

Most services the ETAAAD administers are contracted through local provider agencies in each county. Service availability will vary from county to county. Our service area covers the counties listed below. You may use the corresponding phone number to contact the local provider for more information:

Anderson	865/457-3259
Blount	865/983-8412
Campbell	423/562-2948
Claiborne	423/626-9471
Cocke	423/623-1400
Grainger	865/828-3010
Hamblen	423/581-5166
Jefferson	865/475-2222
Knox	865/524-2786
Loudon	865/458-5445
Monroe	423/442-2022
Morgan	423/346-6651
Roane	865/354-0450
Scott	423/663-3212
Sevier	865/453-8080
Union	865/992-0361

ETAAAD Services Include:

- ◇ County Offices on Aging
- ◇ Senior Centers
- ◇ Nutrition
- ◇ Transportation
- ◇ Health Promotion
- ◇ Homemaker/Chore
- ◇ Legal Assistance
- ◇ Nursing Home Ombudsman
- ◇ Public Guardianship
- ◇ Information & Referral
- ◇ Community Volunteer Project
- ◇ East Tennessee ElderWatch
- ◇ Options for Community Living
- ◇ Medicaid Waiver
- ◇ Family Caregiver Support
- ◇ State Health Insurance Program / SMP

The East Tennessee Human Resource Agency, Inc. is an equal opportunity employer and applicants are considered without regard to race, color, religion, sex, national origin, age, marital status, or disability.

Established in 1976 through the Older Americans Act, the **East Tennessee Area Agency on Aging and Disability** is a division of the East Tennessee Human Resource Agency - a non-profit, social service agency. The **ETAAAD** provides planning services for this region on issues affecting older adults and persons with disabilities.

Our Mission is to develop a comprehensive service delivery system that responds to the needs of persons in this region whom we are charged with serving.

We are a consumer-oriented agency. Working hand-in-hand with partner agencies, we constantly seek to improve our service to East Tennesseans. To further augment that commitment, we have established both the *East Tennessee Council on Aging and Disability* ... a regional advisory body to assist with setting service priorities, and *East Tennessee ElderWatch* ... a multi-discipline group dedicated to addressing abuse, neglect, and exploitation issues that older adults are confronted with.

Our Commitment is to Quality Consumer Services

We want to hear from the Community. If you would like to share input or have issues or concerns which you feel the *ETAAAD* should address ... please contact the Administrator or the Eldercare Manager.

The ETAAAD is funded through federal, state, and local governments. All federal and state funds are provided through the Tennessee Commission on Aging and Disability. Additional funds are provided through contributions from those who receive services and from their family.

East Tennessee Area Agency on Aging and Disability

An Agency dedicated to improving the lives of all East Tennesseans we serve.

**9111 Cross Park Drive
Suite D-100
Knoxville, Tennessee 37923**

Phone: 865/691-2551

Fax: 865/691-2555

E-mail: ETAAAD@ethra.org



EAST TENNESSEE AREA AGENCY on AGING and DISABILITY

Information & Assistance Network

Toll-Free

Single point-of-entry for Programs and Services

1-866/836-6678

In the **865** Area Code:

251-4897

For consumers desiring services through any of our in-home services programs, there will be a brief Initial telephone assessment. If the consumer qualifies for services, a comprehensive in-home assessment will be conducted.

Options for Community Living

The *Options for Community Living* project addresses the Home and Community Based Services needs of both older adults (60+) and persons with disabilities (age 18 and above). Services provided through this state-funded program are intended to help consumers remain in their homes for as long as they safely can, and will be allocated on a first-come, first-served basis.

The **OCL** project is designed to be consumer driven in several ways. Once qualification for services has been established, the consumer then plays a prominent role in designing his or her own service plan.

Service Choices

- ◆ Homemaker
- ◆ Personal Care
- ◆ Home Delivered Meals
- ◆ Service Coordination
- ◆ Home Rehab/Repair
- ◆ Medical Equipment/Supplies
- ◆ Assistive Technology Devices
- ◆ Chore (*Heavy Housework*)
- ◆ Personal Emergency Response Systems
- ◆ Adult Day Care

National Family Caregiver Support

The overriding hallmark of this project will be its focus on addressing the individual needs of caregivers, and its flexibility in doing so. The majority of funding will be allocated to in-home respite services for family caregivers.

Eligibility:

- Caregivers of seniors 60 years of age or older
- Grandparents or other senior relatives 60 years or older who are the primary caregivers of children 18 years of age and younger

Services:

Respite

- Short-term in-home
- Adult Day Care
- Overnight
- Homemaker / Personal Care

Support

- Information about available services
- Assistance accessing available services
- Counseling, support groups, and training

Supplemental Services

- Personal Emergency Response Systems
- Medical Supplies not covered by insurance
- Minor home repairs/modifications

In **Knox County** contact the **Knox County Office on Aging-Caregiver Support Program** at **524-2786**.

Statewide Waiver

In some states, such as Tennessee, the rule that Federal Long-term Care dollars can only be spent on institutional care, has been waived.

To receive this community-based cost-effective alternative to institutional nursing facility care, eligible individuals must meet the following requirements: *Reside in Tennessee / Receive financial approval through DHS / Receive medical approval through TennCare / Be age 21 or older / Be able to receive services in the home for less cost than in an institution / Have an identified Caregiver*

Available Services

- ◆ Adult Day Care
- ◆ Assisted Care Living Facility
- ◆ Assistive Technology
- ◆ Home Delivered Meals
- ◆ Homemaker
- ◆ Minor Home Modifications
- ◆ Personal Care
- ◆ Personal Care Assistance/Attendant
- ◆ Personal Emergency Response Systems
- ◆ Pest Control
- ◆ Respite: In-Home or Institutional

For more information and assistance with qualification procedures, please call the toll-free number above.