaining data that is collected on clients served and services rendered. This is accomplished through ensuring the integrity of data entered through continual records review, providing training to service providers on correct software operation and working closely with fiscal staff to ensure data entry reconciles with services that have been paid. MIS is responsible for operating the Social Assistance Management Software (SAMS) which is mandated through the Tennessee Commission on Aging and Disability for reporting to State and Federal entities.

COORDINATION components of Planning and Administration aid the AAAD in providing a cohesive product to the Upper Cumberland area. Coordination provides technical support to service providers on a diverse array of topics. Additionally, coordination serves as a vehicle in the implementation of co-located, multi-funded resources. This allows for a more effective and efficient deployment of grantor funds.

With the components featured above, the Planning and Administration function strives to ensure that the Upper Cumberland area receives the maximum benefit from the resources obtained. The AAAD continually looks to improve operations and to expand its capabilities to better serve the aging and disabled populations of the area.

INFORMATION & ASSISTANCE

BY THE NUMBERS

1,298
clients served

2,297
calls received

728
follow-up calls



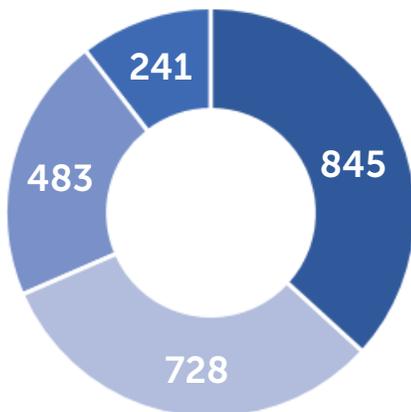
The AAAD serves as the Aging and Disability Resource Center (ADRC) for adults age 60 and over, adults with disabilities, caregivers, and agencies or organizations seeking information on behalf of an individual regarding services and programs to meet their needs. The AAAD/ADRC maintains a resource database containing up-to-date and accurate information about community resources. An individual may contact the AAAD/ADRC for Information & Assistance through email, personal visit or telephone (1-866-836-6678).

Information and Assistance (I&A) includes:

- *Assessing the needs and capacities of the individual, including home and community based services (HCBS)*
- *Providing current information on opportunities and services available within his/her community*
- *Linking the individual to available opportunities and services*
- *Providing follow-up calls within seven business days to clients who are referred to another agency*

Alliance of Information and Referral Services (AIRS) is a national organization providing leadership and support to advance the capacity of I&A staff to bridge people and services. I&A Specialists are AIRS aging and disability certified and are current members.

FY16 Outcome of I&A Referrals



- Provided Other Assistance or Resources
- HCBS Screening Completed
- Transferred Internally to Specialized Staff
- Follow-up Calls to Client

FY16 I&A Clients

57% Under age 60

43% Over age 60



TENNCARE CHOICES

TennCare's CHOICES in Long-Term Services and Supports (LTSS) program provides eligible aging adults and adults with physical disabilities with needed services and supports in the home/community setting or nursing facility. Long-term services and supports includes help doing everyday activities individuals may no longer be able to do for themselves. There are three levels of eligibility in CHOICES, with each level offering certain services. Depending on the level of eligibility, services available may include:

- *In-Home Respite Care*
- *Assistive Technology*
- *In-Patient Respite Care*
- *Community-Based Residential Alternatives (Adult Care Home, Companion Care, Assisted Care Living Facility)*
- *Personal Care*
- *Home-delivered Meals*
- *Adult Day Services*
- *Minor Home Modifications*
- *Pest Control*
- *Attendant Care*
- *Personal Emergency Response System (PERS)*



The AAAD serves as the single point of entry for individuals and families seeking information about CHOICES including institutional and Home and Community-Based Services (HCBS). The AAAD provides:

- *Outreach and education about LTSS options for the community-at-large, consumers, caregivers and providers*
- *Information and referral for individuals or families considering options for LTSS*
- *Screening and assessment to assist individuals and families in determining possible eligibility and need for LTSS*
- *Facilitated enrollment into the CHOICES LTSS system*
- *Advocacy on behalf of individuals and families seeking access to and/or receiving Medicaid-reimbursed LTSS*



BY THE NUMBERS

4,605 I&A calls received
414 applications submitted for approval

Options

185 clients served
37,273 units of service provided

Title III

361 clients served
64,424 units of service provided



HOME & COMMUNITY-BASED SERVICES (OPTIONS & TITLE III)

Home and Community-Based Services (HCBS) provide eligible adults age 60 and over and adults age 18 and over with physical disabilities who are at risk of entering long-term care facilities the option of receiving services in their homes or in a community setting. Home and Community-Based Services are state-funded (OPTIONS for Community Living) and federally-funded (Older Americans Act Title III). Priority of services are given to those with greatest economic and social need.

The AAAD's Options counselors:

- Conduct an in-home assessment to determine the need for services
- Develop an Action Plan with the client to determine current supports in place and unmet needs
- Arrange for the delivery of services either through an outside provider agency contracted by the AAAD or through the self-directed care option
- Provide on-going service coordination and re-assessments

OPTIONS FOR COMMUNITY LIVING

Provides eligible individuals age 18 and over with home-delivered meals, homemaker and personal care services.

	Options Clients	Options Units of Service
Home Delivered Meals	165	31,173
Homemaker	62	5,126
Personal Care	18	974

OLDER AMERICANS ACT (OAA): TITLE IIIB & C2

Provides eligible individuals age 60 and over with home-delivered meals and homemaker services.

	HCBS Clients	HCBS Units of Service
Home Delivered Meals	330	58,324
Homemaker	75	6,100

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM



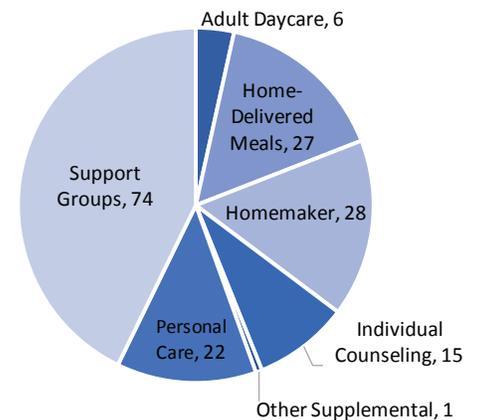
The National Family Caregiver Support Program (NFCSP) provides assistance to family caregivers and grandparents or other relative caregivers. Family members are the primary providers of long-term care for older adults and adults with disabilities in the United States rather than social service agencies, nursing homes or government programs. These informal caregivers provide unpaid help to those who live in the community and have Activities of Daily Living (ADL) limitations such as bathing, transferring, eating, dressing and walking.

PROGRAM SERVICES

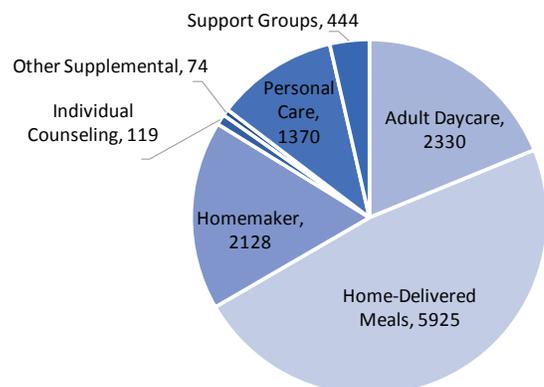
NFCSP provides five basic services for family caregivers that include:

1. Information to caregivers about available services
2. Assistance to caregivers in gaining access to services
3. Individual counseling, support groups and caregiver training to assist the caregivers in making decisions and solving problems related to their caregiving roles
4. Respite care that allows caregivers to be temporarily relieved from their caregiving responsibilities (ex: homemaker, adult day care, respite and personal care services)
5. Supplemental services, on a limited basis, to complement the care provided by family caregivers (ex: home-delivered meals and medical supplies)

FY16 NFCSP Clients



Units of Service



BY THE NUMBERS

184 clients served
12,877 units of service provided

PROGRAM ELIGIBILITY

Those eligible for the program include:

- *Family caregivers of older adults, age 60 years or older*
- *Caregivers of a person with Alzheimer's disease or a related disorder (regardless of age)*
- *Grandparents and relative caregivers, age 55 years or older, of children no older than age 18*
- *Relative caregivers, age 55 years or older, of a disabled adult 19-59 years of age (not including natural or adoptive parents)*

In addition to providing the five basic services, the Upper Cumberland AAAD coordinated the following during FY16:

SENIOR EXPO

The Senior Expo held in October 2015 had over 900 people in attendance from all 14 counties of the Upper Cumberland. The theme, "Get Into the Act," focused on how older adults are actively taking charge of their health, impacting the lives of others and being engaged in their communities.

In addition to obtaining information and resources from vendors across the Upper Cumberland, the expo

offered attendees many opportunities to participate in hands-on educational activities (EMA/EMS Live Demonstrations, Brain Care, Art for Two and Music and You).

INTERNSHIPS

In partnership with Tennessee Technology University's (TTU) Sociology and Human Ecology departments, eight interns assisted with planning and coordination of the Senior Expo, provided REST volunteer respite services and assisted with quarterly caregiver phone calls.

- *Top, Interns receive REST Volunteer Respite Training*
- *Below, 2015 Senior Expo*



SENIOR CENTERS



Through the Older American's Act (OAA), the purpose of the senior center is to facilitate the social, emotional and physical well-being of Tennessee's adults age 60 and over as part of a comprehensive and coordinated system of community-based services and activities. Senior centers provide access to community resources that maintain independence and wellness.

The AAAD serves as the agency designated by the Tennessee Commission on Aging and Disability (TCAD) to administer a comprehensive and coordinated system of services for adults age 60 and over and adults with disabilities, including senior centers.

	Clients Served	Units of Service
Health Promotion	3,988	22,930
Telephone Reassurance	453	13,000
Resource Information	1,637	3,111
Recreation	4,859	222,601
Physical Fitness/Exercise	2,209	47,692
Education	2,226	13,150
Evidence Based Service	544	5,021

The purpose of OAA funds is to ensure the provision of older individuals with social or economic need with particular attention to low-income older adults (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas) and adults with disabilities.

In fiscal year 2016, the Upper Cumberland AAAD contracted with 20 senior centers throughout region. Some of the services available through local seniors centers include:

RESOURCE INFORMATION

Information that links the adult age 60 and over and adults with disabilities to community services and/or programs.

HEALTH PROMOTION

Opportunities for participants to learn about healthy aging and participate in activities that promote healthy living such as health screening and health education about diabetes, arthritis, healthy cooking, handling caregiver stress, etc.

PHYSICAL FITNESS & EXERCISE

Opportunities for participants to engage in physical fitness and exercise activities or classes such as walking clubs, dancing, aerobics, stretching, etc.



RECREATION

Opportunities for participants to engage in social activities such as card games, crochet/knitting/quilting, painting, music, craft making, etc.

EDUCATION

Opportunities for participants to engage in classes such as computer skills, navigating Medicare benefits, music lessons, art classes, etc.

TELEPHONE REASSURANCE

A service provided by volunteers or staff who make regularly scheduled calls to homebound individuals to provide comfort and companionship.

EVIDENCED BASED PROGRAMS (EBP)

EBPs offer proven ways to promote health and prevent disease among older adults. Older adults who participate in EBPs can lower their risk of chronic diseases and falls—or improve long-term effects of chronic diseases or falls. EBPs are based on rigorous study of the effects or outcomes of specific interventions or model programs. They demonstrate reliable and consistently positive changes in important health-related and functional measures. EBPs can save older adults from chronic disease and falls and can strengthen communities.

In Fy16, the following Evidence-based programs were conducted:

- *AEA Arthritis Foundation Aquatic Program*
- *AEA Arthritis Foundation Exercise Program*
- *Chronic Disease Self-Management*
- *Chronic Pain Self-Management*
- *Dining with Diabetes*
- *Everybody with Diabetes Counts*
- *Matter of Balance*
- *Stepping On Falls Prevention*
- *Tai Chi for Arthritis*
- *Tai Chi*
- *Take Charge of Diabetes*
- *Walk with Ease*

BY THE NUMBERS

6,388 clients served
322,484 units of service provided

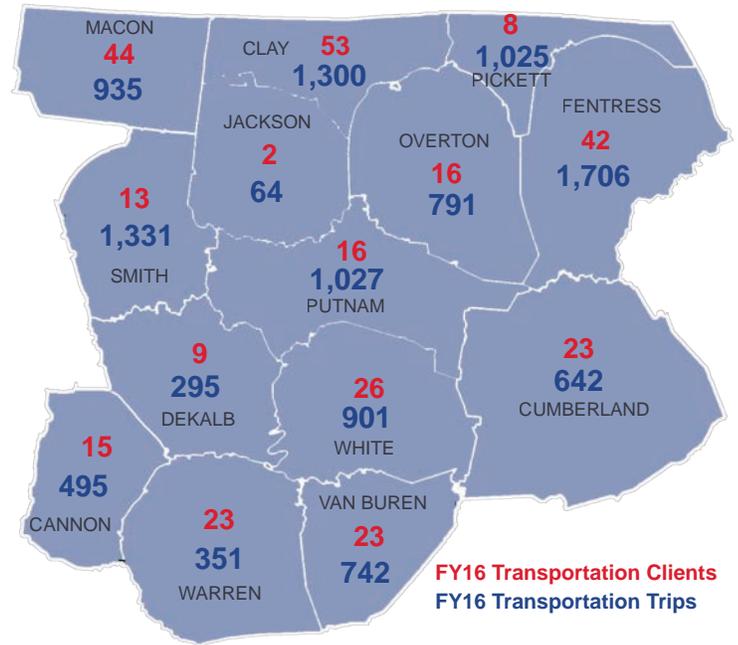


313 clients served - 11,605 one-way trips

TRANSPORTATION

The AAAD contracts with senior centers and the Upper Cumberland Human Resource Agency (UCHRA) to coordinate and provide public transportation services for adults age 60 and over with priority given to those of greatest economic and social need. Transportation vouchers are disseminated at each senior center to those needing transportation service for activities of daily living such as, but not limited to, shopping for groceries and other needs, non-TennCare medical and other health care related appointments, pharmacies, congregate meal sites, etc. The transportation voucher is redeemed through the UCARTS public transit system throughout the fourteen county region.

With the goal being to prevent isolation in our rural counties, many success stories have been shared by senior center directors across the region.



Success Story

“Two deaf and learning-disabled twins who have relied on their brother and sister-in-law to get them to the Senior Center regularly for meals and socializing, were stuck at home when their brother started having health problems.

I approached them about trying the UCARTS system to get them to the Center without their brother. Although the suggestion was scary to them at first, I reassured them that I would be right there with them to show them what to do, and the driver knew exactly how to get them on board. After the first day, they were truly enjoying the trips.

After seeing the twins were arriving independently on the UCARTS bus, others began to request vouchers, including a woman struggling to drive after her dialysis appointments and another woman who desired to visit the center after her chemo treatments.

I must sing the praises of all the drivers, and staff in the office! They go above and beyond to accommodate their passengers! Whether it’s a schedule issue, lost bags, voucher mix-up, or anything, they don’t just understand, THEY CARE!”

“going above and beyond”

CONGREGATE NUTRITION



The congregate nutrition program provides a nutritious lunch to older adults in each of the fourteen counties. There are 18 congregate meal sites throughout the Upper Cumberland with most being co-located at the senior centers. The goals of the Congregate Nutrition Program are to:

PROMOTE, MAINTAIN AND IMPROVE the health and well-being of eligible consumers aged 60 years and older, and adults with disabilities through the provision of nutritious meals and opportunities for social contact.

REDUCE NUTRITIONAL RISK among consumers through the provision of nutritious meals, nutrition screening, and nutrition counseling, based on the needs of consumers.

REDUCE SOCIAL ISOLATION experienced by many older persons and adults with disabilities through participation in a variety of social and nutrition service activities.

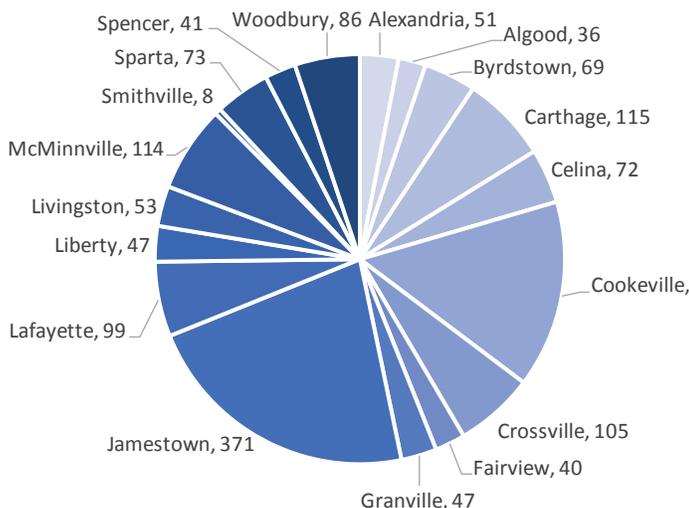
PROVIDE PLANNED NUTRITION EDUCATION and supportive nutrition service activities in the congregate and home-delivered meals programs, in order to enhance the consumer's ability to remain independent.

LINK eligible consumers to available community services.

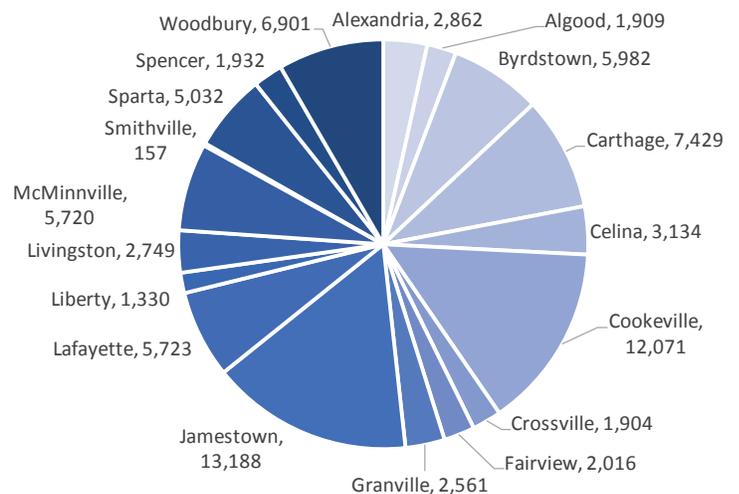
REDUCE HUNGER and food insecurity.

PROMOTE THE HEALTH AND WELL-BEING of older individuals by increasing access to nutrition and other disease prevention and health promotion services in order to delay the onset of adverse health conditions resulting from poor nutritional health and sedentary behavior.

Meal Clients



Meals Served





SMP: SENIOR MEDICARE PATROL

Senior Medicare Patrols empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education. Their work is in three main areas:

- *Conducting outreach and education events consisting of group events, presentations, one-on-one counseling and media exposure*
- *Recruit and train volunteers and retired professionals to teach and educate Medicare and Medicaid beneficiaries on how to better monitor what is paid on their behalf and what to do about identified discrepancies. Volunteers are recruited, trained and housed at focal sites throughout the state at established times to offer assistance on reporting Medicare fraud, waste and abuse and providing education on how to prevent Medicare fraud, waste and abuse.*

- *Receive complaints/issues identified by volunteers, Medicare beneficiaries and caregivers.*

SMPs are grant-funded projects of the U.S. Department of Health and Human Services (HHS) and the U.S. Administration for Community Living (ACL). In Tennessee, the Upper Cumberland Development District/AAAD holds the statewide SMP contract. The Upper Cumberland contracts with the eight other regions of the state to provide SMP services. In addition to AAAD staff, other trained partners across the state include: Offices on Aging, senior center staff, low income housing facilities, faith-based groups, community groups, legal aid, TN Commission on Aging & Disability staff, homeless prevention groups, and Walgreens.

BY THE NUMBERS

358 Active team members with **15,795** team member hours
927 group outreach and education events reaching **98,543** individuals
19,218 individual interaction sessions including **98** complex issues
\$15,050.08 cost avoidance on behalf of Medicare, Medicaid, beneficiaries or others

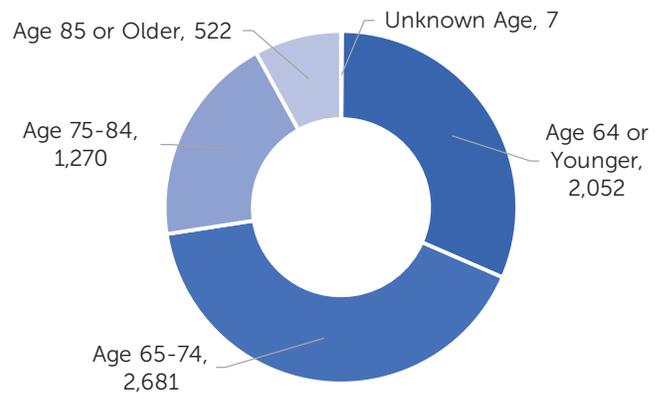
• Top, 2016 SHIP and SMP Volunteers with Dortha Teeple Advocacy Award Recipient

SHIP: STATE HEALTH INSURANCE ASSISTANCE

The State Health Insurance Assistance Program (SHIP) provides free and objective one-on-one counseling and education to individuals and groups in regards to Medicare and other related insurances. The SHIP program assists Medicare beneficiaries in comparing and enrolling in Medicare Prescription Drug Plans and answers general questions about original Medicare and Medicare Advantage. Through the Medicare Improvements for Patients and Providers Act (MIPPA), SHIP also receives funding to assist beneficiaries with applying for Medicare Savings Programs and the Low Income Subsidy (Extra Help).

The SHIP program provides assistance to thousands of seniors each year that saves them large amounts of money on a monthly basis. To learn more about the SHIP/SMP programs or to become a volunteer, visit our website: www.tnmedicarehelp.com

FY16 SHIP Clients



BY THE NUMBERS

6,532 one-on-one client contacts
8,696 individuals reached through
147 outreach events



Kelly Clarkson, AAAD SHIP Manager, presents the 2016 Dortha Teeple Advocacy Award to AAAD volunteer Peggy Finger



PUBLIC GUARDIANSHIP

The Tennessee Commission on Aging and Disability administers the Public Guardianship for the Elderly Program, in cooperation with the Area Agency on Aging and Disability, in each of the nine planning and service areas of Tennessee.

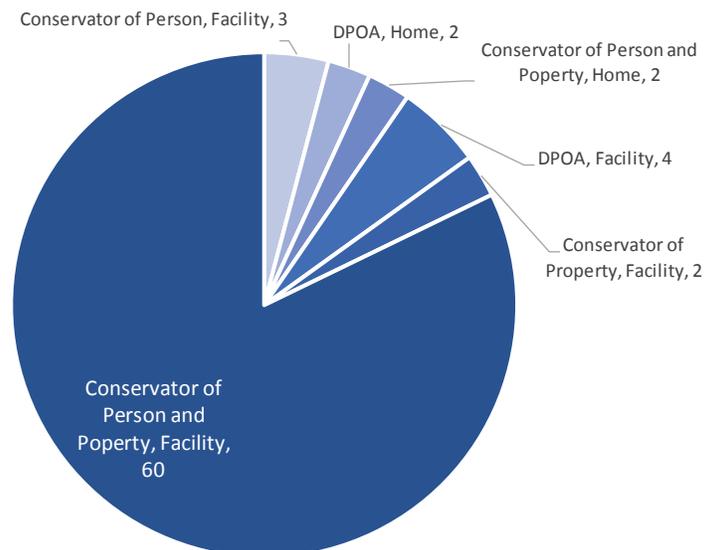
The statewide program is designed to aid persons 60 years of age and older who are unable to make financial or medical decisions and have no family member, friend, bank or corporation willing and able to act for them. The District Public Conservator may, through court appointment, legally make decisions for the client and manage the person's care and/or property.

An Individual may request the District Conservator to serve as attorney-in-fact under a Durable Power of Attorney for finances and/or health care. This instrument should specify the powers of the attorney-in-fact and should always be "durable," allowing it to remain in effect in case of disability.

BY THE NUMBERS

73 clients
 18 volunteers
 3,191.75 units of service
 698.5 units of volunteer service

Public Guardianship Clients



Top, Benefits Case Manager/Volunteer Coordinator and Public Guardianship Volunteers, 2016

LEGAL ASSISTANCE & OMBUDSMAN



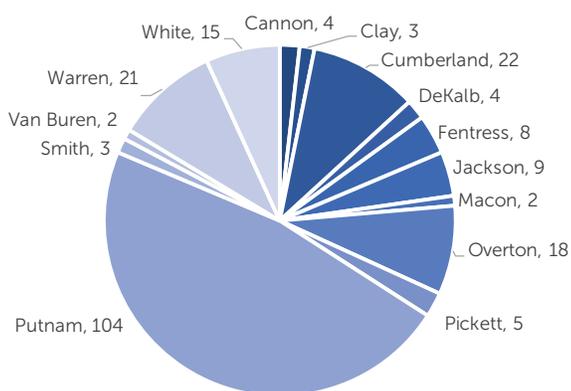
LEGAL ASSISTANCE

This program is delivered through a contract with Aging Services for the Upper Cumberland Inc., a non-profit corporation which provides free legal assistance in specified areas of law for persons age 60 and over. The legal assistance program utilizes senior centers as contact points in each county and visits at least once a quarter. The attorney is mandated to give priority to older persons who are minority individuals, those with the greatest economic or social need, and those who are frail/disabled. The staff attorney can provide legal assistance, which may include advice, counseling, and representation, in area of law including, but not limited to, Social Security, Supplemental Security Income (SSI), insurance problems, Medicare, Medicaid, TennCare, elder abuse, and other legal matters.

OMBUDSMAN

The Ombudsman program is also delivered through a contract with Aging Services for the Upper Cumberland, Inc. which provides advocacy services to persons residing in long-term care facilities such as nursing homes, assisted care living facilities, and homes for the aged. The District Long-Term Care Ombudsman can assist with questions about long-term care facilities, investigate complaints against facilities and assist in the resolution of problems. The Ombudsman also recruits and trains Volunteer Ombudsman Representatives (VOR) who make quarterly visits to long-term care facilities in the region. The VOR's receive ongoing training and refer clients with problems to the attorney and the District Ombudsman.

Cases Per County



BY THE NUMBERS

162 individual consultations
 802 units of service
 132 facility consultations
 242 cases opened
 15 active volunteers
 24 public education events with
 707 in attendance

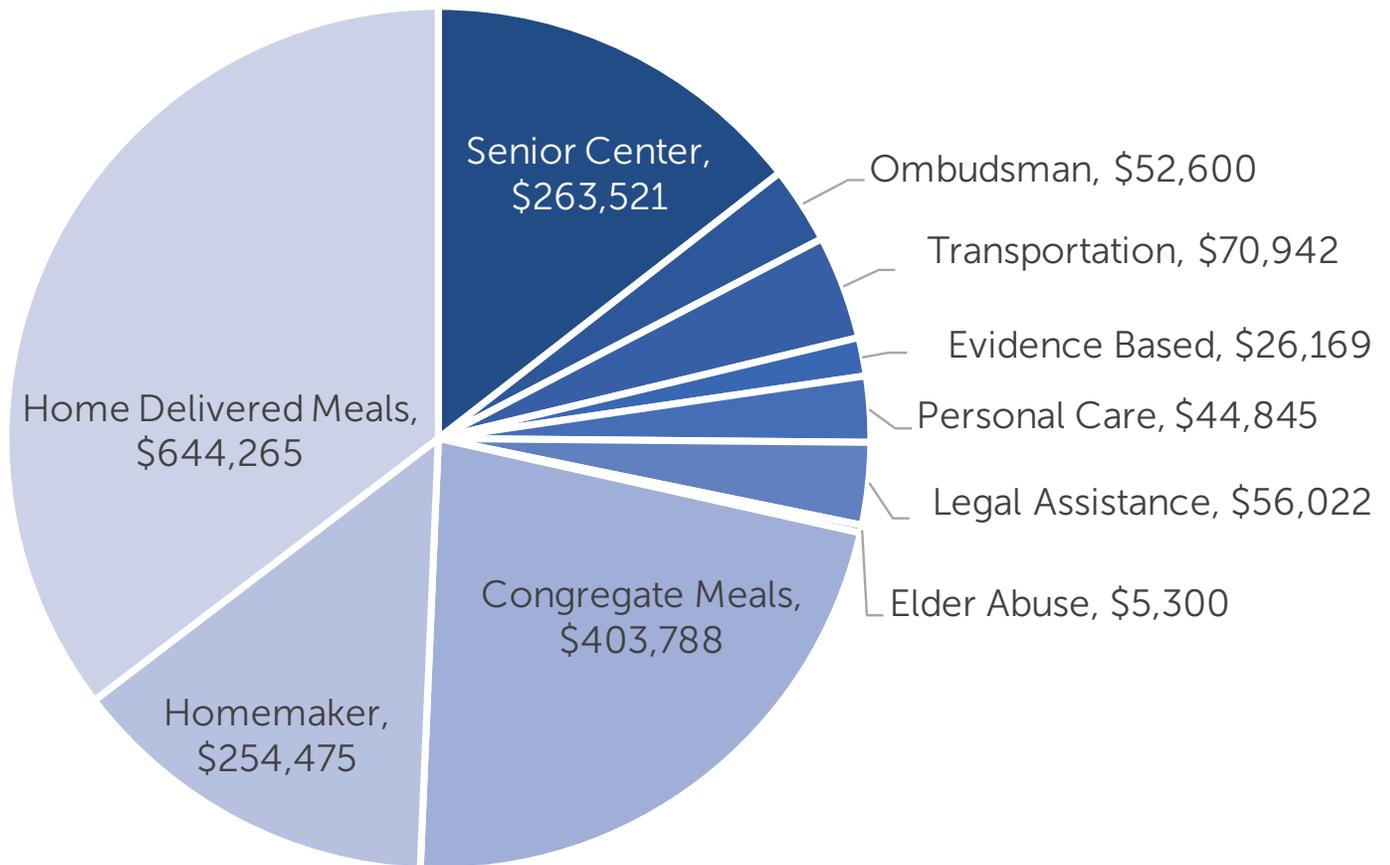
BY THE NUMBERS

220 clients served

Top, Ombudsman Volunteers, 2016

FY16 FINANCIAL REPORT

Total Passthrough Service Dollars: \$1,847,477



Internal Operations

Title IIIB	\$148,750	OPTIONS	\$294,562
Title IIE	\$ 58,785	SMP	\$295,242
Title IIIC Admin	\$183,900	SHIP	\$ 77,769
Title IIIE Admin	\$ 27,100	MIPPA	\$ 45,972
Guardianship	\$136,300	TennCare Choices	\$854,490



**UPPER CUMBERLAND
AREA AGENCY ON AGING
AND DISABILITY**

A Division of the Upper Cumberland Development District

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