



Area Agency On Aging & Disability

AREA PLAN on AGING and DISABILITY

Executive Summary

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



East Tennessee Human Resource Agency

Designated Area Agency on Aging and Disability

for the

EAST

Planning and Service Area

**in TENNESSEE for
July 1, 2010 – June 30, 2014**

PSA: East Tennessee
 PLAN PERIOD: FY 2010-2014

(X) Original, Dated: March 31, 2010
 () Revision, Dated

Profile of Area's Older Population

Counties	Number 60+	Number 65+	Number 75+	Number 85+	Number Minority 60+	Number 60+ Minority Below Poverty	Total 60+ Below Poverty	Number 65+ Mobility Limitation	Number 65+ With Self-Care Limitation	Check if Rural
Anderson	15,214	11,824	5,819	1,366	417	173	1,677	1,030	361	
Blount	19,909	14,914	7,082	1,695	548	102	2,030	1,237	575	
Campbell	8,181	6,033	2,634	632	55	12	1,355	595	254	x
Claiborne	5,505	4,012	1,777	438	55	14	1,313	417	153	x
Cocke	6,313	4,575	1,855	466	118	67	1,778	510	121	x
Grainger	3,670	2,586	1,010	264	33	10	760	263	58	
Hamblen	10,659	7,719	3,257	800	333	176	1,452	624	277	x
Jefferson	7,999	5,703	2,400	614	200	54	1,161	456	187	
Knox	63,578	48,415	22,432	5,593	4,460	1,588	7,751	4,377	1,494	
Loudon	8,812	6,338	2,609	654	66	36	1,063	340	168	
Monroe	7,074	5,143	2,332	564	185	67	1,243	516	190	x
Morgan	3,162	2,277	984	261	9	0	714	174	111	x
Roane	11,155	8,351	3,712	832	267	86	1,673	571	204	
Scott	3,319	2,384	1,077	254	17	14	811	270	103	x
Sevier	12,664	8,995	3,665	843	65	17	1,502	615	164	
Union	2,772	1,928	766	185	6	17	577	178	103	
TOTAL	189,986	141,197	63,411	15,461	6,834	2,433	26,860	12,173	4,523	

NOTE: This table was updated using 2000 Census data where possible.

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**Determination of Service Priorities:
 Needs Assessment Methods
 (Outline)**

Describe below the types of needs assessment the Area Agency on Aging and Disability has used during the past two years.

The majority of funding administered by the East Tennessee Area Agency on Aging and Disability is realized through the Older Americans Act and through the State of Tennessee and is earmarked for specific services. State and Federal Policies are in place that requires our office to allocate funds to these services.

East Tennessee receives approximately \$4,996,288 in federal funds through the Older Americans Act including the Nutrition Services Incentive Program (NSIP).

Of this amount, just over \$2,445,010 is earmarked for congregate and home-delivered meals. Because of the increased demand for home services, approximately 65% of this amount is utilized to provide home delivered meals.

In addition, ETAAAD receives:

- \$ 13,900 for elder abuse education
- \$ 63,200 elder abuse funding for the long-term care nursing home ombudsman program
- \$ 57,100 is set aside by the Older Americans Act for health promotion and disease prevention services
- \$ 20,200 for the III-D Drug Management project
- \$468,300 for the Title III-E Caregiver Support project.

The balance of \$1,928,578 is allocated for administration and supportive services. Of this amount:

- \$475,924 is set aside for administration of the area plan through the ETAAAD
- \$ 89,600 is allocated for program coordination
- \$115,800 is allocated as one time funding for the Single Point of Entry (SPOE) and Aging and Disability Resource Center (ADRC)
- \$ 71,789 is allocated as one time funding for the TN Alzheimer's Disease and Supportive Services Program
- \$ 54,761 is for nutrition consultant services and technical assistance
- \$ 62,039 is allocated to the Public Guardianship Program
- \$ 34,942 is allocated categorically in unit cost contracts for homemaker and personal care services
- \$ 10,000 is for adult day care services in Knox County

- \$741,583 is allocated to county offices on aging
- \$ 72,765 is categorical funding for long-term care nursing home ombudsman services
- \$100,375 is categorical funding for legal services
- \$ 99,000 is categorical funding for SHIP Medicare/TennCare Counseling

Even within the Office on Aging allocation, we have to fund priority services, such as information & assistance, outreach, and transportation.

Considering the situation, we have outlined above, the requirement for the Area Agency on Aging and Disability to determine the needs of the elderly and set funding priorities is somewhat over emphasized because of all the restrictions and priorities, which are placed on ETAAAD through the Older Americans Act and the Tennessee Commission on Aging and Disability.

The state funding requirements are also categorical in nature and scope. East Tennessee receives \$1,662,900 in state appropriations and all these funds are earmarked for home delivered meals, homemaker services, personal care, information and assistance, service coordination, public conservatorship services and senior centers. The allocations are specific for each service and a transfer between services is prohibited.

In summary, although ETAAAD is required to conduct a needs assessment and fund priority services, the majority of all funding received by the ETAAAD is earmarked in some way, therefore the priorities are established for ETAAAD by the federal or state requirements.

1. Population Estimates/Service Projections:

The 85+ age group is the fastest growing segment of our population. This population group more than doubled in the period from 1990 to 2005. The numbers overall are not staggering at this point, but as this trend continues older individuals and their families will increasingly need a variety of services in an effort to remain independent in the community. The largest segment of our population, the Baby Boomers, are beginning to arrive at 65 and this will double the 65+ population group by the year 2015, bringing the total number in the U.S. to over 70 million.

The demand for homemaker, personal care, and home delivered meal services will continue to rise. District wide we have over 400 people on the waiting list for home-delivered meals and almost 300 people on the waiting list for homemaker and personal care services.

Another problem we are noticing is in the area of assisted transportation. It is no longer adequate to make transportation available; we have to plan for personal assistance to an appointment, providing support during the appointment and assistance back home. We are also receiving more complaints about the types of vehicles we use to provide transportation. A large van is often not the best type of vehicle for the elderly or persons with disabilities. Height from the ground and the rear seating are most often what is criticized.

Affordable residential alternatives are needed in the region. Only a few residential facilities exist in the region that provides services for under \$2,000 per month. In most cases, the

cost is between \$3,000 and \$4,000 per month. Until public funds are made available to supplement the cost of other residential options, the current market simply is out of reach for most individuals and their families. Adult Family Homes have become very successful residential models around the U.S. and this option must be explored in Tennessee to meet the growing need for affordable residential services.

As our society ages, an increased demand is placed on our information and assistance system. Services can no longer be county based. Services are often accessed more and more across county lines and into metropolitan areas of the region.

Families are beginning to plan ahead to determine what exists in the community and how they can access these services. Our office is receiving calls for information from family members all across the U.S. This demand has increased in recent years and will continue to increase in the future.

Each year the East Tennessee Area Agency on Aging and Disability surveys all the Title III service providers to determine unmet needs and service priorities in each county. ETAAAD staff conducts this survey via telephone. Home services, transportation, adequate shelter, abuse, food, utility support and information services continue to rank high as service priorities.

2. Advisory Council Input:

The East Tennessee Council on Aging and Disability provides guidance to the East Tennessee Area Agency on Aging and Disability in areas of funding priorities, advocacy and administrative oversight. ETCAD membership provides for a member from each county, plus at least two disability community representatives, to the Executive Committee. The Executive Committee is the management group that works most closely with the area agency staff on budget and service priority issues. Each year the ETCAD conducts a public hearing in conjunction with the Area Agency on Aging and Disability to present the Area Plan and solicit comments from the community on service needs.

3. Public Forums/Hearings:

A public hearing is planned for February 24, 2010 at the John T. O'Connor Senior Center in Knoxville. The East Tennessee Area Agency on Aging and Disability and the East Tennessee Council on Aging and Disability co-sponsor the hearing to solicit comments from providers and consumers on service needs and priorities. A summary of the comments will be included in the FY2010-2014 Area Plan.

4. Needs Assessment Surveys Conducted by Area Agency on Aging and Disability:

The Area Agency on Aging and Disability annually conducts a survey of all our Title III and state funded information and referral service providers to determine unmet needs and priorities. This survey is conducted by the staff and the results are used by the Area Agency on Aging and Disability to set service priorities for the next year.

5. Secondary Data Used:

Annually we review census data and research reports from AOA sponsored projects from around the U.S., the long-term care resource centers, and the State Unit on Aging to determine if our funding patterns are, in fact, focused on high need categories.

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Determination of Service Priorities: Summary of Needs

Based on the information reported in Exhibit A-4, discuss the prevalent service needs of older persons in your planning and service area. Distinguish particular needs of those who may be impaired and/or frail.

Increasing home and community based service capacity and improving the information and assistance services are two areas the ETAAAD will continue to strengthen this fiscal year. The increasing demand for home delivered meals, homemaker service, personal care services, assisted transportation, and information are very clear signals that our focus on service delivery must adjust over the next few years as we move further into the twenty first century.

Outreach ("*service awareness*") continues to be a much-needed service. Individuals often do not look for information until a specific need arises and even then many older individuals and caregivers do not know where to call or how to research a particular problem or need.

General transportation is quickly becoming outdated. Because transportation funds are limited, almost all transportation services for the elderly are related to medical appointments. We are starting to see small companies and individuals enter the market place. The increased demand for special trips, special transportation equipment, and escort services will continue to be the focus.

With the need for, and promise of, additional home and community resources, the current service delivery system begs for a comprehensive care management system. That system would have a strong client assessment component, the ability to develop effective and realistic care plans, and the where-with-all to manage service delivery without regard to funding source and provider agency. This is an important need for our community, but a goal that must be reached to prevent duplication and to provide efficient services to frail homebound clients.

FY2010 – 2011 Funding Proposal

Older Americans Act – Planning and Administration:

ETAAAD Staffing:	III-C	\$ 306,600.00
	III-B	114,424.00
	III-B Coordination	89,600.00
	III-C-1	48,400.00
	III-E	54,900.00
	Medicaid Waiver	1,092,600.00

Director:

Responsible for the development and supervision of the East Tennessee Area Plan on Aging and Disability Services for the 16 county region of East Tennessee. This involves supervision of professional staff and setting policies regarding funding, contact compliance, consumer services and overall administration of a large department.

Financial Manager:

Responsible for the processing and reconciliation of the East Tennessee Area Agency and Disability Providers service delivery network. Duties include contract development and oversight along with technical assistance for financial reporting, budget preparation and expenditure analysis.

Aging Services Manager:

Responsible for managing East Tennessee ElderWatch, the East Tennessee Council on Aging and Disability, for partnership development among regional agencies and organizations, and for providing technical assistance and support to grow and enhance those partnerships for the benefit of the aging population in the region.

MIS Program Specialist:

Responsible for support and oversight of the Regional SAMS client tracking data-base management system. This includes staff training, software installation, and ongoing system and staff support.

Waiver and Options / NFCS Managers:

Two individuals who are responsible for the supervision of home care services funded through the Medicaid Waiver, Options for Community Living, and the National Family

Caregiver Support programs. Responsibilities include review and approval of care plans, supervision of case management staff, policy review, and compiling reports.

Administrative Assistant:

Responsible for managing correspondence, mailing lists, filing and purchase orders for the ETAAAD administrative staff.

Contract Services Specialist:

Responsible for processing and providing oversight of contractor payments, conducting annual financial assessments, and providing technical assistance to providers.

DATA Systems Specialist:

Responsible for day-to-day data entry of consumer records and assisting the administrative staff with reports and data analysis.

Case Managers / Services Coordinators / Administrative Support:

We employ additional staff to manage consumer enrollment and care plan responsibilities for the Options for Community Living Program, the National Family Caregiver Support Program and the Statewide Waiver Program.

SPoE and ADRC: III-B \$ 115,800.00

These funds represent one time funding from the Tennessee Commission on Aging and Disability to support the development of the Single Point of Entry System to provide screening and home assessment services for individuals seeking long term care and home and community based care support services.

TN Alzheimer’s Disease and Support Services: III-B \$ 71,789.00

This money represents one time finding from the Administration on Aging to provide support services to individuals coping with Alzheimer’s Disease who are referred to ETAAAD by case managers located at the ET Alzheimer’s Association.

Older Americans Act and State Funded – Support Services:

County Offices on Aging: III-B \$ 741,583.00

County offices on aging provide local consumer advocacy/assessment services, information and referral services, outreach services, limited transportation, and coordination of local services for persons over age 60. Approximately 25,000 clients will be served through the county offices on aging. With the growth in HCBS services and funding, we will be working in 2010 and 2011 to encourage each OOA to develop a home care program either through

direct employment of staff or in a contract situation to secure another funding stream for these offices and to build home capacity in the region. Funding is allocated to each county through the approved ETAAAD funding formula.

Direct In-Home Support Services: III-B \$ 34,942.00

This amount \$34,942.00 is reserved for the existing homemaker contractors in Anderson, Blount, Knox and Loudon Counties. Consumer assessments, care plans and service authorization will be managed by ETAAAD staff.

Senior Centers: State \$ 231,700.00

State funding for 22 senior centers in East Tennessee to provide recreation, health-screening services, physical fitness activities, and educational opportunities. Funding is allocated to each county through the approved ETAAAD funding formula.

Public Conservatorship Services: III-B \$ 62,039.00
 VII 5,500.00
 State 113,400.00

The Public Conservator serves as a court appointed conservator for persons who lack the capacity to make informed medical care and financial decisions. Approximately 60 full conservatorship cases are under management with court oversight and reporting. By state law, the Public Conservatorship project is a direct service of the East Tennessee Area Agency on Aging and Disability. Approximately 25 trained and certified volunteers are utilized to provide direct support to clients served by the Public Conservator.

Legal Services – 15 ET Counties: III-B \$ 71,875.00

A staff attorney provides education, advice, guidance, and limited representation for persons over age 60 in areas of public benefits, housing, discrimination and other priority service categories. Approximately 325 clients will be served.

Legal Services – Knox County: III-B \$ 28,500.00

Services are provided through a sub-contract with Legal Aid of East Tennessee. Services include education, advice, guidance, and limited representation for persons over age 60 in areas of public benefits, housing, discrimination and other priority service categories. Approximately 200 clients will be served.

LTC Ombudsman Services – 16 ET Counties:

III-B \$ 72,765.00
VII 63,200.00

Ombudsman services are provided to residents of long term care facilities. Primary work involves investigation and resolution of resident complaints. The ET Ombudsman service includes an excellent and very successful volunteer ombudsman component. Approximately 40 volunteers are certified and assigned to LTC facilities in East Tennessee. Approximately 675 residents will be served.

Adult Day Care Services:

III-B \$ 10,000.00

This funding is a special allocation in Knox County to support the adult day care center that is operated by the Knox County Office on Aging at Christenberry Heights. These funds are used to increase capacity within the day care center. Approximately 15 additional clients will be served for the fiscal year.

Elder Abuse:

III-VII \$ 8,400.00

We propose continuing to support East Tennessee ElderWatch through the East Tennessee Area Agency on Aging and Disability, and continuing the caregiver training contract with the East Tennessee Alzheimer’s Association.

Homemaker Services:

State \$ 71,500.00

This funding is allocated for homemaker services for persons age 60 and over with income levels below 150% of the established federal poverty level.

SHIP Medicare/TennCare Counseling:

Federal \$ 66,000.00

ETAAAD was selected to work with the Tennessee Commission on Aging and Disability to manage the State Health Insurance Assistance Program (*SHIP*) in the East Tennessee region. The project will provide counseling services to beneficiaries on Medicare and TennCare benefits and provide for the recruitment and training of volunteers to be placed in each county to assist beneficiaries with health insurance questions.

HCBS – Options for Community Living:

Information & Assistance:

State \$ 49,442.00

An Options Information & Assistance specialist manages all calls for service that come to the Options for Community Living program, using a telephone interview/screening process.

This system is used for all Home and Community Based Service programs including Options, National Family Caregiver Support and the Statewide Waiver.

Service Coordination: State \$178,391.00

Service coordination staff will complete an in-home consumer assessment after the initial screening. As part of the assessment, a service plan is completed in concert with the consumer. The service plan outlines the services that are needed and authorized. After the service plan is completed a service authorization is sent to the service provider to schedule services.

Administration: State \$ 33,054.00

A contract specialist is required to review all service authorizations prior to service delivery and track expenditures for each consumer and each provider. A data entry clerk is responsible for entering data for all consumers served through the Options for Community Living Project.

Services: State \$ 1,551,713.00

Three services are priority for this project. They are home delivered meals/homemaker services/personal care services. Other services such as personal emergency response, minor home modification, and chore services are provided on a limited basis. Service providers are reimbursed on a unit cost basis. The individual service limit per year is set at \$7,500. This amount is closely aligned with the amount of state funds used in Waiver care plans.

Older Americans Act – Nutrition Services:

Congregate Meals: III-C-1 \$ 815,484.00
NSIP 162,520.00

Congregate meal service provider contracts will remain on a unit cost reimbursement basis for FY2009 – 2010. We will continue to require minimum meal level in each county served by the provider. All funds will be appropriated based on the unit rate that is established at the start of the contract period. Service providers that receive OAA funding for both congregate meals and home delivered meals are not allowed to reduce funding below 40% of the total contract amount for congregate meals. Service providers will continue to be asked to secure contributions from consumers and utilize NSIP funding to improve and increase services.

Each service provider is required to evaluate, along with ETAAAD staff, every congregate meal site to determine how the site can be improved to increase congregate meal participation. Additionally, each provider is required to continue outreach efforts in each county to improve congregate meal participation.

<u>Home Delivered Meals:</u>	III-C-2	\$ 1,013,924.00
	State	133,200.00
	NSIP	243,780.00

Home delivered meal service provider contracts are developed using a unit cost methodology that provides for a minimum meal level per day for each provider/county, and this unit cost rate is used to calculate reimbursements. The per-meal unit cost rate will be determined based on cost data for the period July 1, 2009 to March 31, 2010. A preliminary rate will be set prior to July 1, 2010 with an adjustment if needed when all costs are closed out by October 1, 2010. Service providers are asked to secure contributions from consumers and utilize NSIP funding to improve and increase services. Service providers are required to coordinate home delivered meal services with ETAAAD and the "Options for Community Living" and Statewide Waiver projects.

We allocate these funds to each county based on the approved ETAAAD funding formula.

<u>Consumer Assessments:</u>	III-C	\$ 35,919.00
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With the development of the "Options for Community Living Project" it is imperative that ETAAAD service coordination staff assume the responsibilities of all in-home consumer functional assessments to avoid duplication of assessment services. This allocation may not be adequate to support these new responsibilities, but it delays the need to transfer funds from existing providers for these assessment costs. Consumer assessments will be transferred on a case-by-case basis when duplication is evident.

Other Older Americans Act Services:

<u>Health Promotion Services:</u>	III-D	\$ 57,100.00
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The East Tennessee Health Promotion Resource Center will be continued, to provide planning for health promotion and health screening activities in the 22 East Tennessee Senior Centers. Senior Centers receive direct funding to support direct health promotion services in each county. The Resource Center requires senior centers to develop an annual health promotion plan, work with them to implement this plan, and monitor the center's progress.

<u>Drug Management:</u>	III-D	\$ 20,200.00
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These funds are provided to support educational activities that are designed to improve the management of prescription and over the counter medications for persons over age 60. We plan to continue providing medication management training along with medication management devices to low income consumers in the region that need assistance to maintain good health through improved medication management systems.

Family Caregiver Support:

III-E

\$ 468,300.00

These funds will be utilized to purchase and/or coordinate services in the following categories:

- Information and Assistance to support the caregiver
- Case management services
- Respite services for caregivers

HCBS Medicaid Waiver Funding:

Administration	\$	126,090.00
Provider Recruitment		55,868.00
Intake and Screening		65,000.00
Care Enrollment		882,006.00
Consumer Services \$		19,848,964.00

The funding is an estimate for the region because funding is not awarded on a grant basis; it is earned based on the number of units of service that are provided to waiver consumers.

The East Tennessee Area Agency on Aging and Disability is the Administrative Lead Agency for implementation of the HCBS Statewide Waiver project in East Tennessee.

PSA: East Tennessee
Plan Period: 7/1/2010 – 6/30/2014

(X) Original, Dated: March 31, 2010
() Update, Dated:

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.

- Nutrition
- Residential Support
- Homemaker / Personal Care
- Caregiver Support
- Transportation
- Financial Security
- Information and Assistance

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.

- Increase meal services and options through the implementation of a regional meal preparation facility
- Expand residential support services through the expansion of the Knoxville based "One Call" program
- Advocate for changes in the new CHOICES program to allow for expanded residential services beyond nursing homes and assisted living facilities
- Work with TennCare and the MCOs to expand the CHOICES program to include the ability to contract with individual caregivers (*licensed or certified direct care workers*) and add a companionship service to the list of service options
- Expand Caregiver support programs including respite care

- Develop a transportation coordinating council in ET that brings all the transportation providers together to design a more comprehensive and coordinated transportation system for older adults especially in rural areas
- Design an outreach program to identify individuals in ET who are not taking advantage of the OMB and SLMB benefits
- Enhance the ability of ETAAAD to provide and coordinate information services through the full implementation of the Single Point of Entry process in East Tennessee and in coordination with the 211 information system in the region

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

- Rural Transportation
- Adult Foster Homes
- Silver Alert Initiative
- Dental Care - Dentures / Eye Care – Eyeglasses / Hearing Care – Hearing Aids
- Respite Care – Institutional / In-home

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.

- Covered in 2 above – also consider funding special pilot projects that address the specific needs of rural transportation
- Covered in 2 above
- Incorporate the Silver Alert Initiative in the ongoing work of East Tennessee ElderWatch and request that the Tennessee Vulnerable Adult Coalition (*TVAC*) engage in educational initiatives to support full implementation of this program
- Consider expanding the “Gift of Sight” program in East Tennessee (*currently operating in Knox County*) through the development of a special “ad hoc” committee effort of the East Tennessee Council on Aging and Disability
- Covered in 2 above