

# **AREA PLAN on AGING and DISABILITY**

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

Southwest Area Agency on Aging and Disability  

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Designated Area Agency on Aging and Disability

for the

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Planning and Service Area

**in TENNESSEE for  
July 1, 2011 – June 30, 2012**

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## **Older Americans Act**

### Section 306 *AREA PLANS*

Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1).

### Section 307 *STATE PLANS*

(a) Except as provided in the succeeding sentence and section 309(a), each State, in order to be eligible for grants from its allotment under this title for any fiscal year, shall submit to the Assistant Secretary a State plan....

(a)(1) The plan shall—

(A) require each area agency on aging designated under section 305(a)(2)(A) to develop and submit to the State agency for approval, in accordance with a uniform format developed by the State agency, an area plan meeting the requirements of section 306; and (B) be based on such area plans.

Link to OAA: [http://www.aoa.gov/AoAroot/AoA\\_Programs/OAA/oa\\_full.asp](http://www.aoa.gov/AoAroot/AoA_Programs/OAA/oa_full.asp)

## **Submittal Page**

**Part A: Area Profile**

**Part B: Area Service Plan**

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## SUBMITTAL PAGE

- ( ) 4-Year Plan for July 1, 2010 – June 30, 2014
- ( ) Plan Update for July 1, 2011 – June 30, 2012
- ( ) Amendment (Date): \_\_\_\_\_

This Area Plan for Programs on Aging and Disability is hereby submitted for the 08 planning and service area. The Southwest 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, goals and objectives, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
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 Part F of the Plan.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
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 A-G. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Director, Grantee Agency

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Chair, Grantee Agency Board

## **AREA PLAN UPDATE 2011 – 2012**

This document is an update of the Southwest Area Agency on Aging and Disability ***2010 – 2014 Area Plan on Aging and Disability*** that was approved by the Tennessee Commission on Aging and Disability on May 11, 2010. The complete plan may be accessed through the Tennessee Commission on Aging and Disability website ([www.tn.gov/comaging](http://www.tn.gov/comaging)) and each Area Agency on Aging and Disability will also have a copy of their plan. This document contains only those exhibits from the ***2010 – 2014 Area Plan on Aging and Disability*** that require updating or new information.

For more information about this update or the complete ***2010 – 2014 Area Plan on Aging and Disability***, contact:

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Phone: (731) 668-6403

## Part A: AREA PROFILE

### **Older Americans Act**

#### Section 305(a) *ORGANIZATION*

(1) the State shall, in accordance with regulations of the Assistant Secretary, designate a State agency as the sole State agency to—

(E) divide the State into distinct planning and service areas...in accordance with guidelines issued by the Assistant Secretary, after considering the geographical distribution of older individuals in the State, the incidence of the need for supportive services, nutrition services, multipurpose senior centers, and legal assistance, the distribution of older individuals who have greatest economic need...residing in such areas, the distribution of older individuals who have greatest social need...residing in such areas, the distribution of older individuals who are Indians residing in such areas, the distribution of resources available to provide such services or centers, the boundaries of existing areas within the State which were drawn for the planning or administration of supportive services programs, the location of units of general purpose local government within the State, and any other relevant factors....

#### Section 306(a) *AREA PLAN*

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point....

### **Exhibit Number**

### **Title of Exhibit**

A-1	Designated Planning and Service Area
A-2	Area Profile
A-3	2000 Census Data
A-4	Focal Points
A-5	Methods Used to Determine Service Needs
A-6	Summary of Service Needs

PSA: 8  
Plan Period: FY 2012

Original, Dated:  
 Update, Dated: FY 2012

## **Designated Planning and Service Area**

Area Agency: **DO NOT SUBMIT**

Physical Address:

Mailing Address (if different):

All Phone #s and Fax #:

E-mail Address:

Website:

Director:

In Operation Since:

Mission:

PSA: 8  
Plan Period: Fy 2012

Original, Dated:  
 Update, Dated: 3/31/2012

## Area Profile

**1. Identification of counties within the planning and service area.**

**DO NOT SUBMIT**

**2. Identification of counties designated as rural in the planning and service area.**

**3. Identification of counties/communities designated as urban in the planning and statistical area.**

**4. Describe significant differences among counties/communities in the planning and service area.**

Date: 3/31/2012

Exhibit A - 3

Plan Period: FY 2012

### Area Profile South West

#### Population By Age Categories

All Ages	242765
60-64	10295
65-69	9165
70-74	8885
75-79	6700
80-84	4625
85+	4135
60+	43805

#### Grandparenting

Grandchildren Living	1,580
Grandparents <60	
Grandparents <60	1,100
for	
Grandchildren Living	2,340
Grandparents 60+	
Grandparents 60+	670
for Grandchildren	

#### By Race/Ethnicity (60+)

White Alone	36570
African American	6685
American Indian	34
Asian	49
Other Minorities	310
Non Hispanic	43648
Hispanic	160

#### Educational Attainment

< 5th Grade	360
5th - 8th Grade	1130
9th-12th No Diploma	2310
High School Diploma	3710
Some College	1705
Bachelors	550
Master/Professional/	530

#### By Gender (60+)

Male	18440
Female	25365

#### Medical Facility Beds

Skilled Nursing Facili	873
Remaining Counties	
Skilled Nursing Facili	770
Hospitals	
General - Remain	575
Madison	766
Mental Health	
VA	

#### Living Situation (60+)

Living Alone	11720
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#### Financial Status (60+)

Below Poverty Level	8390
Minorities below Pove	1975

#### Elder Housing

Percent of Housing Units	
Occupied by Elders	
Percent of Elders with High	
Housing Expense	
Assisted Living Facility	
Homes for the Aged	

#### Disability Status

Self Care <60	3191
Self Care 60+	4374

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(X) Update, Dated: 3/31/2012

## **Focal Points**

1. For the purpose of assuring access to information and services for older persons, the area agency shall work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate. Define “community” for the purposes of focal point designation.

**DO NOT SUBMIT**

2. List community focal points within the Planning and Service Area.

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(X ) Update, Dated: 3/31/2012

## Methods Used to Determine Service Needs

1. Describe below how the Area Agency assessed the needs of older persons and adults with disabilities residing in the planning and service area.

**LEAVE BLANK**

2. Which home and community based services have all slots filled and how many individuals are on wait lists as of October 1, 2010?

Title IIIB Homemaker is the only program that currently has all slots filled. As of October 1, 2010 there are 376 persons on the waitlist.

No one is on waiting list for III meals, and we are currently taking people off of the waitlist for Options.

3. Have any new needs emerged in the planning and services area since the 2010 – 1014 Area Plan on Aging and Disability was submitted? Has there been a change in the priority of needs? If the answer to either of these questions is yes, please explain.

There are no new emerging needs since the 2010-2014 Area Plan. There has been no change in the priority of needs.

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(x ) Update, Dated: 3/31/2012

## Service Needs

1. Based on the information reported in Exhibit A-5, Methods Used to Determine Service Needs, **list** the prevalent service needs of older persons and adults with disabilities in the planning and service area.

**DO NOT SUBMIT**

2. Based on the **list** of needs identified in question #1, briefly describe how the Area Agency will address the top 5 identified needs? This is an overview, details are more specific in Part C of this plan in the Goals, Objectives and Strategies section.

3. **List** the top 5 needs for the Grand Division that includes the planning and service area identified in the 2009 Statewide Needs Assessment.

4. Based on the list of needs in question #3, briefly describe how the Area Agency will address the top 5 needs identified. Do not repeat if the service was already addressed in question #2. This is an overview, details are more specific in Part C of this plan in the Goals, Objectives and Strategies section.

**Part B: AREA SERVICE PLAN**

**Older Americans Act**

Section 306 *AREA PLANS*

(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area....

Each such plan shall—

(a)(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, or construction of multipurpose senior centers, within the planning and service area covered by the plan,

(a)(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers

**Exhibit Number**

**Title of Exhibit**

B-1

System of Aging and Disability Services

B-2

Service Delivery in the Planning and Service Area

B-3

AAAD Budget Summary

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(x ) Update, Dated: FY 2012

## Statewide Aging and Disability Programs

### Introduction

The Area Agency uses funding from a number of programs to provide a comprehensive array of services for older persons and other adults with disabilities in the planning and service area (PSA). The following is a brief description of the public funding sources and a summary of how many individuals were served in each program.

### Older Americans Act

Older Americans Act (OAA) funds provide, in addition to a comprehensive array of services, the administrative infrastructure to deliver all OAA programs. As the designated state unit on aging, the Tennessee Commission on Aging and Disability (TCAD) receives an annual allotment under Title III of the Older Americans Act as amended, from the Administration on Aging (AoA) in the U.S. Department of Health and Human Services. TCAD allocates OAA funds to nine Area Agencies on Aging and Disability (AAADs) based on an approved intrastate funding formula. The AAADs plan, develop, and implement a system of services for older persons age 60 and over in their respective Planning and Service Areas (PSA). OAA funds support home and community based programs and services such as information and assistance, case management, nutrition services, in-home services, multipurpose senior centers, health promotion, transportation, legal services, Long Term Care Ombudsman Program, and the National Family Caregiver Support Program.

Using Older Americans Act funding the Area Agency served approximately:

<b>Persons Served</b>	<b>2009</b>	<b>2010*</b>	<b>2011*</b>	<b>2012*</b>	<b>2013*</b>
Personal Care	0	0			
Homemaker	111	133			
Nutrition Services	237	347			
Case Management	556	789			
Transportation	715	334			
Legal Assistance	218	249			
Information & Assistance	669	410			
Family Caregiver	418	335			
Ombudsman	83	80			
<b>Units of Service</b>					
Personal Care	0	0			
Homemaker	5468	5957			
Nutrition Services	45700	49068			
Case Management	1562	2470			

Transportation	22161	18827			
Legal Assistance	218	wanda			
Information & Assistance	720	430			
Family Caregiver	15855	8070			
Ombudsman	859.5	897			

\* 2011-2013 data will be completed in future Area Plan Updates.

### **Options for Community Living**

On July 1, 2000, the Tennessee Commission on Aging and Disability received \$5 million in state funds to support information and referral and to initiate a home and community based long term care services program for older persons and other adults with disabilities who do not qualify for Medicaid long term care services. The Options Program provides homemaker, personal care and home-delivered meals. Other services may be available on a case-by-case basis as funds allow.

Using Options for Community Living funding the Area Agency served approximately:

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Persons Served	221	192			
Units of Service	28710	28,816			

### **Statewide Medicaid Home and Community Based Waiver Services for Elderly and Disabled (Waiver)**

Tennessee is in the process of implementing the Long Term Care Community Choices Act of 2008. The State Medicaid Agency, the Bureau of TennCare, is converting from a 1915(c) Statewide Home and Community Based Medicaid Waiver for Elderly and Disabled to a 1115 Waiver. The planned start date for the transition is expected to begin in 2010 and phased in over an eighteen month period. The State's nine Area Agencies on Aging and Disability will act as the single points of entry for the CHOICES Program.

The Statewide Home and Community Based Services Waiver is intended to provide a community-based, cost-effective alternative to institutional nursing facility care for eligible individuals. The program is administered by the Tennessee Department of Finance and Administration, Bureau of TennCare. This Medicaid Waiver program provides a variety of home and community-based services to low-income older persons and adults with disabilities who are frail, functionally impaired, and at-risk of nursing home placement. Funding for this program comes from the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid.

Using Waiver funding the Area Agency served approximately:

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Persons Served	330	384			
Units of Service	702467	5872			

### **State Health Insurance Assistance Program (SHIP)**

SHIP is funded by the Centers for Medicare and Medicaid in the U.S. Department of Health and Human Services. The SHIP program is mandated by Congress to provide *free and objective* information, counseling and assistance to consumers, their adult children, caregivers, health care providers and other advocates about Medicare and all other related health insurance. Currently, an important aspect of the program is to provide information and assistance with enrollment in Medicare Part D and target outreach to low-income Medicare beneficiaries eligible for the Medicare Part D Low-Income Subsidy and Medicare Savings Programs. The Centers for Medicare and Medicaid Services (CMS) funds the nationwide program. The statewide Tennessee SHIP operates through a small, but highly trained, paid and volunteer staff. In addition to counseling, program staff performs community education and outreach on Medicare and current related issues.

Using SHIP funding the Area Agency served approximately:

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Individuals Provided SHIP Counseling	1177	963			

### **Public Guardianship for the Elderly Program**

The Public Guardian Program is a state funded program designed to assist persons 60 years of age and older who are unable to manage their own affairs and have no family member, friend, bank or corporation willing or able to act on their behalf. Public Guardians (Conservators) assist clients in obtaining the basic necessities of life including making decisions regarding their finances or needed medical care. Legal proceedings (court order) are required prior to service delivery. The Tennessee legislature established a volunteer component to expand the guardianship program in 1996.

Using Public Guardianship funding the Area Agency served approximately:

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Persons Served	14	18			

### **Other State Appropriations**

The State of Tennessee also appropriates funds to distribute among the area agencies to support multipurpose senior citizen centers, home delivered meals and homemaker services. An intrastate funding formula is used to distribute the funds to each area agency. The funding formula is based on a number of factors such as the number of counties in the planning and service area, the proportion of elderly persons and proportion of low income elderly persons residing in the area.

Using State Appropriations the Area Agency served approximately:

<b>Persons Served</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Senior Centers	1530	1249			
Meals	27	21			
Homemaker Services	20	17			

<b>Units of Service</b>					
Senior Centers	149,280	124,605			
Meals	7,208	5616			
Homemaker Services	1,090	885			

**Explanation Note: Senior Centers receive both State and Federal dollars. Persons served and units of service are available for total persons/units served through combined funding sources. Home delivered meals and homemaker services also receive both State and Federal dollars. Total persons served are available for individuals served through combined funding sources.**

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(X) Update, Dated: 3/31/2012

## Service Delivery in the Planning and Service Area

1. Describe how the following ACCESS SERVICES and related activities are coordinated and/or delivered in the planning and service area.

Information and Assistance: **Do Not Submit**

Single Point of Entry:

Website and Resource Directory Development:

Marketing the Area Agency:

Outreach:

Transportation

Other:

2. Describe how the following HOME & COMMUNITY BASED SERVICES and related activities are coordinated and/or delivered in the planning and service area.

Service Coordination/Case Management:

Service Provider Network Support:

Family Caregiver Support:

Homemaker:

Personal Care:

Respite:

Chores/Home Modifications:

Personal Emergency Response Systems:

Assistive Technology:

Pest Control:

Adult Day Care:

\*Other:

3. Describe how the following DISEASE PREVENTION and HEALTH PROMOTION services and related activities are coordinated and/or delivered in the planning and service area.

Health Promotion:

Health Education:

Medication Management:

\*Other:

4. Describe how ELDER RIGHTS services and related activities are coordinated and/or delivered in the planning and service area.

Long Term Care Ombudsman:

Legal Assistance:

Public Guardian for the Elderly:

Elder Abuse Awareness:

\*Other:

5. Describe how NUTRITION SERVICES are coordinated and/or delivered in the planning and service area.

6. Describe how SENIOR CENTER activities are coordinated and/or delivered in the planning and service area.

7. Describe how SHIP, SMP and MIPPA services are coordinated and/or delivered in the planning and service area.

8. Describe how Older Americans Act funding for coordination is used within the planning and service area.

9. Describe how the Area Agency coordinates with other public, non-profit or private partners to meet the service needs of older persons or adults with disabilities within the planning and service area. Include a summary of emergency/disaster preparedness coordination activities.

10. Describe other coordination activities related to advocacy or public education to meet the needs of older persons or adults with disabilities in the planning and service area.

11. Describe how the Area Agency provides volunteer opportunities or coordinates with volunteer organizations to meet the service needs of older persons or adults with disabilities within the planning and service area.

12. Describe any grant activities or pilot projects being conducted in the planning and service area to meet the needs of older persons, adults with disabilities and their caregivers.

13. How are consumers or their caregivers contributing to the cost of the services they receive—donations, cost-share and sponsored services.

14. \*Other

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(X) Update, Dated: 3/31/2012

## AAAD Budget Summary

Operating Budget for FY 2012\*

A: Total Resources to Be Used for Area Agency Administration:

	Federal/State Funds	Minimum Match	Other Resources	Total Budget
<b>OLDER AMERICANS ACT</b>				
Area Plan Administration	164,200	54,733		218,933
Coordination/Service Development	199,908	19,990		219,898
<b>STATE FUNDS</b>				
Options for Community Living	91,464			91,464
<b>MEDICAID</b>				
Elderly & Disabled Waiver				
<b>LOCAL FUNDS</b>				
<b>TOTAL</b>				

B: Total Resources to Be Used For Service Delivery:

	Federal/State Funds	Minimum Match	Other Resources	Total Budget
<b>OLDER AMERICANS ACT</b>				
Title IIIB Supportive Services	218,590	21,859		240,449
Title IIIC1 Nutrition Services	350,300	35,030		385,330
Title IIIC2 Nutrition Services	265,900	26,590		292,490
Title IIID Disease Prevention & Health Promotion	17,600	1,760		19,360
Title IIID Medication Management	6,200	620		6,820
Title IIIE Family Caregiver	144,500	48,166		192,666
Title VII Elder Rights	23,800	2,380		261,800
<b>STATE FUNDS</b>				
Senior Centers	80,600			80,600
Nutrition (Home Delivered)	18,100			18,100
Homemaker	32,800			32,800
Guardianship	87,000			87,000
Title III Match	27,500			27,500
Options for Community Living	367,336			367,336
<b>OTHER</b>				
Elderly & Disabled Waiver				
NSIP	101,600			101,600
SHIP	87,497			87,497
<b>TOTAL</b>				2,731,643

\*Allocations are estimates. Funding allocations for FY 2012 have not yet been approved by the State Legislature.

## Part C: GOALS, OBJECTIVES AND STRATEGIES

### **Older Americans Act**

#### Section 306 *AREA PLANS*

(a)(4)(A)(i)(I) provide assurances that the area agency on aging will—

(aa) 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;

(bb) include 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

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I)

(a)(4)(B) provide assurances that the area agency on aging will use outreach efforts that will—

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement

### **Exhibit Number**

### **Title of Exhibit**

C-1	Annual Status Report and Highlights
C-2	Access Services
C-3	Home and Community Based Services
C-4	Health Promotion and Disease Prevention
C-5	Elder Rights
C-6	Management Practices
C-7	Targeting Status Report
C-8	Targeting Plan

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(x ) Update, Dated: 3/31/2012

## **Annual Status Report and Highlights**

For each of the goals listed in the 2010 - 2014 Area Plan on Aging and Disability, provide a status update that reflects the progress and accomplishments toward meeting the goals. Briefly describe any other agency highlights.

### **Goal 1: Access Services**

SWAAAD has developed relationships with local hospitals (discharge planners) in order to educate and increase our visibility as Single Point of Entry. A nurse employed by the Agency made face to face visits at each hospital and provided the staff information on AAAD programs, services, and the referral process.

The AAAD partnered with West Tennessee Legal Services to develop "Long-Term Care Toolbox" that were distributed at health fairs, doctor's offices and senior centers. These kits were extremely popular as they were packaged like an actual toolbox. Information within the toolbox covered AAAD services/programs, estate planning, advance directives, and estate recovery.

The AAAD utilized SPOE money to upgrade its telephone system in November of 2010. The new phone system allows callers to receive a "warm transfer" to an outside agency.

### **Goal 2: Community Services / Health Promotion**

The SHIP program continued to target and outreach to individuals eligible for LIS/MSP. Special attention was focused on those populations identified in Tier 1 and Tier 2 of the target area. Enrollment events were held in each county throughout the region.

Medication Management service was provided to three different low-income housing complexes within the service area. Approximately 81 persons received Medication Management during FY 2011.

SWAAAD partnered with the American Lung Association to provide education to home delivered meals consumers on the benefits of smoking cessation. Approximately 300 consumers received the information and were provided with contact names and numbers of persons available to provide counseling and support during the cessation process.

### **Goal 3: Home and Community Based, Long-Term Care**

The CHOICES in Long Term Care program began in the Southwest TN region on August 1, 2010. Since that time, the Agency has provided Information and Assistance on the program to approximately 658 consumers. The agency has attended numerous meetings

and conference calls with the two Managed Care Organizations that provide service for the region in order to ensure a quick and coordinated approach.

The AAAD also coordinated this fiscal year with local area Mental Health centers to establish best practices for identifying and assisting consumers with mental health issues. Referral processes were developed with the centers.

Southwest continued to provide services under the Options, OAA, and National Family Caregiver Support program as funding allowed. The Agency was able to remove all individuals from the Title III Home Delivered Meal waiting list.

#### Goal 4: Elder Rights

The Agency obtained membership to the Tennessee Vulnerable Adults Coalition and will be coordinating activities on World Elder Abuse Day (June 30, 2011) at the local level.

SWAAAD expanded the Public Guardianship page of our web site to include volunteer opportunities, as well as links to the National Association of Elder Law Attorneys, the Conservatorship Association of Tennessee, and West Tennessee Legal Services.

The Public Guardian contacted local judges to ensure knowledge of the referral process for the program.

SWAAAD also collaborated with West Tennessee Legal Service to continue to keep seniors and the aging network aware of emerging legal issues.

#### Goal 5: Management Practices

During FY 2011 the Agency continued to actively participate in the Business Excellence Strategy Team developed by the SWTDD. This team works to improve processes and performance measures within the organization.

SWAAAD also restructured the former staff of the Statewide Waiver program to ensure efficient department oversight in order to meet goals and obligations under the CHOICES program.

The Agency also developed an on-line satisfaction tool so our consumers, family caregivers and partners can voice concerns and/or rate their satisfaction with the agency.

Other AAAD Highlights:

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
( x) Update, Dated: 3/31/2012

## Access Services

**AoA Goal:** Empower older people, their families, and other consumers to make informed decisions about, and to be able to easily access, existing health and long-term care options.

**TCAD Goal:** Increase the number of individuals who access aging and disability services and benefits through a comprehensive, reliable, unbiased and easily accessible information, counseling and referral system.

### AAAD GOAL

**Increase the number of consumers who access the services of SWAAD**

MEASURABLE Objective: Promote AAAD programs and services to low-income, minority population within the service area.

Strategy: Utilize current staff to speak on local "small town" radio broadcasts in Hardeman, Haywood, Henderson, and Decatur counties.

Strategy: Partner with local libraries in each county to provide "Long-Term Care Toolkits" to elderly and disabled patrons.

Performance Measure: AAAD staff will participate in at least 6 "small town" radio broadcasts. "AAAD Public Relations" forms will be filled out and kept as documentation.

Have at least twenty-five "Long-Term Care Toolkits" available at one library per county and AAAD contact information to library staff.

MEASURABLE Objective: Provide educational videos to allow consumers easier access to information via the SWTDD website.

Strategy: Produce short, educational videos on the Public Guardianship, Ombudsman, SHIP, CHOICES, Options, Title III, and NFCSP programs.

Strategy: Post videos and/or link to videos on the SWTDD website. Promote through the SWTDD e-newsletter, facebook page, and on any updated published brochures.

Performance Measure: All videos will be produced and posted by June 30, 2012. Number of views will be tracked and units of Information & Assistance will be given as a "Consumer Group".

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(x ) Update, Dated: 3/31/2012

## Home and Community Based Services

**AoA Goal:** Enable seniors to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

**TCAD Goal:** Assist older individuals and adults with disabilities who are at risk of losing their independence the choice of remaining in their homes or communities thus delaying institutionalization in long term care facilities.

### AAAD GOAL

Enable elderly and disabled person in Southwest Tennessee to delay institutionalization through the provision of home and community based services.

**MEASURABLE Objective:** Utilize all available TennCare funding to continue screening and assessing consumers for the CHOICES program.

Strategy: Continue to utilize two Licensed Practical Nurses to provide "Single Point of Entry" services for consumers interested in applying for the CHOICES program.

Strategy: Continue to ensure that the CHOICES Intake nurse receives continuing education credits in order to maintain licensure.

**Performance Measure:** Units of CHOICES Information & Assistance, Counseling, and Intake will be entered into SAMS.

**MEASURABLE Objective:** Utilize all available federal funding to administer the functions of the National Family Caregiver and Older Americans Act (Title III) programs.

Strategy: Continue to provide Information & Assistance, Screening, Assessment, and Case Management services to consumers interested or enrolled in the National Family Caregiver Support Program. Continue to ensure that all

consumers who are unable to be served will be added to the Waiting List based on greatest need.

Strategy: Continue to provide Information & Assistance, Screening, Assessment, and Case Management services to consumers interested or enrolled in the Older Americans Act (Title III) program. Continue to ensure that all consumers who are unable to be served will be added to the Waiting List based on greatest need.

Performance Measure: Units of service for Information & Assistance, Screening, Assessment, Case Management, and Waiting List will be entered into the SAMS database for each consumer.

MEASURABLE Objective: Utilize all available state funding to continue to administer the Options program.

Strategy: Continue to provide Information & Assistance, Screening, Assessment, and Service Coordination for the Options program.

Strategy: Continue to ensure that all consumers who are unable to be served will be added to the Waiting List based on greatest need.

Performance Measure: Units of Options Information & Assistance, Screening, Assessment, Service Coordination and Waiting List will be entered into SAMS.

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(X) Update, Dated: 3/31/2012

## Health Promotion and Disease Prevention

**AoA Goal:** Empower older people to stay active and healthy through Older Americans Act services and the new prevention benefits under Medicare.

**TCAD Goal:** Provide community services and benefits counseling for older individuals that promote healthy aging through a variety of preventive services and enrollment in Medicare and other insurance options.

### AAAD GOAL

Increase Health Promotion and Disease Prevention Activities within southwest Tennessee to ensure quality of life in the aging and disability communities.

**MEASURABLE Objective:** Develop a collaborative partnership with the local chapter of the American Heart Association to provide SHIP information and outreach to their consumers.

**Strategy:** Sponsor a booth at the "Go Red for Women" health fair and dinner to provide information on the services of SHIP to the elderly and younger persons with a disability.

**Strategy:** Provide one outreach/education event at the local office of the American Heart Association to staff in order to educate them on the services provided by SHIP.

**Performance Measure:** Provide two outreach/education events as measured in SHIPTalk.

**MEASURABLE Objective:** Partner with the local health departments to have SHIP volunteers in-house on a regularly scheduled basis to counsel, identify, and qualify potential Low-Income Subsidy (LIS) beneficiaries.

**Strategy:** Make contact with the eight local health departments to explain the SHIP program and assess which times during the month would be appropriate to have a SHIP volunteer set-up to provide counseling.

Strategy: Develop Memorandums of Agreement with the local health department.

Performance Measure: Qualify and enroll 50 consumers into Low-Income Subsidy.

MEASURABLE Objective: Increase volunteers to serve within the SHIP program.

Strategy: Continue to promote the SWAAAD Volunteer Program as developed in the SWAAAD Volunteer Plan. Recruitment Goals and progress will be tracked by the Director and Assistant Director at the monthly Management Team Meeting.

Strategy: Develop a two-year plan with a Volunteer Leadership Team (comprised of corporate partners, law enforcement, social service agencies, elected officials and civic leaders) to begin a major volunteer program within the Jackson-Madison County Region. The program will feature a website (clearinghouse) where any potential volunteer could learn about available projects at all local non-profits (including SHIP).

Performance Measure: Recruit and retain at least 16 volunteers for the SHIP program as evidenced in SHIP reports.

MEASURABLE Objective: Provide Medication Management to low-income seniors and persons with disabilities.

Strategy: Continue to provide Medication Management utilizing an AAAD nurse to 60+ residents of local, low-income housing complexes.

Strategy: Provide Medication Management to 60+ consumers of the NFCSP and Title III programs as requested.

Performance Measure: Provide Medication Management services to at least 50 consumers as evidenced in the SAMS database.

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(x ) Update, Dated: 3/31/2012

## **Elder Rights**

**AoA Goal:** Ensure the rights of older people and prevent their abuse, neglect and exploitation.

**TCAD Goal:** Develop, strengthen, and enhance elder rights services in the state that prevent elder abuse, neglect, and exploitation.

### **AAAD GOAL**

Strengthen elder rights programs within the service area to ensure the safety and well being of the elderly population.

**MEASURABLE Objective:** Expand the capacity of the Public Guardianship program through the use of volunteers.

**Strategy:** Continue to promote the AAAD Volunteer Program utilizing the steps laid out in the Volunteer Plan.

**Strategy:** Seek to recruit volunteers to serve Public Guardianship clients from the church or congregation where the consumer was or is a member.

**Performance Measure:** Recruit and retain at least 10 volunteers for the Public Guardianship program as evidenced by units of service in the SAMS database.

**MEASURABLE Objective:** Continue to ensure the availability of fair and equitable dispute resolution for residents in long term care facilities by providing Ombudsman services.

**Strategy:** Work to recruit volunteers to have a weekly presence in each long term care facility utilizing the AAAD Volunteer Plan.

**Strategy:** Provide outreach and education activities to social service agencies, faith-based agencies, and civic organizations about the necessity and importance of the Ombudsman program in Southwest Tennessee.

Performance Measure: Recruit and retain at least 10 volunteers for the Ombudsman program and provide at least 15 educational presentations.

MEASURABLE Objective: Continue to bring awareness to the issue of elder abuse and neglect in Southwest Tennessee.

Strategy: AAAD Director will continue to be an active participant in the Tennessee Vulnerable Adults Coalition.

Strategy: Utilize the SWTDD e-news letter to run a special, three-part series on the signs, prevention, and statistics of elder abuse with the region.

Performance Measure: AAAD Director will attend at least four TVAC meetings by June 30, 2012. Articles on elder abuse will be featured in at least three editions of the SWTDD e-newsletter. A link to the articles will be posted on the SWTDD Facebook page as they are released.

MEASURABLE Objective: Ensure that legal assistance is available to low-income elderly and persons with disabilities within the service area.

Strategy: Post Legal Services fact sheets and FAQs on the SWTDD website. These Fact Sheets will include information on Qualified Income Trusts, Food Stamps, Fair Housing, Reverse Mortgages, etc.

Strategy: Collaborate with West Tennessee Legal Services staff to create short, educational videos to be posted on YouTube and linked to the SWTDD website. These videos will feature WTLS staff providing information on emerging legal issues that are specific to the elderly and disabled.

Performance Measure: Post at least five educational Fact Sheets to the SWTDD website. Produce and post at least four educational videos to YouTube.

PSA: 8  
Plan Period: FY2012

( ) Original, Dated:  
( ) Update, Dated: 3/31/2012

## Management Practices

**AoA Goal:** Maintain effective and responsive management.

**TCAD Goal:** Utilize practices that promote effective and responsible management of financial and human resources.

### AAAD GOAL

Ensure effective management practices within SWAAAD.

**MEASUREABLE Objective:** Continue to ensure AAAD workforce engagement and capability.

**Strategy:** Utilize Open CourseWare to provide training to AAAD Case Managers on Long-Term Care Case Management.

**Strategy:** Provide training to AAAD staff and Senior Center Directors in order to produce a "culture shift" in how we utilize, train, and treat our volunteers. This will be an opportunity to think outside the box on building capacity through the use of volunteers.

**Performance Measure:** Provide the two trainings by June 30, 2012.

**MEASUREABLE Objective:** Ensure fiscal responsibility so that the maximum numbers of consumers receive services.

**Strategy:** Continue to track expenditures monthly per General Ledger information to assure that all funds are being spent.

**Strategy:** Continue to have monthly Fiscal Management Team Meetings to track number of consumers being served, number of consumers waiting, and spending projections.

Performance Measure: Complete four quarterly Fiscal Management Team meetings.

Exhibit C-7

PSA: 8  
Plan Period: FY 2012

Original, Dated:  
 Update, Dated: 3/31/2012

## Targeting Status Report

Report on activities during the preceding year.

1. PSA Demographics and Individuals Served in Older Americans Act programs:

a. Number of low-income minority older individuals in the planning and service area (use 2010 Census population data)	1975
b. Number of older individuals residing in rural areas in the planning and service area (use 2010 Census population data)	133,700
c. Number of older individuals who speak English less than very well (use 2010 Census population data)	67
d. Number of low-income minority older individuals served (use State Reporting Tool data)	191
e. Number of individuals residing in rural areas served (use State Reporting Tool data)	1180

2. Provide information on the extent to which the Area Agency met its Targeting objectives **for all programs** in the FY 2010 Area Plan Update.

2010* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Develop "Long Term Care Tool Box"	" Toolboxes" have been developed as a joint effort of the AAAD and WTLS. The boxes are currently being distributed at Physician's offices and will be used during upcoming health fairs.
Provide a long term care residential alternative for disabled consumers in Haywood County (a rural, low-income, minority county)	Project Partners have located prospective building lots for purchase in the city of Brownsville. Costs of project have increased and size of the project will not be as large as originally planned. However, Partners are close to purchase and preparing a site for construction, subject to environmental impact review. Construction will begin in late spring 2011. This will be the first building project in the west Tennessee area that is designed to provide independent living for TennCare CHOICES enrollees. Partners are interested in developing a model project for independent housing administration for special populations. For example, WTLS will partner with the regional HUD Fair Housing project to develop appropriate tenant

	selection policies and procedures, lease provisions and agreements for tenants to participate in follow-up assessment and analysis of outcomes.
Target and outreach to low income individuals to ensure participation in the Medicare LIS	All 10 SWAAAD funded Senior Centers, 3 Assisted Living Facilities, 2 non-SWAAAD funded Centers, 1 Community Health Center, and the Legal Services facilities in Jackson and Selmer provided on-site counseling during FY2011 and will remain readily active. Collaboration with county libraries has yielded more counseling sites.
Ensure the availability of affordable health services to local consumers who are losing their Medicaid eligibility.	SWAAAD refers to the Hardeman County Community Health Agency if consumers are close to the agency for health services. Those consumers who do not live near the sites utilize local health departments for some services. There is still a need for more community health agencies in this area. The SHIP program provided one-on-one counseling to Medicare beneficiaries under 65 losing their plans, establishing a "primary care" physician instead of having several non-specialist doctors, and deciding if purchasing Medigap insurance would better meet their needs.
Provide medication management to low-income seniors.	The Agency provided medication management services to low-income residents at St. Mary's Manor, and Wesley Highlands. Approximately 80 consumers received the service.
Provide continuity of legal assistance to low-income elderly and/or disabled.	The AAAD continued to support and collaborate with West Tennessee Legal services to ensure legal assistance was available to the target population.

\* Last complete 12-month period.

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
( x ) Update, Dated: 3/ 31/2012

## **Targeting Plan**

### **1. Civil Rights Act of 1964, Title VI Targeting Activities**

- 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?

SWAAAD coordinates with multiple agencies to plan activities and disseminate information to minority populations. Specifically, we work with Pecan Grove Apartments, St. Mary's Manor, Wesley Highlands (all low-income housing with a high minority population) Jackson Housing Authority, Hardeman County Health Agency, the Social Security Administration in Jackson. Activities include health fairs, medication management for residents, presentations about AAAD services/resources, presentations on LIS/MSP, and presentations on the CHOICES program and accessing the SPOE.

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

Diversity is reflected in every aspect of SWTDD. Our Executive Committee and Advisory Council have minority representatives. Each Senior Center has a minority representative on their board. The AAAD maintains a balance of employees with over 1/3 being minority. The Agency also coordinates with the Social Security Administration in Jackson to determine the needs of Hispanic populations. Each of the above listed entities has had an opportunity to participate in planning.

- 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?

It is the policy of the AAAD to record all presentations on the "AAAD Public Relations Form. Once completed, this form is given to the Director and kept in a locked file cabinet in order to produce documentation of activities as requested.

### **2. Older Americans Act Required Targeting Activities**

Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; including specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and propose methods to achieve the objectives.

NOTE: Objectives and Tasks/Activities should cover Older Americans Act programs and may cover **all statewide programs** such as Single Point of Entry Marketing or SHIP.

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Present information on LIS/MSP to Hispanic Residents in Chester County	Develop a formal partnership (as evidenced with an MOU) with the Centros Hispanolia to provide counseling and enrollment into the LIS/MSP programs	SHIP Volunteer Coordinator
Present information to low-income, rural consumers on how to access the services of the AAAD as SPOE	Work with local radio stations in Hardeman, Haywood, and Henderson counties to have an AAAD staff person give a radio broadcast about AAAD programs and how to access them.	Assistant Director
Continue to ensure the continuity of legal assistance to low-income elderly and disabled.	Continue to have case managers ( for Title III, Options, NFCSP, and CHOICES Intake) take legal services information into each home during assessment or re-assessment. Add WTLS fact sheets to the SWTDD website. Include WTLS information in all "Long Term Care Toolboxes"	Director
Continue to coordinate with the Managed Care Organizations within the service area to ensure that Medicaid consumers who need nursing home care are provided counseling on the CHOICES program.	Utilize two nurses to provide one-on-one counseling to callers or walk-ins to provide long term care counseling. Ensure the integrity of the referral process between AAAD and MCO utilizing warm transfers. Attend MCO town hall meetings and participate in conference calls.	CHOICES Coordinator
Continue to provide Medication Management services to low-income	Partner with the Housing Authority in Decatur, Henderson, and Haywood	LPN within the AAAD

seniors.	counties to present medication management classes for residents of local low-income housing.	

## **Part D: STAFFING AND ORGANIZATION**

### **TCAD Policies and Procedures**

#### **5-4-.03 AAAD STAFFING REQUIREMENTS**

(1) The AAAD must develop and implement a staffing plan consistent with federal and state requirements which sets forth the number and type of personnel employed and the timetable for hiring staff to carry out the functions of the AAAD. The AAAD is responsible for:

(a) recruiting and employing adequate numbers of staff members to develop and administer the area plan, and

(b) carrying out the functions and responsibilities prescribed by the OAA and other state and federally funded programs addressing the needs of older persons and other adults with disabilities, and its accompanying regulations and these policies.

(8) The AAAD shall submit in the area plan a Training and Staff Development Plan for staff and service providers. The plan should include conferences, meetings and in-service training organized for staff or service providers....

### **Older Americans Act Regulations**

Section 1321.55 Organization and staffing of the area agency.

(b) The area agency, once designated, is responsible for providing for adequate and qualified staff to perform all of the functions prescribed in this part.

### **Older Americans Act**

Section 306 *AREA PLANS*

(a)(6)(c)(iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services....

### **Exhibit Number**

### **Title of Exhibit**

D-1

Staff Resources

D-2

Training and Staff Development Plan

D-3

Advisory Council

D-4

Advisory Council Bylaws

PSA: 8  
PLAN PERIOD: FY 2012

( ) Original, Dated:  
(x ) Update, Dated: 3/31/2012

## AAAD STAFFING

**TABLE 1.**

Staff Positions & Name of AAAD Staff Person & Job Title	Minimum Full-Time Equivalent (FTE) & Responsibilities	Required Qualifications	AAAD Staff FTEs & Qualifications
<b>Older Americans Act</b>			
Director  Wanda Simmons, Director	1 FTE  Oversight of AAAD operation; Planning and development of Area Plan; Management and operation of all program and fiscal aspects	Master's Degree and five years experience in supervision or management in field of gerontology, aging programs or related field of social work. Bachelor's Degree in a related field and seven years of related experience may be substituted for the Master's Degree	Education and training plus 30 years experience with the Area Agency on Aging & Disability; 10 prior years of experience as office manager/accounting/optometric assistant  1 FTE
Financial Specialist  Jessica Rice, Fiscal Manager	1 FTE  Fiscal functions of AAAD; Financial accounting; Budgeting; Technical assistance to service providers and Financial monitoring	B.S. Degree in Accounting or related degree in an area of financial management and minimum of 2 years experience requiring financial expertise	BS in Accounting: 10 years experience  1 FTE
Quality Assurance  Do not staff this position; responsibilities assumed by director and assistant director	1 FTE Provide technical assistance to service providers; Develop district Q&A Plan; Monitoring service providers, Approve Plans of Correction	RN, BSN or Bachelor's Degree in social work, gerontology, psychology, sociology, counseling or related field.	
Program Specialist/ Coordinator, Assistant Director  Shelley Matthews, Assistant Director	.05 – 1 FTE  Duties as assigned by Director	Bachelor's Degree in social work or related field and minimum of 2 years experience in Social Service Program implementation	2 years college plus 10 years experience in a social service environment  1FTE
Management	1 FTE	Proven familiarity with	BS/BA plus 5 years

<p>Information Specialist</p> <p>Charley Brown, MIS</p>	<p>Manage databases; Compile reports; Maintain resource directory; SRT; Analyze data</p>	<p>software and hardware installation and customization; Ability to provide help desk support on hardware, software, communications; Ability to develop and conduct training; Oral and written skills; Working knowledge of software packages; Programming experience; BS Degree, preferably in Computer Science, or other computer-related field with data-base experience, hardware experience, and/or 5 year's relative experience</p>	<p>experience; full time employee</p> <p>1 FTE</p>
<p>Family Caregiver Coordinator</p> <p>Terrie Adkins, Family Caregiver Coordinator</p>	<p>A designated coordinator, full-time or part-time as deemed necessary</p> <p>Disseminate caregiver information; Organize support groups; Maintain records; Compile reports; Oversee caregiver needs assessments; Arrange for caregiver services; Assist with Area Agency functions as assigned by the AAAD Director</p>	<p>Bachelor's Degree in social work or related field, or RN</p>	<p>LPN with 17 years experience; 66 hours toward Bachelor's degree</p> <p>1FTE devoting 30% of time to NFCSP, 35% IIB, 20% Options, 10% Medication Management, 5% Health promotion</p>
<p>Support Staff</p> <p>Do not staff this position</p>	<p>Full-time or part-time as deemed necessary</p> <p>Assist AAAD program staff (Letters, faxes, documents, telephone, meeting coordinator, etc.)</p>	<p>Computer skills; Verbal and written skills; Ability to organize files; Correspondence; Faxing; Minimum of High School Education with emphasis in business, preferably post secondary clerical skills training</p>	

**Other Staff**

Adequate numbers of staff, qualified by education and experience, assigned for the development and administration of the plan and to conduct other required AAAD functions  Do not staff other positions	Full-time or part-time as deemed necessary  Based on the needs of the individual AAAD planning and service area	Qualifications will be developed in keeping with responsibilities assigned to the position	
<b>SHIP</b>			
SHIP Coordinator  Dorothy Montague, SHIP Coordinator  Vacant, Volunteer SHIP Coordinator	1 dedicated FTE  Cooperate with CMS requests to recruit/train volunteers; Maintain current knowledge of Medicare and Medicaid and other health insurance; Telephone counseling to beneficiaries; Compile reports; Communication skills; Work with media; computer skills	Preferably a Bachelor's Degree and 2 years experience in advocacy or information and assistance. A high school education and 4 years experience in advocacy or information and assistance may be substituted.	Montague – College Courses toward Bachelor's in Organizational Management; 15 years experience with the Area Agency on Aging & Disability; prior experience as paralegal  Vacant –  2 FTE
<b>Guardianship for the Elderly</b>			
Guardian  Ann Mayo, Public Conservator	1 dedicated FTE  Manage Guardianship Program	See the Guardianship for the Elderly Chapter in this Policy Manual	BA; 19 + years as Public Conservator  1 FTE
<b>Statewide HCBS Waiver for the Elderly and Disabled</b>			
Waiver Manager  Gladys Warren, Waiver Coordinator	1 FTE  Financial & Program Oversight; Marketing; Policies and Procedures Compliance; Data Analysis of Performance; Reporting; Contact for Case Management Provider; Recruitment/Relations; Grievances/Appeals;	Preferably Master's Degree in Social Work or a Registered Nurse (subject to Waiver requirements). Minimum of 2 years in management or supervision, preferably working with older adults and/or adults with disabilities.	LPN; 32 years experience with 27 of those years spent in administration; prior experience as director of vo-tech school;  1 FTE

	Staff supervision as assigned by AAAD Director		
Information & Assistance Specialist  Debbie Smith, LPN	1 – 2 FTE As deemed necessary  Telephone Information Assistance and Referral; Comprehensive telephone screening; Assist with appointments for in-home assessment visits; Assistance with case file development	AIRS Certified Information and Referral Specialist – Aging, according to AIRS Standards within 2 years of employment; Written/Verbal communications skills; Minimum of completion of grade 12, preferred at least 2 years college and minimum of 2 years employment in field of social work.	LPN; attended Jackson State Community college and Graceland College; 17 years experience; prior experience in management  Full Time Employee: 50% Waiver I&A, 50% Waiver QA
Pre-Enrollment Specialist  Shannon King, LPN	2 – 4 FTE As deemed necessary  Arrange and complete in-home assessments; Develop PAE; Develop initial Plan of Care; Compile information to submit to DHS for financial eligibility; Coordinate getting physician’s orders; Submit paperwork to TCAD for enrollment	Preferably a Master’s Degree in Social Work, Psychology, Sociology, or a related field from an accredited college or university and one year of supervised social services experience, with experience in geriatrics or service planning and delivery for the disabled. Bachelor’s Degree in Social Work, Psychology, Sociology, or other field related to social work with 2 years of supervised work experience in a social services program, with experience in geriatric or service planning and delivery for the disabled preferred. The Bachelor’s level Social Worker must work under the supervision of a Social Worker with a Master’s Degree or an RN.	LPN with 15 years experience in both clinical and administrative settings  1 FTE
Waiver QA  Debbie Smith, LPN	1 FTE  Provider Recruitment; Training / Provider Meetings; Problem	Bachelor’s Degree in social services or related field or nursing degree (RN or LPN)	LPN; attended Jackson State Community college and Graceland College; 17 years experience; prior

	solving w/consumers and providers; Complaint Resolution; Missed Visits / Trends / QI; Plan of Correction; HIPAA Responsibilities		experience in management  Full Time Employee:  50% Waiver I&A, 50% Waiver QA
Data Entry  Alicia Strain, Waiver Support Clerk  Rita Singleton, Waiver Support Clerk	0.5 – 1 FTE As deemed necessary  Waiver Client Data / Care Plan entered in SAMS 2000; Invoice / Billing Data entered in SAMS 2000; Develop and Run Rosters for Providers	Computer Skills; Minimum of High School education, preferably post- secondary training	Strain – WTBC administrative Assistant; 2 years experience  Singleton – Marketing/Management Diploma; 2 years experience  2 FTE
Assistant Fiscal Staff  Teresa Doner,  Waiver Billing Clerk/Fiscal Assistant	0.5-1 FTE As deemed necessary  Assist AAAD Financial Specialist with duties as assigned; Assist with Billing; TCAD contact for denials of payment; Provider Relations; Reconcile Care Plans to Provider Invoices; Provide financial monitoring	Minimum of high school education and 2 years training or experience in the field of Accounting	BS in Education, BS in Psychology; 2 years fiscal experience  1 FTE
Support Staff  Summer Wallace	1 – 2.5 FTE As deemed necessary  Assist waiver staff with duties as assigned	Computer skills; Verbal and written communication skills; Ability to organize files; Correspondence; Faxing; Minimum of high school education with emphasis in business, preferably post secondary clerical skills training	1 year experience  1 FTE
<b>OPTIONS for Community Living</b>			
I&A Specialist  Tonia Moss, CIRS	1 dedicated FTE  Disseminate information and make referrals; Telephone screening; Telephone counseling; Enter data	AIRS Certified Information and Referral Specialist – Aging, according to AIRS Standards Written/Verbal communications skills.	CIRS; Degree in Medical Insurance, billing, and coding; 6 years experience  Full time employee; 85% IIB, 10%

	into Beacon/SAMS database	Minimum of completion of grade 12, prefer at least 2 years college and minimum of 2 years employment in field of social work.	Options, 5% III E
Service Coordinator Nell Tanner, Service Coordinator/Case Manager Terrie Adkins, Service Coordinator/Case Manager Steve Law, Service Coordinator/Case Manager	1 FTE Plus additional FTEs as deemed necessary by caseload  In-home assessments; Development and management of Care Plans; Referral and arrange services; Re-assessment	BS Degree in social work, psychology, gerontology, sociology, counseling, nursing, or equivalent degree; or Licensed Practical Nurse/Registered Nurse or BS Degree with minimum of 2 years experience working with older persons and/or adults with disabilities; or Minimum of completion of 2 years of accredited college or university and 2 years experience in the field of social work or related field	Tanner: BA with 14 years experience; full time with 60% spent in IIIB and 35% Options  Adkins: LPN with 10 years experience with the Area Agency on Aging & Disability; full time with 35 % spent in IIIB, 20% Options, and 30% Family Caregiver  Law – Bachelor’s Degree in Social Work with 3 years experience as social worker; 20 years experience in administration  3 FTE

**TABLE 2.**

<b>Name</b>	<b>Age 60+?</b>	<b>Female?</b>	<b>Minority?</b>	<b>Disability?</b>
Wanda Simmons	X	X		
Jessica Rice		X		
Shelley Matthews		X		
Charley Brown				
Terrie Adkins	X	X		
Dorothy Montague		X	X	
Ann Mayo	X	X		
Gladys Warren		X		
Alicia Strain		X		
Rita Singleton		X	X	
Teresa Doner		X		
Summer Wallace		X		
Tonia Moss		X	X	
Nell Tanner		X	X	
Steve Law				
Shannon King		X		
Debbie Smith		X		

<b>Total</b>	3	15	4	0
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**Supervision**

The director of the Area Agency on Aging and Disability is directly supervised by:  
Joe W. Barker, SWTDD Executive Director

PSA: 8  
Plan Period: FY 2012

( ) Original, Dated:  
(X) Update, Dated: 3/31/12

## Training and Staff Development Plan

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
In-Service: Communication, Forms Review, SAMS/Omnia, Fraud/Waste/Abuse	14	0	0	July 2011
Provider's Meeting	14	10	0	September 2011
In-Service: Resources, LTC Counseling, ADRC, Infection Control, Emerging Legal Issues	14	0	0	October 2011
In-Service: P & P, HIPPA, Universal Precautions, Title VI, Diversity, Disability Etiquette, Area Plan Format, Confidentiality, Disaster Preparedness	14	0	0	January 2012
Provider's Meeting	14	10	0	March 2012
In-Service: BEST Team/Quality Improvement, Elder Abuse, Older Americans Act, Aging Process, ADA, Ethics	14	0	0	April 2011
SHIP training	14	0	10-20	Quarterly
Staff Meetings, BEST Meetings, Case Manager Meetings, CHOICES staff Meetings	14	0	0	Monthly
TDDA Conference	5	0	0	April 2012
SE4A Conference	5	0	0	September 2012
Public Guardianship Training	1	0	0	As scheduled
CAT Conference	1	0	0	As scheduled
SHIP Annual Conference	1	0	0	As scheduled
SHIP Regional Training	3	0		As scheduled
SHIP State Training	2			As scheduled



PSA: 8  
 Plan Period: FY 2012

( ) Original, Dated:  
 ( X) Update, Dated: 3/31/12

## 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
Bill Jewell	A,N
Bobby Hysmith	A
Gloria Holiday	A, B
Edith Taylor	A, D, N
Gail Stanfill	A, D
Jessie Williams	A, B
Muriel Smith	A, D
Harvey Smith	A, D
Mary Jo Hughes	A, D
Eva Oldham	A, B, D
Edward Shirley	A, B, D
Elizabeth Reid	A, D
Patricia Pruett	A, D
James H. Pearson	A, B, D
Dave Frizzell	A, D
Effie Carrie Woods	A, D
Shirley Williams	A, B, D
Don Coln	A

Donald Deaton	A
Sally Harlan	A
James Woulfe	F
Scott Whaley	F
Mickie Whitaker	H
Regina Smith	F
Norris Branick	H, N
Lisa Ragsdale	J

**B. SCHEDULE OF ADVIORY COUNCIL MEETINGS**

4th Wednesday of July, 10:00 a.m., SWTDD Conference Room

4th Wednesday of October, 10:00 a.m., SWTDD Conference Room

4th Wednesday of January, 10:00 a.m., SWTDD Conference Room

4th Wednesday of April, 10:00 a.m., SWTDD Conference Room

**C. OFFICERS & OFFICE**

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
James H. Pearson	Chair	January, 2012
Vacant	Vice-Chair	-----
Pat Pruett	Secretary	July, 2012

**D. ADVISORY COUNCIL BYLAWS**

See Attached.

PSA:

( ) Original, Dated:

Plan Period:

( ) Update, Dated:

## **Advisory Council Bylaws**

### **SOUTHWEST TENNESSEE DEVELOPMENT DISTRICT**

### **AREA AGENCY ON AGING ADVISORY COUNCIL**

#### **BYLAWS**

##### **ARTICLE 1 NAME**

The name of the organization shall be the Southwest Tennessee Development District Area Agency on Aging Advisory Council, hereinafter referred to as the Advisory Council. Its center location will be the Southwest Tennessee Development District, 27 Conrad Drive, Suite 150, Jackson, Tennessee 38305. The Advisory Council shall serve the counties of Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, and McNairy.

##### **ARTICLE II PURPOSE**

The purpose of the Advisory Council will be to serve as liaison between the Area Agency on Aging and the local communities. Specifically, the Council will:

1. Advise and assist the Area Agency in the development and implementation of the Area Plan/Update;
2. Serve as an advocate in the community for older persons in Southwest Tennessee;
3. Conduct public hearings and studies on the problems and needs of the elderly;
4. Make recommendations about service needs, allocation of funds, activities, and policies carried out under the Area Plan to the executive committee of the grantee agency for approval - any recommendations rejected can be appealed;
5. Review and recommend for approval of the executive committee of the grantee agency and to the Tennessee Commission on Aging any major changes in the Area Plan; and

6. Review and comment on all community policies actions and programs, and actions which affect older persons particularly those funded through the Area Agency.

## **ARTICLE III MEMBERSHIP**

### Section 01 - Membership Classification

The Advisory Council membership shall consist of county representation and representatives of agencies and organizations having interest and knowledge of Aging issues.

### Section 02 - Selection of Members

#### A. County Representation

Each county in the Southwest Region shall have three representatives appointed by the County Executive. Appointees shall be persons sixty (60) years of age or older.

- B. A maximum of twelve (12) members may serve as at-large representatives. Ten of the members in this category may be selected from the below listed agencies and service areas. At least two will be from the general public.

1. Social Security Administration
2. Department of Human Services
3. Department of Health and Environment
4. Division of Vocational Rehabilitation
5. Employment Program
6. Elderly Housing
7. Department of Mental Health and Mental Retardation
8. Educational Institution
9. Department of Recreation
10. RSVP
11. American Association of Retired Persons
12. Law Enforcement Agency
13. Member of City Board or Representative of a City
14. Member of County Commission
15. Member of Judiciary
16. Community Development Services
17. Physical Disabilities Agencies

At-large representatives shall be selected by the Council upon the nomination of the Chairman.

### Section 03 - Membership Composition

- A. At least fifty-one percent (51%) of the membership must be 60 years or older and take into consideration the requirements for fair social, economic, ethnic, and handicapped representation.
- B. Minority representation shall be at least in proportion to the number of older minority persons in the geographic area.
- C. Only one (1) member of a family may serve on the Advisory Council at any one time. For the purposes of this document, immediate family shall consist of husband, wife, mother, father, son, daughter, or anyone living in the same household.
- D. Past chairpersons of the Advisory Council shall serve as life time voting members (if they continue to reside in the area).
- E. The Area Agency on Aging Director will serve as an ex-officio member of the Advisory Council.

#### Section 04 - Tenure

- A. Membership on the Advisory Council will be for a term of two (2) years. County representatives may succeed themselves upon reappointment by the County Executive. At-large members may succeed themselves upon nomination by the Council Chairperson and election by the Advisory Council.
- B. Members will be replaced automatically after missing three consecutive meetings unless they have a legitimate excuse and an explained absence.

### ARTICLE IV MEETINGS

- A. The Advisory Council shall meet the fourth (4th) Wednesday in each quarter beginning in October. Special meetings may be called by the Chairperson, or in his/her absence or inability to act, by the Vice-Chairperson. Special called meetings may substitute for the next regularly scheduled meeting upon approval of the Executive Committee. Notice of meetings shall be given to the members at least seven (7) days prior to any meeting. In case of emergency, a meeting may be called on shorter notice.
- B. Upon proper notification, the number of persons in attendance shall constitute a quorum.
- C. Voting shall be by raise of hands and shall not be recorded as "yea" or "nay" unless requested by members of the Advisory Council. There shall be no voting by proxy.

### ARTICLE V OFFICERS AND ELECTION

- A. The officers of the Advisory Council shall be Chairperson, Vice-Chairperson, Secretary, and Assistant Secretary. The term of office shall be two years.
- B. The Nominating Committee shall present nominees for officers at the October meeting of the Advisory Council. Nominations from the floor will be accepted. Officers will be installed at the October meeting and will assume duties at the regularly scheduled January meeting.
- C. Officers may not serve more than two (2) consecutive terms.
- D. Un-expired terms will be appointed by the Executive Committee.

## **ARTICLE VI RESPONSIBILITIES OF THE OFFICERS**

### Section 01 - Chairperson

The Chairperson shall preside at meetings of the Advisory Council, represent the Council before other bodies, and sign all reports and instruments made by the Council.

### Section 02 - Vice-Chairperson

The Vice-Chairperson shall act in the absence of the Chairperson.

### Section 03 - Secretary

The Secretary shall keep a record of all minutes and other business transacted by the Council or designate a staff person to perform the function. The Secretary, or designated staff person, shall accept the minutes for the Council by signing the official copy. All records shall be kept at the Area Agency.

### Section 04 - Assistant Secretary

The Assistant Secretary shall act in the absence of the secretary.

### Section 05 - Area Agency on Aging Director.

The Director shall serve as an ex-officio officer of the Council, giving technical assistance to the Council.

## **ARTICLE VII COMMITTEES**

### Section 01 - Executive Committee

A. Composition

The Executive Committee shall be composed of the Chairperson, Vice-Chairperson, Secretary, Assistant Secretary immediate past chairperson, and chairpersons of standing committees.

B. Power

The Executive Committee shall have the authority to transact Advisory Council business as needed between Council meetings. The Committee will report to the Council membership at the next regularly scheduled meeting of the Council on all action taken by the Committee. It shall also be the responsibility of the Executive Committee to review requests for funds and recommend budget allocations to the Council.

A majority\* of committee members\*\* shall constitute a quorum.

### Section 02 - Standing Committees

The following committees shall function as standing committees:

Bylaws, Nominating, Nutrition, and Legislative. The Chairperson will designate a chairperson and committee members for each standing committee. Only Council members may be appointed to serve on standing committees.

### Section 03 - Function of Standing Committees

A. Bylaws Committee

The Bylaws Committee will review and recommend changes to Council Bylaws.

B. Nominating Committee

The Nominating Committee will select and present nominees for the officers of the Council

C. Nutrition Committee

The Nutrition Committee will provide guidance and support to staff on issues relative to the provision of the Older Americans Act, Title III-C Nutrition Program.

D. Legislative Committee

The Legislative Committee will monitor proposed legislation, regulations and policies affecting older citizens and recommend action to Council as appropriate and needed.

Section 04 - Ad Hoc Committees

The Advisory Council may establish ad hoc committees as needed to fulfill the objectives of the Council and shall define the duties of the ad hoc committees. The Chairperson of the Council shall appoint the chairperson of ad hoc committees and committee members. The chairperson of ad hoc committees and the majority of committee members shall be members of the Council. Volunteers and professional staff from the Region may serve on such committees.

**ARTICLE VIII AMENDMENTS OF THE BYLAWS**

These bylaws may be amended at any regular or special meeting of the Advisory Council by a majority of those present at such meeting, provided such amendments have been submitted in writing by the Bylaws Committee to all Council members at least seven (7) days prior to such meeting. Council members may suggest amendments to the Bylaws Committee at any time.

**ARTICLE IX PROCEDURE OF MEETINGS**

Robert's Rules of Order Revised, shall be observed in the conducting of the meetings of the Advisory Council unless otherwise provided in these Bylaws.

ADOPTED, AS AMENDED

(On File)\_\_\_\_\_

\_\_\_\_\_

**Clara Martin, Chairperson**

**Date**

Southwest Tennessee Development District/  
Area Agency on Aging Advisory Council

**Part E: DOCUMENTATION**

<u>Exhibit Number</u>	<u>Title of Exhibit</u>
E-1	OAA Assurances of Compliance
E-2	Availability of Documents
E-3	Civil Rights Act Compliance



PSA:

( ) Original, Dated:

Plan Period:

( ) Update, Dated:

## Older Americans Act (2006) Assurances of Compliance

### *Section. 306. AREA PLANS*

(a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall—

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, or construction of multipurpose senior centers, within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community, evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

(2) **provide assurances** that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services including mental health services) outreach, information and assistance, (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance; and **assurances** that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

(3) (A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers

(including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and

- (B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;
- (4) (A) (i) (I) **provide assurances** that the area agency on aging will—
  - (aa) 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;
  - (bb) include 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
- (II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);
- (ii) **provide assurances** that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—
  - (I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;
  - (II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
  - (III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and
- (iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared—
  - (I) identify the number of low-income minority older individuals in the planning and service area;
  - (II) describe the methods used to satisfy the service needs of such minority older individuals; and
  - (III) provide information on the extent to which the area agency on aging met the objectives described in clause (i);
- (B) **provide assurances** that the area agency on aging will use outreach efforts that will—
  - (i) identify individuals eligible for assistance under this Act, with special emphasis on—
    - (I) older individuals residing in rural areas;
    - (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
    - (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

- (IV) older individuals with severe disabilities;
  - (V) older individuals with limited English proficiency;
  - (VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
  - (VII) older individuals at risk for institutional placement; and
- (ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and
- (C) **contain an assurance** that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;
- (5) **provide assurances** that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;
- (6) provide that the area agency on aging will—
- (A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;
  - (B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;
  - (C) (i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;
  - (ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that-
    - (I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or
    - (II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 676B of the Community Services Block Grant Act; and
  - (iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the

Corporation for National and Community Service), in community service settings;

- (D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;
  - (E) establish effective and efficient procedures for coordination of—
    - (i) entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and
    - (ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area;
  - (F) in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations;
  - (G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;
- (7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—
- (A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;
  - (B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—
    - (i) respond to the needs and preferences of older individuals and family caregivers;
    - (ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and
    - (iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;
  - (C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and
  - (D) providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—
    - (i) the need to plan in advance for long-term care; and

- (ii) the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;
- (8) provide that case management services provided under this title through the area agency on aging will—
  - (A) not duplicate case management services provided through other Federal and State programs;
  - (B) be coordinated with services described in subparagraph (A); and
  - (C) be provided by a public agency or a nonprofit private agency that—
    - (i) gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;
    - (ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;
    - (iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or
    - (iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);
- (9) **provide assurances** that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;
- (10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;
- (11) **provide information and assurances** concerning services to older individuals who are Native Americans (referred to in this paragraph as “older Native Americans”), including—
  - (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, **an assurance** that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
  - (B) **an assurance** that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
  - (C) **an assurance** that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and
- (12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area.
- (13) **provide assurances** that the area agency on aging will—
  - (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;
  - (B) disclose to the Assistant Secretary and the State agency—
    - (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
    - (ii) the nature of such contract or such relationship;

- (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;
  - (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and
  - (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;
- (14) **provide assurances** that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;
- (15) **provide assurances** that funds received under this title will be used—
- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
  - (B) in compliance with the **assurances** specified in paragraph (13) and the limitations specified in section 212;
- (16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care; and
- (17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.
- (b) (1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.
- (2) Such assessment may include—
- (A) the projected change in the number of older individuals in the planning and service area;
  - (B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;
  - (C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and
  - (D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.
- (3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for—
- (A) health and human services;
  - (B) land use;
  - (C) housing;
  - (D) transportation;

- (E) public safety;
- (F) workforce and economic development;
- (G) recreation;
- (H) education;
- (I) civic engagement;
- (J) emergency preparedness; and
- (K) any other service as determined by such agency.

(c) Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph (2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

(d) (1) Subject to regulations prescribed by the Assistant Secretary, an area agency on aging designated under section 305(a)(2)(A) or, in areas of a State where no such agency has been designated, the State agency, may enter into agreement with agencies administering programs under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act for the purpose of developing and implementing plans for meeting the common need for transportation services of individuals receiving benefits under such Acts and older individuals participating in programs authorized by this title.

(2) In accordance with an agreement entered into under paragraph (1), funds appropriated under this title may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act.

(e) An area agency on aging may not require any provider of legal assistance under this title to reveal any information that is protected by the attorney-client privilege.

(f) (1) If the head of a State agency finds that an area agency on aging has failed to comply with Federal or State laws, including the area plan requirements of this section, regulations, or policies, the State may withhold a portion of the funds to the area agency on aging available under this title.

(2) (A) The head of a State agency shall not make a final determination withholding funds under paragraph (1) without first affording the area agency on aging due process in accordance with procedures established by the State agency.

(B) At a minimum, such procedures shall include procedures for—

- (i) providing notice of an action to withhold funds;
- (ii) providing documentation of the need for such action; and
- (iii) at the request of the area agency on aging, conducting a public hearing concerning the action.

(3) (A) If a State agency withholds the funds, the State agency may use the funds withheld to directly administer programs under this title in the planning and service area served by the area agency on aging for a period not to exceed 180 days, except as provided in subparagraph (B).

(B) If the State agency determines that the area agency on aging has not taken corrective action, or if the State agency does not approve the corrective action, during the 180-day period described in subparagraph (A), the State agency may extend the period for not more than 90 days.

**Section. 374. MAINTENANCE OF EFFORT**

Funds made available under this subpart shall supplement, and not supplant, any Federal, State, or local funds expended by a State or unit of general purpose local government (including an area agency on aging) to provide services described in section 373.

**Certification by Authorized Agency Official**

*Southwest AAAD* hereby gives full assurance that every effort will be made to comply with the regulations of the Older Americans Act.

**SIGNATURES**

\_\_\_\_\_  
AAAD Director

Date \_\_\_\_\_

\_\_\_\_\_  
Grantee Agency Director

Date \_\_\_\_\_

PSA: ( ) Original, Dated:  
Plan Period: ( ) Update, Dated:

## **Availability of Documents**

*Southwest AAAD* hereby gives full assurance that the following documents are current and maintained in the administrative office of the AAAD and will be filed in such a manner as to ensure ready access for inspection by TCAD or its designees at any time. The AAAD further understands that these documents are subject to review during quality assurance visits by TCAD.

1. Current policy making board member roster, including officers
2. Applicable current licenses
3. AAAD Advisory Council By-Laws and membership list
4. AAAD staffing plan
  - a. position descriptions (signed by staff member)
  - b. staff resumes and performance evaluations
  - c. documentation that staff meet the educational and experience requirements of the position and that appropriate background checks have been completed
  - d. equal opportunity hiring policies and practices
5. Personnel Policy Manual of grantee agency
6. Financial procedures manual in accordance with TCAD policies
7. Program procedures manual
8. Interagency agreements, if applicable
9. Insurance verification (general professional liability such as errors and omissions, officers and directors, etc.)
10. Bonding verification
11. Affirmative Action Plan
12. Civil Rights Compliance Plan
13. Conflict of Interest policy
14. Grievance Procedure and designated staff member

15. Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumer, and caregivers
16. Americans with Disabilities Act (ADA) policies, ADA Existing Facility Checklist and report on barrier removal
17. Documentation of match commitments for cash, voluntary contributions and building space, as applicable
18. Financial Reports or if applicable copy of audited copy of Financial Report of service providers
19. Emergency Preparedness/Disaster Plan
20. Drug-Free Workplace policies
21. Confidentiality and HIPAA policies
22. Individual background information for newly hired employees and volunteers who provide direct care for, have direct contact with, or have direct responsibility for the safety and care of older persons and adults with disabilities in their homes.

**Certification by Authorized Agency Official**

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Area Agency on Aging and Disability. Assurance is given that TCAD or its designee will be given immediate access to these documents, upon request.

**SIGNATURES**

\_\_\_\_\_  
AAAD Director

Date \_\_\_\_\_

\_\_\_\_\_  
Grantee Agency Director

Date \_\_\_\_\_

PSA:

( ) Original, Dated:

Plan Period:

( ) Update, Dated:

## **Title VI of the Civil Rights Act of 1964 Compliance**

The Southwest Area Agency on Aging and Disability reaffirms its policies to afford all individuals the opportunity to participate in federal financially assisted programs and adopts the following provision:

“No person in the United States, shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

This policy applies to all services and programs operated by, or through contracts or subcontracts from the Southwest Area Agency on Aging and Disability.

Prohibited practices include:

1. Denying any individual any services such as: congregate meals, in-home services, and information and assistance; opportunity to serve as a volunteer, advisor, or member of a policy board, positions of leadership, or other benefit for which he/she is otherwise qualified.
2. Providing any individual with any service, or other benefit, which is different or is provided in a different manner from that which is provided to others under the program, such as the selection of menu items, the mode of style of service, or the manner of conveyance in transportation.
3. Subjecting any individual to segregated or separate treatment in any manner related to that individuals receipt of service, including congregate meals in separate sites or facilities, senior center services in separate sites or facilities, or employment services in separate sites or facilities.
4. Restricting an individual in any way in the enjoyment of services, facilities or any other advantage, privilege, or other benefit provided to others under the program.
5. Adopting methods of administration which would limit participation by any group of recipients or subject them to discrimination, including submitting bids for services and receiving contracts or subcontracts; and personnel practices such as hiring, firing, and granting raises.
6. Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.

The Southwest Area Agency on Aging and Disability shall appoint a Title VI coordinator to ensure that the Area Agency on Aging and Disability and all service providers comply with the provision of Title VI. Whenever a planning or advisory body, such as a board or a committee is an integral part of the Area Agency on Aging and Disability or service provider program, the Area Agency on Aging and Disability will take such steps as are necessary to ensure that minorities are notified of the existence of such bodies and are provided equal opportunity to participate as members. Where members of a board or committee are appointed by the area agency or service provider agency, minorities shall be represented at least in proportion to their presence in the general population of the service area.

**SIGNATURES**

\_\_\_\_\_  
AAAD Director

Date \_\_\_\_\_

\_\_\_\_\_  
Grantee Agency Director

Date \_\_\_\_\_