

SUBMITTAL PAGE

(X) Plan Update for July 1, 2019 - June 30, 2020
() Amendment (Date): _____

This Area Plan for Programs on Aging and Disability is hereby submitted for the South Central Tennessee planning and service area. The South Central Tennessee Development District/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, program planning, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature:  _____
Area Agency Director

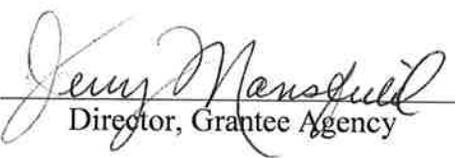
Date: 3/13/2019

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 Exhibit D-2 of the Plan.

Signature:  _____
Chair, Area Agency Advisory Council

Date: 3/13/2019

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, Exhibits A-G. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature:  _____
Director, Grantee Agency

Date: March 18, 2019

Signature:  _____
Chair, Grantee Agency Board

Date: 3/18/19

AREA PLAN on AGING and DISABILITY

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

South Central Tennessee Development District

Designated Area Agency on Aging and Disability

for the

South Central Tennessee

Planning and Service Area

**in TENNESSEE for
July 1, 2019 – June 30, 2020**

Plan for Program Development and Coordination

The AAAD is proposing to use \$ 0 in Title III-B direct service funds to pay for Program Development and Coordination during FY 2020. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents ___% of the AAADs new Title III-B direct service allotment.

If **yes**, include a goal, objectives, and strategies that describe the program development/coordination activities that will be performed by the AAAD staff member(s) paid from these funds and how these activities will have a direct and positive impact on the enhancement of services for older persons in the PSA. Costs should be in proportion with the benefits described.

FY 2019 Performance Highlight of Accomplishments with ACL Federal Funds and State Allocations

(Please limit your response to 3 pages)

Provide a status update of the progress and accomplishments of the following federal and state program areas:

Older Americans Act Funding

❖ Title IIIB Supportive Services:

- The AAAD received approximately 2,197 I&A contacts/units of service of the 4,000 projected to approximately 1,011 individuals of the 2,500 projected.
- I&A staff will responded to 100% of all I&A requests within 48 hours.
- The AAAD has participated in 59 of the 40 marketing and outreach events.
- Two I&A staff participated in AIRS training and testing, and became AIRS certified as of 11/30/2018.
- The AAAD has reduced the number of individuals on the waiting list by 26 of the approximately 10-12 consumers projected for Title III-B Homemaker services by utilizing additional federal funds received for FY-19.
- Through contracted service providers, approximately 2,255 of the 4,500 projected units of Title III-B Homemaker services have been provided to 67 of 65 persons projected.
- The AAAD has increased the number of service providers for Homemaker services by recruiting 3 additional providers since last year.
- Collectively, the 13 Senior Centers have provided 193,809 of the projected 370,000 units of service to 4,438 of the projected 8,000 older adults.
- The AAAD has met with Senior Center Directors Association of South Central TN every other month (8/30/18, 10/30/18, 12/6/18, 3/21/19) and is scheduled to host the annual training retreat on 4/18/2019.
- As part of the Annual Senior Center Training Retreat, a session will be provided on learning about and applying for Community Foundation grants through GivingMatters.com, creative arts grants and other new funding opportunities.

❖ Title IIIC Nutrition Services:

- The findings of the meal site location study were that the Mount Pleasant meal site was underperforming and the following recommendations were made accordingly: The Mount Pleasant meal site was closed as of December 14, 2018.
- AAAD staff conducted annual training for SCHRA Nutrition Program staff on December 12, 2018 (date) with 25 nutrition staff in attendance. AAAD staff participated in 2 of the quarterly training sessions with managers of meal sites and the two central kitchens and has held one-on-one strategic planning meetings with the Nutrition Program Director on a monthly basis.
- As of mid-year, the SCHRA has served 44,547 of the 79,131 congregate meals to approximately to 1,395 congregate meal participants of the 1,500 projected.

- As of mid-year, Nutrition Counseling has been provided by a Registered Dietician to 0 participants of the 5 projected.
- As of mid-year, the SCHRA has conducted Nutrition Screening for 100% of congregate meal participants, Nutrition Outreach activities to 324 participants of 750 projected, and 3,728 of the 1,500 units of Nutrition Education to 1,106 participants of 800 projected.
- The SCHRA has increased congregate meals by 2,716 of the 4,430 meals projected (105 of the 90 people projected) and home-delivered meals by 2,214 of the 2,690 meals (34 of 18 people projected).

❖ **Title IIID Disease Prevention & Health Promotion:**

- With the addition of Moore County, all thirteen (13) senior centers in the South Central PSA now provide at least one Evidence-Based Program (EBP).
- At the Annual Senior Center Director's Training Retreat hosted by the AAAD, the technical assistance or training session for senior center directors to focus on building local partnerships to increase EBP opportunities will be provided.
- All EBP's being reported in SAMS are being monitored by AAAD Quality Assurance staff to determine Title III-D funding eligibility, as required by U.S. DHHS.

❖ **Title IIIE National Family Caregiver Support Program:**

- Through contract with service providers, 5,691 of the projected 8,000 units of in-home respite care, 113 of the projected 350 home-delivered meals, and 56 of the projected 50 Personal Emergency Response Systems have been provided to 90 of the 80 caregivers projected.
- The AAAD will increase the number of service providers for the NFCSP by 3 additional providers since last year.

❖ **Title VII Elder Rights:**

- AAAD staff facilitated two of the four scheduled meetings of the Adult Abuse Coalition members, and continues to manage all correspondence and reports, as needed.
- The Adult Abuse Coalition has distributed approximately 500 of the 1,000 Community Resource Directories projected to be distributed throughout the year.
- AAAD staff and members of the Adult Abuse Coalition are providing the annual training conference on May 7, 2019 and expect approximately 170 in attendance; and provide attendees and AAAD staff with purple World Elder Abuse Awareness Day (WEAAD) t-shirts and educational material to promote June 15th WEAAD events.
- In October 2018, Adult Abuse Coalition members provided Fraud & Financial Abuse Awareness Month presentations and distribute educational materials at each of the 13 senior centers reaching nearly 400 of the projected 500 seniors.
- The Adult Abuse Coalition participated in 35 of the five health fairs and/or community events projected, due to the additional outreach conducted by SNAP.
- Senior Medicare Patrol (SMP) participated in 175 of the projected 200 area trainings, meetings and community events to reach over 6,838 of the 5,000 individuals projected to provide education.
- The AAAD allocated \$5,300 in Title VII Elder Abuse Prevention funds to support the Adult Abuse Coalition efforts.

- The Long Term Care Ombudsman (LTCO) has attended two of the four of the Regional Survey Team meetings held in the South Central area and participated in 100% of the trainings offered by the State.
- The LTCO worked 46 of 100 projected new complaints, provided 34 of 100 projected individual consultations to residents and/or their family/friends, and provided 99 of the 125 projected consultations/trainings to long term care facility staff.
- The District LTCO has made 137 visits to the 61 long term care facilities in the South Central PSA at least quarterly, as required by the State LTCO.
- Legal Aid Society has provided legal assistance services to 32 of the projected 125 low-income seniors age 60 and older.
- Legal Aid Society conducts legal education in each of the 13 counties at least quarterly.
- The AAAD maintains and continues to semi-annually update legal resources information for referrals as stated in the objective strategy.

State Funds

❖ **OPTIONS Home and Community Based Services:**

- HCBS Staff reduced the number of individuals on the waiting list and/or increased service hours for OPTIONS services by 9 individuals.
- Through contracted service providers, 16,807 of the projected 31,000 units of OPTIONS services will be provided to 211 of the 215 persons projected.
- OPTIONS service providers increased by 3 for a total of 9 providers.

❖ **Guardianship:**

- Public Guardian Program has served 50 of the projected 50 clients appointed by the Courts.
- 100% of Guardian reports have been submitted to TCAD accurately and on time.
- Public Guardian Volunteer Coordinator has recruited two new volunteers out of the five projected; and has maintained eleven (11) volunteers this year.
- The Public Guardian has met with partnering agencies at least quarterly (8/1/2018 and 11/7/2018) and provides for an annual training conference (scheduled 5/7/2019) as a member of the Adult Abuse Coalition.

Other

- ❖ **SHIP:** *Due to change from SHIPTALK to STARS reporting software, SHIP is unable to pull data until after the new STARS software system is online and accessible (est. 3/26/19).
 - SHIP staff and volunteers have provided one-on-one counseling and information to approximately 6,661 of the 7,000 Medicare beneficiaries projected.
 - SHIP conducted 5 of the projected 10 free public education sessions, “The ABC’s & D’s of Medicare” for 38 of 50 individuals projected.
 - SHIP staff recruited 3 of the projected 5 new volunteers and is maintaining a total of 24 SHIP volunteers.
 - SHIP staff and volunteers assisted with completion of [REDACTED] of the projected 225 Low-Income Subsidy applications and [REDACTED] of the projected 225 Medicare Savings Program applications.
 - Distributed SHIP information at 49 community health fairs/events, including 24 food distribution events and 25 health fairs/speaking engagements reaching 787 people.

FY 2019 Highlight of Accomplishments from Other Funding Sources

(Please limit your response to 3 pages)

Provide a status update of any accomplishments from other funding sources that have been made in regards to goals included in the 2019 - 2022 Area Plan.

Additional Home & Community-Based Service Programs:

- The AAAD has provided 188 of the projected 275 intake screenings and 108 of the projected 225 in-home assessments for the CHOICES in Long Term Care Program funded by the Bureau of TennCare.
- The AAAD has served 18 of the projected 50 individuals through the Private Pay System.

Senior Volunteer Transportation Network/MyRide Programs:

- The AAAD contracted with Lawrence County Senior Citizens Center, Inc. (LCSCC), in September 2018 to begin the first of South Central's three MyRide Programs. Rides began in November. From mid-November 2018 to February 13, 2019, MyRide Lawrence has 25 member riders, 19 volunteers, and has provided 96 rides/trips.
- Meetings with the Fayetteville-Lincoln County Senior Citizens Center, Inc. (FLCSCC) began in December 2018 to discuss the starting of the second MyRide Program, which will begin officially on May 1, 2019, when the contract is signed. Steering Committee meetings, marketing and outreach and other preparation are being conducted now.
- The SCATS Director is a member of the MyRide Steering Committees, in order to provide feedback, and collaborate between the two transportation programs.
- The MyRide Lawrence Coordinator has engaged in over 60 of the projected 12 meetings, events, and/or face-to-face business visits to provide information to the public and to recruit volunteer drivers and senior riders to the program.
- MyRide Lawrence has developed marketing materials to recruit sponsors to provide additional funding for riders who cannot afford it, and in collaboration with the Lawrence County Executive's office, has applied for a small grant that would provide an additional \$1,000-\$2,000 to help low-income member rides cover the cost of their membership fee and/or trip fees.

Housing/Home Repairs:

- The AAAD has provided necessary home repairs for 18 of the 60 people projected through the Emergency Repair Program at a cost of approximately \$61,037.
- The HOME Program has administered 12 of the projected 12 grants to local city and county government who qualified, totaling approximately \$922,600 in grant funds.
- The Housing Programs have established ABC Weatherization and CrossRoads Home Inspection as new partners projected for the year.

Senior Hunger:

- As of mid-year, the SNAP Coordinator has provided 63 community outreach events, 204 SNAP screenings, and 227 SNAP application assistance activities.
- AAAD Staff have attended and assisted with 17 of the projected 50 Food Commodities distribution events, reaching a total of 3,337 low-income individuals; SHIP volunteers participated in 7 food pantry events, reaching 987 low-income individuals.
- As part of the AAAD “Santa for a Senior” Program, provided food boxes for 117 of the 75 individuals projected in December 2018.
- Through the Personal Emergency Assistance Program (PEAP), funded solely through the SCTDD Annual Golf Classic, provided up to \$300 in groceries for 5 of the 12 persons projected.

Veterans Services:

- Provided Veterans Directed HCBS to three (3) referrals deemed eligible and approved by the Veterans Administration.
- James Patterson, former Maury County Veterans Service Officer, served as a member to represent veteran’s service organizations on the Advisory Council on Aging & Disability until his unexpected death in February 2019.
- Have made contact with three of the Veteran’s Service Officers in each of the 13 counties in the South Central PSA to provide information on services available.

Falls Prevention:

- AAAD staff has participated in one of the quarterly conference calls for the Tennessee Falls Prevention Coalition.
- AAAD distributed Falls Prevention Awareness Day educational and awareness information to 13 senior centers and approximately 30 advisory council members during the month of September.
- AAAD is providing information and resources to all contracting senior centers to encourage them to receive training and certification for Stay Active & Independent for Life (SAIL) evidence-based health promotion program that has shown to reduce the risk of falls in older adults.

Collaborative Response to Elder & Vulnerable Adult Abuse (CREVAA):

- The CREVAA Advocate has attended six (6) of the regularly scheduled VAPIT meetings.
- CREVAA has provided 16 face-to-face assessments for 31 eligible referrals.
- The CREVAA Advocate established a new partnership with the TN Dept of Human Services/Adult Protective Services, which is involved in elder abuse, neglect and exploitation prevention, investigation and/or prosecution.
- The CREVAA Advocate served 31 out of 31 eligible referred cases through the following service categories: 5 Clients received General Assistance (Food, Clothing, Utilities, Coordination of In-Kind Donations); One Client received Criminal/Civil Justice Support

(Accompaniment); 31 Clients received Emotional Support & Safety Services (Crisis Intervention, Emergency Financial Assistance); 16 Clients received Information & Referral Services (Victims' Rights, Criminal Justice Process & Referral to Other Services & Resources); 15 Clients Personal Support & Safety Services (Individual Advocacy, Interventions w/Employers or Creditors & Transportation Assistance); and 8 Clients received assistance with Shelter/Housing (Emergency Shelter & Relocation Assistance).

Advocacy:

- Four (4) AAAD staff is participating in the annual TFA Aging Day on the Hill February 27th in Nashville to advocate for top priority needs on behalf of older Tennesseans.
- Director and Assistant Director of AAAD are making at least quarterly contact with other advocacy agencies, such as AARP member representatives, Alzhiemers Tennessee, National Association of Area Agencies on Aging (N4A), National Center on Elder Abuse (NCEA), and others through collaboration efforts through the Tennessee Federation for the Aging and Southeastern Association of Area Agencies on Aging.
- AAAD staff members will share legislative issues and priorities with key AAAD stakeholders, as needed, during this legislative session.

Other:

- The AAAD Assistant Director received training from the State Fire Marshal's office for the **"Get Alarmed" Program**, in order to place smoke alarms in ERP-qualified homes, as well as other AAAD-identified homes without them, and to educate homeowners about fire safety and the operation of the alarms. To date, 60 smoke alarms have been installed in 21 homes.

Goals, Objectives, Strategies, and Performance Measures

Goal 1: Ensure that programs and services funded with federal Older Americans Act (OAA) are cost effective and meet best practices.

Include an objective for each OAA program (Information and Assistance, Nutrition, IIB Homemaker Services, National Family Caregiver Support Program, Evidenced Based Programs, Senior Centers, Elder Abuse, Ombudsman, and Legal Assistance)

Objective 1: Provide easily accessible **Information & Assistance (I&A)** on aging and disability programs and services through telephone, email, and in-person contacts.

- Strategy 1. Market the toll-free I&A telephone line by distributing materials to service provider agencies, at health fairs, network meetings, community events, and to other target groups.
- Strategy 2. Update and maintain an I&A resource database with federal, state, and local agencies and organizations serving our target population in the area.
- Strategy 3. Ensure that all I&A staff are AIRS certified.

Performance Measures (PM)

- PM 1: The AAAD will participate in approximately 40 marketing and outreach events throughout FY-20.
- PM 2: AIRS-certified I&A staff will receive and process approximately 4,000 I&A calls/units of services from approximately 2,500 individuals.
- PM 3: I&A staff will respond to 100% of all I&A requests within 48 hours.

Objective 2: Identify and implement strategies to improve the cost efficiency of the **Title III-C Nutrition Program** that provides congregate and home-delivered meals.

- Strategy 1. Continue conducting a meal site location study due to the changing demographics in certain areas across the PSA.
- Strategy 2. Facilitate meetings with the Nutrition Program provider to develop strategies to improve customer satisfaction while being cost efficient.
- Strategy 3. Encourage the Nutrition Program provider to expand volunteer recruitment efforts to improve the capacity for congregate and home-delivered meals.
- Strategy 4. Contract with a Registered Dietician to provide Nutrition Counseling.
- Strategy 5. Require by contract that the Nutrition Program provider conduct outreach and nutrition education, and provide nutrition screening for all congregate participants.
- Strategy 6. Utilize additional federal dollars received to increase direct service capacity for congregate and home-delivered meals, which will also reduce the home-delivered meals waiting list.
 - PM 1: The AAAD will report the findings of the meal site location study and make recommendations accordingly.
 - PM 2: AAAD staff will conduct annual training for Nutrition Program staff and participate in quarterly training sessions with managers of meal sites and the two central kitchens, along with one-on-one strategic planning meetings with the Nutrition Program Director, as needed.

- PM 3: The Nutrition Provider will serve a minimum of 91,000 congregate meals to approximately 1,500 congregate meal participants; and, 63,670 home-delivered meals to 350 participants through Title III-C and 15,000 home-delivered meals to 90 participants through OPTIONS.
- PM 4: Nutrition Counseling will be provided by a Registered Dietician to approximately 5 participants, as referred.
- PM 5: The Nutrition Program provider will conduct Nutrition Screening for 100% of congregate meal participants, Nutrition Outreach activities to approximately 750 participants, and approximately 1,500 units of Nutrition Education to 800 participants.
- PM 6: Increase congregate meals by approximately 4,000 meals (approximately 80 people) and home-delivered meals by 2,500 meals (approximately 15 people).

Objective 3: Ensure that the **Title III-B Homemaker Program** is administered in the most cost-effective manner and best meets the in-home needs of the individuals who qualify.

- Strategy 1. Coordinate with the TCAD and other AAAD's to implement a new waiting list process that will help the AAAD to effectively maintain and efficiently manage the Title III-B Homemaker waiting list.
- Strategy 2. Provide initial phone screenings and in-home assessments to determine eligibility and to evaluate the level of need.
- Strategy 3. Promote the Request for Proposal (RFP) process to existing and potentially new service providers to address the gaps in those areas of the PSA who lack enough providers and/or provider staff and to offer consumers more choice.
- Strategy 4. Utilize additional federal dollars received to increase direct service capacity for homemaker services, which will also reduce the waiting list.
 - PM 1: AAAD's HCBS staff will serve on the committee with other AAAD's and TCAD to implement and evaluate the new waiting list process that includes Category A, who are expected to be added within the next 18 months, and Category B, who are clients that are not expected to be added in next 18 months.
 - PM 2: Through contracted service providers, approximately 4,500 units of Title III-B Homemaker services will be provided to 65 persons.
 - PM 3: The AAAD will seek new Homemaker service providers for next RFP.
 - PM 4: Reduce the number of individuals on the waiting list by approximately 10 consumers, and increase service hours for existing homemaker clients who are most in need of additional help.

Objective 4: Ensure access to services and supports to caregivers through the **Title III-E National Family Caregiver Support Program (NFCSP)**, in an effort to assist them in continuing to provide care for the care recipient.

- Strategy 1. Strengthen partnerships with the Alzheimer's Tennessee, the Caregiver Relief Program, the Alzheimer's Association, the Tennessee Respite Coalition and other groups and organizations that focus on the needs of caregivers for respite and other support services.
- Strategy 2. Promote the RFP process to existing and potentially new service providers to address the gaps in those areas of the PSA who lack enough providers and/or provider staff and to offer consumers more choice.

- PM 1: Provide approximately 8,000 units of in-home respite care, 350 home-delivered meals, and 50 Personal Emergency Response Systems to approximately 80 caregivers.
- PM 2: The AAAD will increase the number of service providers for the NFCSP.

Objective 5: Increase the availability and sustainability of **Evidence Based Program (EBP)** that improve the quality of life, health, level of independence, and overall well-being of older adults.

- Strategy 1. Contract with and annually monitor focal point senior centers to provide at least one EBP, and encourage changes where needed for improvement.
- Strategy 2. Coordinate with senior centers to develop new and strengthen existing partnerships with parks and recreation offices, local health departments, healthcare providers, and senior centers to leverage additional resources to provide for the expansion of EBP's, where needed.
- Strategy 3. Ensure that all Title III-D funded EBP's being provided meet ACL criteria of being an approved EBP by any of the operating divisions of the U.S. Dept. of Health and Human Services (DHHS) and is shown to be appropriate and effective for older adults.
 - PM 1: Conduct quarterly desk reviews and annual on-site monitoring visit to evaluate progress and participation levels in EBP's offered at all contracting senior centers.
 - PM 2: Provide at least one technical assistance or training session for senior center directors to focus on building local partnerships to increase EBP opportunities.
 - PM 3: All EBP's being reported in SAMS will be monitored to determine Title III-D funding eligibility, as required by U.S. DHHS.

Objective 6: Support the efforts of focal point **Senior Centers** to increase programming and volunteer recruitment in order to meet the growing needs of the current older population while embracing the emerging needs of the baby boomer population.

- Strategy 1. Contract with a focal point Senior Center in each of the 13 counties to provide the services of Health Education, Health Screening, Education/Training, Physical Fitness, Recreation and Telephone Reassurance
- Strategy 2. Encourage Senior Centers to utilize technology, social media, and non-traditional methods and settings to increase the center's reach of volunteers and to serve more seniors.
- Strategy 3. Encourage Senior Centers to create new and expand existing partnerships to bring creative arts activities to the centers.
 - PM 1: Collectively, the 13 Senior Centers will provide approximately 375,000 units of service to 7,500 older adults.
 - PM 2: The AAAD will meet with Senior Center Directors Association of South Central TN every other month (5-6 times/year), and provide an annual training retreat to include the use of new technology, social media and other non-traditional marketing methods.
 - PM 3: Provide assistance to Senior Centers, where needed, in learning about and applying for creative arts grants and other new funding opportunities.

Objective 7: Increase outreach and education to help prevent **abuse, neglect, and exploitation** of elderly and vulnerable adults with a disability.

- Strategy 1. Provide administrative support for the Adult Abuse Coalition of South Central Tennessee to encourage partnering and coordination of available resources to expand awareness and education activities.
- Strategy 2. Maintain and distribute the Community Resource Directory for providers, advocates, caregivers and individuals to know where to access available resources for reporting or to assist victims of abuse, neglect and/or exploitation.
- Strategy 3. Provide annual educational and networking opportunities through the Adult Abuse Coalition Conference for professionals, service providers, faith based organizations and other interested groups dealing with issues regarding abuse, neglect and/or exploitation of vulnerable adults.
- Strategy 4. Distribute public outreach materials and make in-person presentations at senior centers and to other agencies during Fraud & Financial Abuse Awareness Month.
- Strategy 5. Participate in area conferences, health fairs, community events, and other activities appropriate for the Adult Abuse Coalition to expand awareness and educational materials.
- Strategy 6. Senior Medicare Patrol (SMP) will continue its efforts to empower and assist Medicare and Medicaid beneficiaries, their families, and caregivers to prevent, detect, and report healthcare fraud, errors and abuse through outreach and education.
 - PM 1: AAAD staff will facilitate at least 4 meetings of the Adult Abuse Coalition members, and manage all correspondence and reports, as needed.
 - PM 2: The Adult Abuse Coalition will distribute approximately 500 Community Resource Directories.
 - PM 3: AAAD staff and members of the Adult Abuse Coalition will provide an annual training conference the first Tuesday in May with approximately 170 in attendance.
 - PM 4: In October 2019, Adult Abuse Coalition members will provide Fraud & Financial Abuse Awareness Month presentations and distribute educational materials at each of the 13 senior centers reaching nearly 400 seniors.
 - PM 5: The Adult Abuse Coalition will participate in at least 5 health fairs and/or community events.
 - PM 6: SMP will participate in over 200 area trainings, meetings and community events to reach over 5,000 individuals to provide education on SMP efforts.
 - PM 7: The AAAD will allocate approximately \$5,300 in Title VII Elder Abuse Prevention funds to support the Adult Abuse Coalition efforts.

Objective 8: Work with the State **Long Term Care Ombudsman (LTCO)** to identify and implement strategies to ensure that the District LTCO Program is effective and efficient in advocating for residents in all long-term care facilities in the South Central PSA.

- Strategy 1. Ensure that all LTCO data are entered into the OmbudsManager database in a timely manner and that reports are submitted to the State LTCO, as required.
- Strategy 2. Participate in Regional Survey Team meetings to build relationship with the Department of Health and to stay informed on issues regarding long term care facilities in the PSA.

- Strategy 3. Participate in trainings provided by the State LTCO for District LTCO and Volunteer Ombudsman Representatives (VOR's).
 - PM 1: The LTCO will attend all four of the Regional Survey Team meetings held in the South Central area and participate in 100% of the trainings offered by the State.
 - PM 2: The LTCO projects to work 100 new complaints, provide 100 individual consultations to residents and/or their family/friends, and provide 125 consultations/trainings to long term care facility staff.
 - PM 3: The District LTCO will visit each of the 61 long term care facilities in the South Central PSA at least quarterly, as required by the State LTCO.

Objective 9: Increase awareness of agencies and other resources that provide **Legal Assistance** to the senior population, with particular emphasis on the most vulnerable and victims, or suspected victims, of crimes such as abuse, neglect, harassment, and/or financial exploitation.

- Strategy 1. Encourage Title III-B Legal Assistance Program provider to pursue greater collaboration among other resources, such as pro bono attorneys, law school and criminal justice degree students and graduates, area elder law attorneys, and others to better serve the growing legal needs of the most vulnerable adult population.
- Strategy 2. Utilize and distribute to each focal point Senior Center and any other interested entities the *Legal Handbook for Seniors*, published by the Tennessee Bar Association.
- Strategy 3. Maintain an updated list of legal resources to make the appropriate referrals to meet the need of legal inquiries from seniors and/or their family.
 - PM 1: The Title III-B Legal Assistance Program provider will provide legal assistance services to approximately 125 low-income seniors age 60 and older.
 - PM 2: The Legal Assistance Provider will conduct legal education in each of the 13 counties at least quarterly.
 - PM 3: The AAAD will maintain and continue to semi-annually update legal resources information for referrals to include the local Legal Aid Society, pro bono attorneys, local elder law attorneys, www.onlinetnjustice.org, www.justiceforalltn.com, www.tn.freelegalanswers.org, www.HELP4TN.org, and the statewide Senior Legal Helpline at 1-844-HELP4TN (435-7486).

Goal 2: Develop partnerships with aging network, community-based organizations, local governments, healthcare providers and state departments in order to advocate to reduce the gaps in services as identified in the needs assessment.

Objective 1: In response to the waiting list for federal and state-funded **Home & Community Based Services (HCBS)**, provide additional opportunities to access in-home services to help individuals remain in their home for as long as possible and prevent or delay long term institutional care.

- Strategy 1. Contract with the Bureau of TennCare to provide initial eligibility screenings and in-home assessments for Medicaid-qualifying individuals to access the **CHOICES** in Long Term Care Program to receive a variety of in-home services and supports.

- Strategy 2. Maintain and improve upon the new **Private Pay System** for individuals on the waiting list or that do not qualify for any of the HCBS Programs to be able to pay, or be sponsored by someone who pays, to receive home-delivered meals, personal care, and/or homemaker services.
- Strategy 3. Facilitate meetings among all HCBS staff and HCBS service providers to provide updates, trainings, and networking opportunities.
 - PM 1: The AAAD will provide approximately 275 intake screenings and 225 in-home assessments for the CHOICES Program.
 - PM 2: The AAAD will serve approximately 35 individuals through the Private Pay System.
 - PM 3: HCBS staff will meeting with service providers at least twice.

Objective 2: Implement a new **Senior Volunteer Transportation** Program model that meets the needs of seniors, who are unable to drive, have no one else to drive them, and are unable to utilize regular public transportation programs, in order to provide access to doctor's appointments, trips to the grocery store and other necessary appointments.

- Strategy 1. Build and maintain a local coalition in each of the three communities in which the volunteer Senior Transportation Program is being implemented.
- Strategy 2. Collaborate with the local South Central Area Transit Services (SCATS) staff on dispatching systems and data collection, making best use of resources available with expertise in this area.
- Strategy 3. Utilize existing relationships with senior centers to help implement the new volunteer senior transportation program in the local community where volunteer and member rider recruitment efforts are focused.
- Strategy 4. Expand upon partnerships with mayors and other local officials, service providers and other partnering agencies, while developing new connections within the communities in order to seek out volunteer drivers and senior riders.
- Strategy 5. Provide for a contribution method from the general public, family, corporations, and any others wanting to make a donation to help cover rider fees for those seniors who cannot afford it.
 - PM 1: The second Community Coalition (Steering Committee) will be established for MyRide Lincoln in Lincoln County, and the AAAD will continue building and maintaining the existing community coalition for MyRide Lawrence.
 - PM 2: The AAAD will ensure SCATS Director, or designated staff, is a member of the community coalitions to provide feedback on collaboration between the two transportation programs.
 - PM 3: AAAD will track and establish a baseline for number of senior riders, number of trips, and the number of volunteer drivers on a monthly and annual basis.
 - PM 3: The Senior Volunteer Transportation Coordinator will engage in at least 12 meetings or events to provide information to the public and to recruit volunteer drivers and senior riders to the program.
 - PM 5: The Senior Volunteer Transportation Coordinator will assist MyRide Coordinators at the local level to recruit new sponsors to provide additional funding for riders who cannot afford it.

Objective 3: In response to the need for safe, affordable **Housing** for seniors and adults with disabilities, increase awareness of and access to home modification programs to allow seniors and adults with disabilities to remain in their home in an affordable, safe environment for as long as possible.

- Strategy 1. The AAAD will contract with the Tennessee Housing Development Agency (THDA) to administer the Emergency Repair Program (ERP) for the South Central PSA to provide up to \$10,000 in repairs per home.
- Strategy 2. The AAAD will contract with THDA to administer the HOME Program, which awards eligible city/county governments with grants up to \$500,000 for home rehabilitation and re-build for low-income homeowners for projects up to \$40,000.
- Strategy 3. Funds to match the ERP will be leveraged through partnerships with USDA Rural Development Agency, Weatherization Assistance Program, Habitat for Humanity and other local housing and home modification agencies.
 - PM 1: The AAAD will provide necessary home repairs for approximately 50 people through the Emergency Repair Program at a cost of approximately \$325,500.
 - PM 2: The HOME Program will administer approximately 12 grants to local city and county government who qualify.
 - PM 3: The Housing Programs will establish at least one new partner.

Objective 4. Partner with non-profits, for-profits, government agencies, faith-based organizations, and other entities to create additional resources to deal with **Food Insecurity** of older adults and adults with disabilities.

- Strategy 1. Administer the new Supplemental Nutrition Assistance Program (SNAP) Outreach Initiative Grant to provide outreach and education, information, counseling and application assistance to help eligible older adults to qualify for, or qualify for additional, SNAP benefits.
- Strategy 2. Maintain the unique partnership with the South Central Human Resource Agency to provide support for the Food Commodities Program held in each of the 13 counties by providing recipes for types of food distributed, having staff in attendance to provide AAAD information, and assisting at the distribution sites.
- Strategy 3. Through the Santa for Senior Program, provide food boxes, with household supplies and personal hygiene items included, during the holidays for individuals on HCBS program identified as socially isolated and most in need.
- Strategy 4. Provide food and necessary household and personal items for low-income seniors and adults with disabilities through the Personal Emergency Assistance Program.
 - PM 1: SNAP Coordinator will conduct at least 25 outreach events, distribute 5,000 outreach materials, provide 1,250 community screenings, and assist 500 people with SNAP applications.
 - PM 2: Attend and assist with at least 50 Food Commodities distribution events in FY-19.
 - PM 3: Provide food boxes for approximately 100 individuals in December 2019.
 - PM 4: Provide up to \$300 in groceries for approximately 10 eligible low-income seniors and adults with disabilities and their families.

Objective 5. Build upon existing and create new partnerships to advocate for and assist in meeting the needs of **Veterans** in the South Central PSA.

- Strategy 1. Administer the Veteran's Directed HCBS Program through contract with the Pennyrile Area Agency on Aging & Independent Living to provide education and training to empower veteran's to make decisions of when, where, how and by whom to receive care in the home within a set budget.
- Strategy 2. Ensure representation of at least one veteran's service organization on the AAAD's Advisory Council to strengthen communication and coordination efforts among agencies serving veterans.
- Strategy 3. Increase awareness of the Veterans Directed HCBS Program and other AAAD programs at Veterans Service Offices in each county.
 - PM 1: Provide Veterans Directed HCBS to all referrals deemed eligible and approved by the Veterans Administration.
 - PM 2: Maintain a member agency slot for a veteran's service organization on the Advisory Council on Aging & Disability.
 - PM 3: Make contact with Veteran's Service Officers in the South Central PSA to provide information on services available.

Objective 6. Increase public awareness and identify strategies to improve **Falls Prevention** among older adults.

- Strategy 1. Assist eligible low-income seniors and disabled adults to access home modification programs, such as Emergency Repair Program, HOME Program, USDA Rural Development, and Habitat for Humanity to make necessary home modifications for safety and full accessibility.
- Strategy 2. Coordinate with the Tennessee Falls Prevention Coalition, housed under TCAD, for networking and coordination with other agencies addressing the issues of falls among older adults in Tennessee.
- Strategy 3. Provide public education awareness materials for Falls Prevention Awareness Day and encourage activities across the PSA.
 - PM 1: Provide ADA assessment of 100% of homes eligible for Emergency Repair Program and HOME Program funds.
 - PM 2: Participate in quarterly conference calls for the Tennessee Falls Prevention Coalition.
 - PM 3: Distribute Falls Prevention Awareness Day educational and awareness information to 13 senior centers and approximately 30 advisory council members.

Objective 7. Support and enhance multi-disciplinary responses to victims of elder abuse, neglect and exploitation through the new **Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) Program**, funded by the Victims of Crime Act (VOCA) of 1984.

- Strategy 1. CREVAA Coordinator shall provide input and assistance to the areas Vulnerable Adult Protective Investigative Teams (VAPIT's) to establish and build partnerships with those referral agencies.
- Strategy 2. Partner with Adult Protective Services, local District Attorney offices, law enforcement, and other members of VAPIT to streamline the referral and response system to best meet the needs of victims of crime in a timely manner.

- Strategy 3. Identify new and existing programs to better leverage CREVAA resources and to best meet the unmet needs of victims in order to help them recover from the crime perpetrated against them.
- Strategy 4. Where appropriate, provide for CREVAA-approved services of Emergency Housing/Housing Assistance, Assistance with food, clothing, home repairs/modifications, Medications, Homemaker services, Personal Care Services, Therapy and Counseling, Durable Medical Equipment, Transportation, along with Case Management.
 - PM 1: Attend regularly scheduled VAPIT meetings in the PSA.
 - PM 2: Provide face-to-face assessments for 100% of eligible referrals.
 - PM 3: Establish at least one new partnership among agencies involved in elder abuse, neglect and exploitation prevention, investigation and/or prosecution.
 - PM 4: Provide CREVAA services and resources to at least 75 Clients.

Goal 3: Ensure that programs and services funded by State allocations are cost effective and meet best practices.

Objective 1. Ensure consumer access and staff and service efficiency in the **OPTIONS** for Community Living Program (an HCBS Program).

- Coordinate with TCAD and other AAAD's across the state to implement a new waiting list process that will help the AAAD to effectively maintain and efficiently manage the OPTIONS waiting list.
- Strategy 2. Provide initial phone screenings and in-home assessments to determine eligibility and to evaluate the level of need.
- Strategy 3. Promote the RFP process to existing and potentially new service providers to address the gaps in those areas of the PSA who lack enough providers and/or provider staff and to offer consumers more choice.
- Strategy 4. Provide training for Options Counselors to promote a greater awareness of needs of elderly persons and person with disabilities, including cultural diversity, infection control, confidentiality of records, types of abuse, and other important issues.
 - PM 1: Reduce the number of individuals on the waiting list for OPTIONS services.
 - PM 2: Through contracted service providers, approximately 31,000 units of OPTIONS services will be provided to 215 persons.
 - PM 3: Maintain the number of service providers for OPTIONS services.
 - PM 4: HCBS staff will attend training opportunities, such as the Adult Abuse Coalition conference, service provider meetings, and other appropriate education activities available.

Objective 2. Maintain the capacity of the **Public Guardianship** for the Elderly Program to assist those referred by the Court who are 60 years of age or older and are unable to manage their healthcare and/or financial decisions.

- Strategy 1. Increase public awareness of the Public Guardianship Program by distributing program brochures to area judges, chancellors, court clerks, and area attorneys.
- Strategy 2. Adapt to the newly-revised Public Guardianship Program Policy Manual and reporting methods to meet compliance with TCAD requirements.

- Strategy 3. Conduct volunteer recruitment, training and retention activities to ensure that every client possible has friendly visitations and someone to quickly identify any issues that need to be reported to the Public Guardian.
- Strategy 4. Continue to coordinate with partnering agencies, such as Adult Protective Services, Legal Aid Society, the Long Term Care Ombudsman, local attorneys, healthcare providers and other to better serve clients needs.
 - PM 1: Serve approximately 50 clients, as appointed by the Courts.
 - PM 2: Submit 100% of Guardian reports to TCAD accurately and timely.
 - PM 3: Recruit five (5) additional Guardianship volunteer by the end of FY-20.
 - PM 4. Meet with partnering agencies at least quarterly and provide for an annual training conference as members of the Adult Abuse Coalition.

Goal 4: Ensure that Tennesseans have access to information about aging issues, programs and services in order to be able to make informed decisions about living healthy and independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care.

Objective 1: Contingent upon **State Health Insurance Assistance Program (SHIP)** funding being available to continue the program, provide objective one-on-one counseling and assistance on Medicare, Medicaid and all other health insurances for consumers with Medicare, their family, and their advocates, to include providing public education and media outreach events.

- Strategy 1. Conduct free “The ABC’s & D’s of Medicare” Classes once a month to provide an overview of Medicare information to the general public.
- Strategy 2. Maintain, recruit, and train a cadre of SHIP counselors and volunteers in each of the 13 counties.
- Strategy 3. Assist Medicare beneficiaries to find affordable prescription drug plans.
- Strategy 4. Screen and provide application assistance for low-income subsidy or Medicare Savings Program for low-income beneficiaries.
- Strategy 5. Distribute information about Medicare and related health insurance benefits to encourage health aging.
 - PM 1: Provide one-on-one counseling and information to approximately 7,000 Medicare beneficiaries.
 - PM 2: Conduct at least 10 free public education sessions, “The ABC’s & D’s of Medicare” to approximately 50 individuals in FY-19.
 - PM 3: Recruit 5 new volunteers and maintain a total of at least 25 SHIP volunteers throughout FY-19.
 - PM 4: Assist with completion of 225 Low-Income Subsidy applications and 225 Medicare Savings Program applications.
 - PM 5: Distribute SHIP information to all 13 senior centers, Advisory Council members and at all available community health fairs and events, at least annually.

Objective 2: Increase awareness of the needs of seniors and adults with disabilities through **Advocacy** efforts and effective communication with key local and state officials.

- Strategy 1. Participate and assist with organization of the Aging Day on the Hill, sponsored by the Tennessee Federation for the Aging (TFA), to talk with state legislators about the top legislative policy initiatives to improve the lives of older Tennesseans.

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- Strategy 2. Strengthen partnerships and improve communication with other lead advocacy organizations to be more effective in advocacy approaches for seniors and adults with disabilities.
- Strategy 3. Inform Advisory Council, service providers and board members regarding legislative issues impacting the aging network and encourage communication with their local, state and federal policy makers.
 - PM 1: At least 3 AAAD staff will participate in the annual TFA Aging Day on the Hill to advocate on top priority needs of older Tennesseans.
 - PM 2: Support coordinated advocacy efforts of network partners, such as AARP, Alzhiemers Tennessee, Tennessee Disability Coalition, and any other lead advocacy groups.
 - PM 3: Share legislative issues and priorities at least annually to educate key AAAD stakeholders, such as service providers, advisory council, board members, and other groups of interest.

Objective 3: Continue AAAD efforts to help raise awareness about the importance and ease of access of **Advance Directives**.

- Strategy 1. Provide a toolkit in each assessment folder for all in-home HCBS programs and at health fairs, meetings, and community events.
- Strategy 2. Utilize training and materials provided by TCAD to increase knowledge about advance directives for AAAD staff, senior centers, service providers, caregivers and others in the aging network.
 - PM 1: Included advance directive information in AAAD in-home assessment folders to educate each in-home consumer, and shared with the aging network partners in the PSA.
 - PM 2: Implement any new training and/or materials on advance directives provided by TCAD, when available.

Program Planning for FY 2020

Information & Assistance

- Describe your plan for outreach to low income, minority, rural and limited English proficiency individuals to insure these populations are aware of information and assistance services.

Senior Centers and Nutrition Meal Sites reach out to and provide services for those in the greatest social and economic need. In turn, those locations refer those in need of services to the AAAD Information and Assistance telephone number for screening. In addition, SCHRA provides services to those in the greatest social and economic need through the Neighborhood Services Centers, where referrals are made to the AAAD. Also, marketing efforts are made to low income, minority, rural and limited English proficiency individuals through outreach at community events, health fairs, faith-based groups, and others.

Home and Community-Based Services (Title IIIB and OPTIONS)

- Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
State – Options Allocation Amount	\$704,500	\$704,500	\$704,500
# Served	274	250	250
Units of Service	35,249	32,840	32,840

- Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
Federal – Title IIIB (In-home Services) Allocation Amount	\$70,538	\$72,149	\$73,760
# Served	52	80	80
Units of Service	4,658	4,809	4,809

3. Describe the methodology for the projections listed above.

- Funding changes resulted in focusing on adding less consumers to OPTIONS Program (state) and transitioning more consumers onto Older Americans Act (federal) Title III-B Homemaker and Title III-E National Family Caregiver Support Program (NFCSP).
- Provider reimbursement rates have increased in FY-2019.
- Increased number of consumers staying on programs shorter length of time due to various reasons, i.e., death, nursing home, transitioning to CHOICES Program, etc.
- Some decreases in FY-2019 are due to consumer’s Missed Visits and Holds due to declining health, hospitalization and rehabilitations, and/or provider staffing shortfall issues.

4. Complete the following table:

Number of Individuals on OPTIONS Waiting List	357
Number of Individual on Title IIIB Waiting List	318

5. Describe your plan for addressing the individuals on the waiting list.

A mailing has been conducted, and those that were returned as “undeliverable” were removed from the waiting list. Monthly calls are made to update priority scores on a regular basis. SCHRA received a grant, which will expire in September 2019, to help serve those currently on the waiting list. AAAD is coordinating with them on those waiting list referrals.

6. What are your projections for the number of individuals on the waiting list for FY 2020?

The waiting list is expected to remain level by making monthly telephone calls to update priority scores and remove those who no longer need services.

Title IIIC Nutrition Services

1. Complete the following table:

Provider	IIC Allocation	NSIP Allocation	Total Amount of Contract	# Congregate Meal Sites	# Projected Congregate Meals Served in FY 2020	#Projected Home Delivered Meals Served in FY 2020
South Central Human Resource Agency	\$901,736	\$109,800	\$1,011,536	20	89,000	65,000

2. Complete the following table:

Service	Amount IIIC Allocated
Nutrition Counseling	\$250
Nutrition Education	\$100
Other:	\$0

3. Describe your plan for delivering the highest possible quality of service at the most efficient cost.

SCHRA has completed a bid process to purchase the highest quality foods at the most efficient cost from vendors. An inventory system has been put into place to make the process more efficient as well. Also, the plan for reducing costs includes identifying sites that serve fewer meals and put efforts toward increasing those numbers due to higher volumes reducing costs and improving efficiencies.

4. Describe your plan for avoiding funding shortfalls in congregate nutrition and what steps you would take if you are unable to avoid congregate funding shortfalls.

In the event of a congregate funding shortfall, partnerships through other agencies have been established to provide meals to the meal sites to help offset lack of funding.

5. Describe how participant feedback is solicited and the results are used to improve service quality. Specifically describe what actions were taken in 2019.

Service Coordinators conduct a quality assessment during each reassessment. The quality assessment is provided to Quality Assurance staff for analysis on home delivered meals. SCHRA conducts a survey of congregate consumers on an annual basis. Those surveys are analyzed for food quality. From those efforts, some menu items have been changed and new items have been added.

6. Describe how your agency and its providers target congregate nutrition services to reach the greatest social and economic need (low income, rural, minority, language barriers). As you compare your current reach to these populations, do you plan to change any congregate site locations in order to better serve them?

Congregate meal sites are located inside senior centers and satellite senior centers in all thirteen counties. Senior Center Directors reach out to those in the greatest social and economic need, which also targets congregate nutrition services. Also, South Central Human Resource Agency reaches out to those in the greatest social and economic need through the Neighborhood Service Centers where referrals are made to the congregate meal site.

7. Describe your plan to ensure that services will not be disrupted in an emergency situation.

Consumers receiving hot meals 5x/wk should receive shelf stable (sack) meals for use during emergencies, weather-related emergencies or nutrition staff training events when the nutrition program cannot provide meals.

Consumers receiving any number of frozen meals should not receive any shelf stable (sack) meals. Consumers receiving any number of frozen meals will receive three (3) extra meals at the very first delivery and will receive exactly the same amount and frequency as stipulated on every subsequent delivery.

1-Hot/4-Frozen with first delivery on a Monday would get 1 hot and 7 frozen and then EVERY OTHER WEEK from then on would receive 1-Hot/4-Frozen regardless of the day of the week that the meals are delivered.

1-Hot/4-Frozen with first delivery on a Wednesday would get 1 hot and 5 frozen (with the hot meal for Wednesday, 2 frozen meals for Thursday and Friday, and 3 frozen meals to be used as Emergency/Holiday meals) and then EVERY OTHER WEEK from then on would receive 1-Hot/4-Frozen regardless of the day of the week that the meals are delivered.

Consumers receiving frozen meals will have their delivery day rescheduled within the same week if their regular delivery day falls on a holiday or any other day that meals are not provided (staff training days, weather emergency, etc).

Guardianship:

1. Describe the agency's plan to continue efforts to build relationships with district probate Judges/Chancellors to ensure appropriate cases are referred to the PG Program.

The Public Guardian for SCTDD/AAAD has good relationships with current judges/chancellors, as well as the clerk and masters for our service area. She visits with newly-appointed court officials to explain the program and give brochures and her business card. The Public Guardian also keeps in contact with existing court officials and keeps program information distributed to them.

2. Describe the agency's plan to maintain or increase the number of volunteers.

The South Central Public Guardian Program relies heavily on volunteers to help improve the quality of life for the fifty (50) or more clients the program serves each year. In order to gain new volunteers for the Public Guardian Program, staff will continue to run newspaper announcements in areas that volunteers are most needed, include it in the AAAD newsletters each year, and continue to raise awareness of the volunteer opportunities for the program at area health/educational fairs and any other events/activities to present Public Guardian Program information. The Guardian Program always strives to keep in contact with current volunteers and to recognize them yearly with a small token of appreciation, such as sending them a birthday card, in order to help retain the program's existing volunteers.

National Family Caregiver Support Program (NFCSP) – Title IIIE

1. Prioritize the 5 top caregiver needs in your area and describe how the NFCSP will respond to those needs.
 - a. Respite
 - b. In Home Services
 - c. Training
 - d. Long Term Care Planning
 - e. Medical Needs
2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

By strengthening partnerships with the Alzheimer’s Association, Tennessee Respite Coalition, and the Caregiver Relief Program, we plan to provide more assistance with Respite and In-Home Services. Partnerships with Administration for Community Living and National Assoc. of Area Agencies on Aging will assist with training in the home. We also plan to refer to Legal Assistance for estate planning and financial planners for financial planning assistance. To assist with medical needs, we will assist with transportation to and from medical appointments through My Ride or SCTDD Public Transportation. We will seek out providers who will assist for little to no cost for services.

Legal Assistance

1. What legal priority case is the most served in the area?

Legal priorities are defined as Income, Healthcare/Long term care, Nutrition, Protective Services, Housing, Utilities, Guardianship Defense, Abuse/Neglect and Age Discrimination.

2. Does the legal priority with the greatest number of cases represent the greatest need or is there another legal priority with fewer cases that should to be addressed through education efforts?

Healthcare / Long Term Care are the highest number of referrals given to Legal Aid from Information and Assistance in this area. Educational efforts are addressed in other areas through the Senior Expo, the Adult Abuse Coalition, Senior Centers, Advisory Council, and the Adult Protective Services M Team meetings.

3. What economically or socially needy population, defined as Clients in Poverty, Minority in Poverty, Rural and, Frail/Disabled, represent less than 50 percent of those served through legal assistance. What targeting and outreach efforts can be done to increase those numbers served?

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The minority in poverty population represents less than 50 percent of those served through legal assistance. Outreach will continue through the Senior Expo, the Adult Abuse Coalition, and Senior Centers.

4. How will the AAAD and legal provider increase service to those identified economically or socially needy populations? How will the AAAD and legal provider address the identified legal priority needs in the PSA?

The AAAD and legal provider will continue to provide outreach to those identified economically or socially needy. The AAAD and legal provider will continue to identify legal priority needs through Information and Assistance and legal referrals to meet the needs in the PSA.

Ombudsman

1. Include any goals/requirements the AAAD has set for the Ombudsman Program (i.e. Number of cases, complaints, volunteers, etc.)

The LTCO projects to work 100 new complaints, provide 100 individual consultations to residents and/or their family/friends, and provide 125 consultations/trainings to long term care facility staff. The LTCO will increase efforts to recruit volunteer ombudsmen and provide the necessary volunteer training. In addition, and as required, the LTCO will visit each of the 61 long term care facilities in the South Central PSA at least quarterly.

Senior Centers

1. Complete the following table:

Senior Center	#Participants	#Low-Income	#Minority	#Rural	# English Limitation
Bedford	1078	102	109	1078	0
Coffee	859	40	26	859	0
Franklin	674	88	54	674	0
Giles	234	31	36	234	0
Hickman	275	35	16	275	0
Lawrence	306	18	16	306	0
Lewis	151	23	10	151	0
Lincoln	374	63	31	374	0
Marshall	363	31	37	363	0
Maury	1407	113	233	322	0
Moore	83	10	0	83	0
Perry	410	123	27	410	0
Wayne	273	43	9	273	0

- Describe your agency’s approach to working with those senior centers that need to improve their reach to the target populations.

When senior centers need to improve their reach to target populations, recommendations are written during the monitoring visit and suggestions are given to help reach target groups.

Moore County Senior Center has a new Director who is actively working to raise the number of minority participants by reaching out to local minority churches. Also, Moore County Senior Center has a new minority board member.

Emergency Preparedness

- Name of Staff Person on the local emergency management team:

Robin Rochelle, Assistant Director of Aging & Disability Program

- How is the agency’s emergency plan communicated to staff?

The AAAD Staff Emergency Phone Tree is updated and redistributed each year to every AAAD staff member, along with the procedures for using the phone tree and for reporting to work in the event of an emergency and /or disaster. Those procedures also include instructions on where to find the two copies of the AAAD Disaster/Emergency Manual for more detailed instructions as to the continuity of operations and service delivery to individuals affected.

SHIP

- Complete the following table:

	FY 18*	FY19 – Projected	FY20 - Projected
# Client Contacts		7,813	8,047
# of Consumers Reached Through Outreach Events		4,792	4,939
# of Client Contacts Under Age 65		N/A	N/A
# of Hard to Reach Client Contacts		N/A	N/A
# Of Enrollment Contacts		3,531	3,636.93
# of Low Income/Medicare Savings Enrollment Assistance Contacts		N/A	N/A

*Due to SHIPTALK reporting system no longer being SHIP software platform, SHIP Coordinator having to make special request to retrieve last fiscal year numbers.

N/A = No longer applicable to SHIP reporting requirements.

2. Describe your efforts to increase the number in each column in the table above.
 - # **Client Contacts** – mass mailings before Annual Enrollment Period; Advertising ABC&D’s of Medicare Class in newspapers across the district.
 - # **Consumers Reached Through Outreach Events** – Volunteers attend Commodities Distribution in all 13 counties, handing out SHIP/AAAD information; Setup Booths at health/educational fairs; enrollment events at senior centers across the district.
 - # **Client Contacts Under Age 65** – Provide social security offices with SHIP information to reach new Disability Medicare recipients; Advertising ABC&D’s of Medicare Class; Commodities food distribution handouts; Food pantry information display.
 - # **of Hard to Reach Client Contacts** – Utilize Home Delivered Meals Program to reach shut-ins with SHIP information; Commodities events; Food pantries.
 - # **of Enrollment Contacts** – Pre-annual Enrollment mass mailing; Pre-annual Enrollment Presentations at Senior Centers and Advisory Council; Senior Centers advertising Annual Enrollment Counseling at their centers and through their newsletters.
 - # **of Low Income/Medicare Savings Enrollment Assistance Contacts** – Commodities; Food Pantries; South Central Human Resource Centers have staff that serve as volunteers for SHIP providing screenings, brochures, etc., to those who come for heat/cooling assistance, commodities food and other resources.

3. Describe your agency’s approach to reaching Medicare beneficiaries who are hard to reach due to ethnicity; limited English proficiency; those with disabilities and those eligible for low income subsidies.

We are working on gathering a list of minority churches across our district to do a direct mailing. We will provide information on counseling sites, classes, Extra Help, and work on recruiting volunteers and additional enrollment event sites from this target group.

Targeting Status Report

Report on activities during the preceding year.
(This information is used for the Title VI Plan)

Provide information on the extent to which the Area Agency met its Targeting objectives related to rural, minority, ESL, and poverty populations **for all programs** in the 2019 - 2022 Area Plan.

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Develop partnerships with other agencies who serve targeted groups in order to better reach and meet the needs of the target groups.	SHIP conducted 247 enrollment events – setting appointments at senior centers across the district. SHIP distributed information to Social Security Admin. Office, SCHRA, Senior Centers, Food Pantries, and at Food Commodity Distribution Events; Newsletter articles that reach partner agencies and individuals (2,262); Held 11 ABC&D’s of Medicare Classes. SNAP has attended 63 community events at places such as senior centers, meal sites, housing authority meetings, churches, and civic clubs/organizations. CREVVA had developed a partnership with local Adult Protective Services field staff.
Target Nutrition Outreach for congregate meals to older adults with greatest economic and social need, with particular emphasis on low-income minority individuals.	Required in Nutrition provider contract that SCHRA would conduct outreach to minority and low-income minority, as well as persons with limited or no English-speaking ability, and Quality Assurance Coordinator is monitoring that contract through data reported in SAMS.
Support local events/activities that specifically identify and reach minority and low-income minority persons.	SHIP had 68 informational booths 10,769 people reached through Commodities Distributions, health fairs, speaking engagements, etc. SNAP has specifically reached out and spoke to residents at all south central local housing authorities and other low-income senior housing complexes.
Encourage focal point senior centers to target outreach efforts to older adults with greatest economic and social need, with particular emphasis on low-income minorities.	As of mid-fiscal year, Senior centers have served approximately 525 low-income seniors, 100 low-income minority seniors, over 380 minority (not low-income), and 473 senior adults with disabilities.

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<p>The AAAD will utilize translation services to communicate with limited and/or non-English speaking minorities</p>	<p>AAAD staff provides annual training and ongoing technical assistance to all service providers on Title VI Civil Rights and Limited English Proficiency Policies & Procedures. Next trainings will be held in May & June 2019. The AAAD has not had to utilize translation services in the last 12-month period.</p>
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* Last complete 12-month period.

Targeting Plan, Title VI

Civil Rights Act of 1964, Title VI, and Targeting Activities Area Agency Title VI Implementation Plan FY 2020

1. Organization of the Civil Rights Office – Describe the organization and staffing of your agency’s Civil Rights/Title VI unit. Outline the duties and responsibilities of the Title VI Coordinator.
 - The South Central Tennessee Development District (SCTDD) has a Title VI Coordinator, Verna Brown, for the entire agency. Ms. Brown provides annual Title VI and Limited English Proficiency (LEP) education information to all SCTDD staff and handles all complaints/inquiries within the SCTDD organization.
 - Katrina Crisp, Quality Assurance Coordinator for the AAAD, serves as the Title VI Coordinator for contracted service providers receiving any Older American Act funding. Ms. Crisp provides annual training on Title VI of the Civil Rights Act to all service providers. She also distributes and educates providers on LEP procedures.

2. Complete the following table:

	FY 18	FY 19 - Projected
Total Individuals Served	11,263	11,700
Total Minority Individuals Served	997	1,050

3. Describe the manner in which persons with limited English proficiency are served by the agency.

SCTDD/AAAD contracts with AVAZA Language Services Corporation for translation services and uses the “I Speak” flash cards. This information and service is also extended to each of the focal point senior center in each of the 13 counties.
4. Complaint Procedures
 - a. Describe the Title VI Complaint procedures followed by your agency.

SCTDD COMPLAINT PROCEDURE:

Level 1: SCTDD / AAAD Title VI Coordinator
 Katrina Crisp – 931-379-2937
 101 Sam Watkins Boulevard, Mt Pleasant, TN 38474
 If not resolved, go to Level 2.

Level 2: SCTDD Executive Director
 Jerry Mansfield – 931-379-2929
 101 Sam Watkins Boulevard, Mt Pleasant, TN 38474
 If not resolved, go to Level 3.

Level 3: SCTDD Board of Directors
Chairman: T.R. Williams – 931-766-4121
Lawrence County Courthouse, Lawrenceburg, TN 37398
If not resolved, go to level 4.

Level 4: State of Tennessee Department of Transportation
Civil Rights Title VI Program Director
Attn: Cynthia Howard – 615-741-3681
505 Deadrick Street, Suite 1800, James K. Polk Building
Nashville, TN 37243

Level 5: Tennessee Commission on Aging and Disability
Kennetra Golden, Title VI Coordinator 615-253-4429
502 Deadrick Street, 9th Floor
Nashville, TN 37203

- b. Describe agency policies related to investigations, report of findings, hearings and appeals, if applicable.
- All levels will be handled the same.
 - The complainant will be contacted by phone within three (3) days of the complaint.
 - The complainant should be informed that they have the right to have a witness or representative present during the interview.
 - The board presiding over the Level at which the complaint was received will review and submit the final report to the Level above them.
 - If corrective action is recommended the alleged discriminatory contractor will be given thirty (30) days to inform the Title VI officer of the actions taken.
 - The complainant has the right to appeal all written reports to SCTDD.
 - The appeal must be made in writing within fourteen (14) days of the receipt of the final report.
 - Anyone suspecting the existence of discriminatory practices by this agency should take the following steps in the order listed. Contact should be made in writing, by telephone, or in person. The complaint should be made within thirty days from the date of the suspected discriminatory practice however, can be made within 180 days of the complaint. All complaints/grievances will be acknowledged and investigated with results reported to the complainant. All complaints should be copied and faxed to SCTDD, the Tennessee Department of Transportation Title VI Program Director, and the Tennessee Commission on Aging & Disability Title VI Coordinator within thirty (30) days of receiving complaint.
- c. Include a copy of the agency's complaint log, if applicable.

A copy of the complaint log is not applicable because there have been no complaints.

5. Complete the following table:

	FY 18
# of Minority Subcontractors	0
Total Amount of Expended Funds through Minority Subcontracts	0

6. Title VI requires agencies and sub-recipients to monitor contractors regarding the dissemination of the following information to the public: non-discriminatory policy, programs and services, complaint procedures, and minority participation on planning boards and advisory bodies. Describe the procedures taken to assure that this information is presented.

The Quality Assurance Coordinator monitors all contractors annually. During the monitoring visit, the Quality Assurance Coordinator conducts a Title VI Compliance Review and checks the contractor’s Policy and Procedure Manual for the non-discriminatory policy and complaint procedures. The Quality Assurance Coordinator reviews minority participation on governing boards and advisory bodies on an annual basis.

7. Describe the agency’s Title VI training program, documenting the number of staff and contractors trained in FY 2019 with dates of training and sign-in sheets. List proposed dates of training for FY 2020.

- Title VI training shall be required for all new employees associated with SCTDD. Existing employees will be updated through various media to ensure active memory of Title VI and complaint procedures. All active employees of SCTDD were last trained in June 2018 through resources provide by the Federal Interagency website for Title VI and LEP. The next training will be completed by the end of June 2019.
- Senior Center Directors receive Title VI training each year. The last training was held in June 2018. The next training will be completed by June 2019.
- Home & Community Based Program service providers receive Title VI training each year. The last training was held on May 15, 2018. The next training will be completed by June 30, 2019.

8. There is a need for a clear understanding of the demographic diversity of a region and methods to provide information and education to the underserved populations even when there are waiting lists, there are other opportunities/resources unknown to these groups. List the strategies to achieve this outreach within those identified communities.

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?

The AAAD staff continue to work with various agencies and groups such as APS, Legal Aid, Social Security Administration, local health departments, faith-based organizations, local housing authorities, senior apartments, health clinics, grocery stores, pharmacies, senior centers, and others to distribute AAAD brochures and resource material, set up information booths, and promote the toll free Information & Assistance line and the SHIP/SMP hotline.

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

This information is reflected in exhibits in the original full four-year Area Plan. In summary, all 13 counties in the South Central PSA have 2% or less of people age 65 and older who are low-income minority, with the exception of Lewis County at 4%. The breakdown of that 4% is made up of 28 Black/African American, 90 Asian, 14 Two or More Races, and 25 Hispanic Latino. Efforts will be increased with the Lewis County Senior Center, SHIP, SNAP, and other appropriate programs to outreach to these low-income minority populations. SCTDD has three minority staff members, with two of those minority staff members working for the AAAD. The AAAD has one minority director of a focal point senior center. The AAAD no longer has any minority-owned or operated service providers. Four (4) of our HCBS service providers are female owned and operated. The AAAD Advisory Council had two minority representatives, whose term has ended. AAAD staff and advisory council members will outreach to the minority communities to recruit members to serve on the Advisory Council. The SCTDD Governing Board has three minority representatives.

- 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?

The AAAD uses the SAMS database to track information regarding activities that target and serve minority and low-income minority persons. General information that cannot be entered and tracked in SAMS, such as information booths or presentations at events where personal information cannot be obtained, is kept on file to show outreach and participation by the AAAD staff.

Older Americans Act Required Targeting Activities

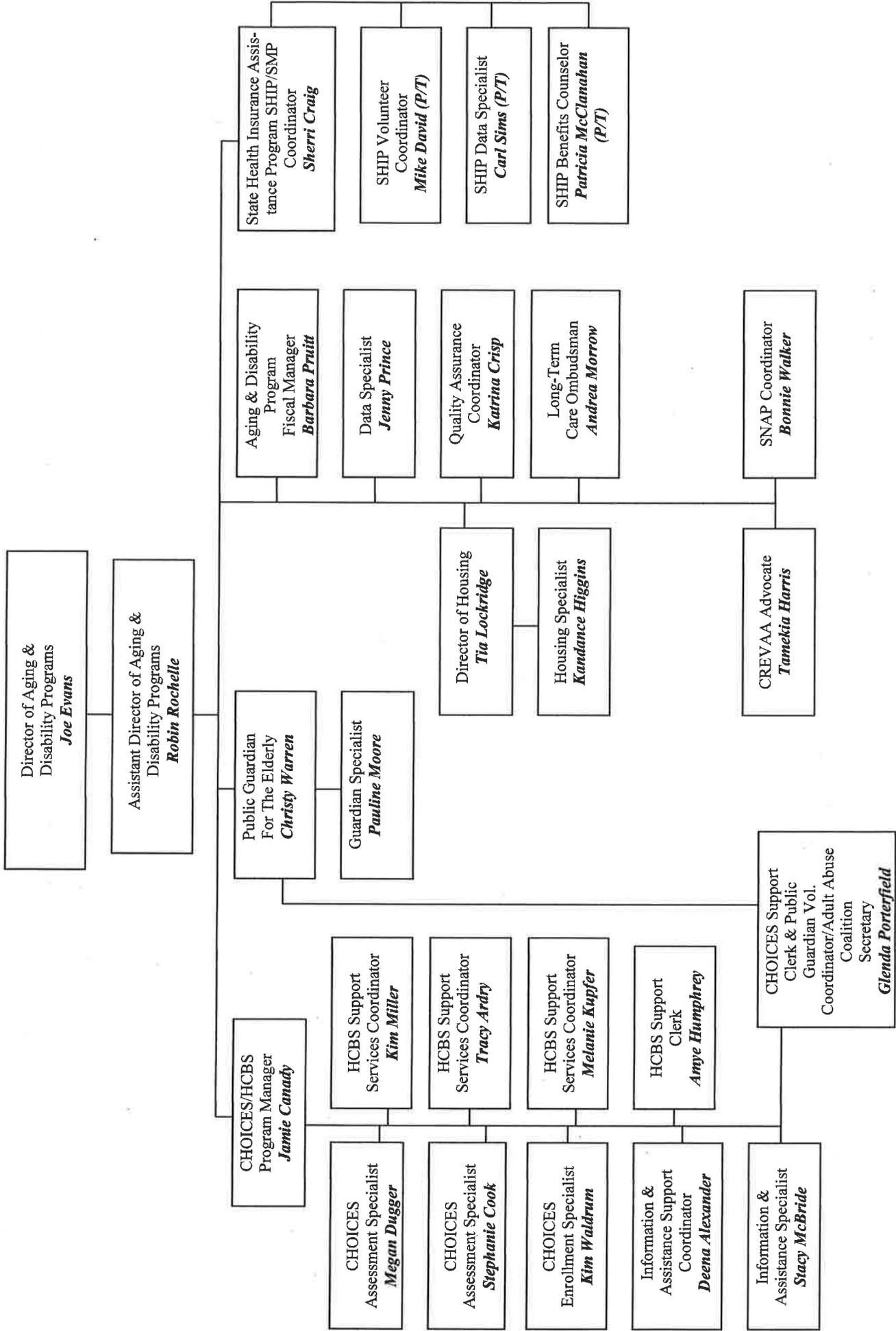
Write specific objectives and task/activities consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; including specific objectives for providing services 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.

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Develop partnerships with other agencies who serve targeted groups in order to better reach and meet the needs of the target groups.	<ul style="list-style-type: none"> - Distribute brochures and other materials to agencies serving the targeted groups (i.e. DHS, APS, SSA, health dept., housing authority, minority churches, grocery stores, medical centers, pharmacies, churches, food pantries, etc.) - Conduct outreach activities and evaluate partnership opportunities with underserved populations identified by CMS. 	SHIP Coordinator Assistant Director HCBS Staff SHIP Coordinator
Target Nutrition Outreach for congregate meals to older adults with greatest economic and social need, with particular emphasis on low-income minority individuals.	Require through contract that nutrition provider conducts Outreach to target groups	Quality Assurance Coordinator
Support local events/activities that specifically identify and reach minority and low-income minority persons.	Partner with resource agencies, local housing authorities, minority churches etc. in community education /health fairs. Provide AAAD information at SCHRA Commodities distribution events.	SHIP Coordinator SHIP Volunteers Assistant Director HCBS Staff
Monitor progress of focal point senior centers outreach efforts to older adults with greatest economic and social need, with particular emphasis on low-income minorities and seniors with disabilities.	Monitor progress reports quarterly and annual on-site monitoring visit to evaluate the percentage of minority, low-income, low-income minority and disabled seniors being served.	Quality Assurance Coordinator

AAAD STAFFING

1. Include an Organizational Chart for the Area Agency with staff names, position/title, and funding source.

Area Agency on Aging and Disability/South Central Tennessee Development District Organizational Chart—FY 2020



2. List all new hires not included in the FY 2019 - 2022 Area Plan. Include the following information:
 - Name and Position
 - Full/Part time status (If the individual will have multiple roles, indicate each responsibility separately and the percent of time to be dedicated to each role)
 - Required Qualifications (List the individual's qualifications)

Bonnie Walker, SNAP Coordinator, Full-time

Experience communicating with older adults by phone, in person, and/or email. Ability to read and understand federal and state guidelines. Experience with making public presentations and conducting outreach to various public and private agencies.

Carl Sims, SHIP Data Entry, Part-time

B.S. Degree in Nursing. Has worked as RN-MedSurg in hospital setting and as RN Supervisor for Long Term Care Facility. Proficient in Microsoft Office programs, Adobe Acrobat, EMSI database and other information databases to query and extract a wide range of data for reporting or other purposes. Ability to enter data accurately and rapidly. SHIP training to Level 1 Admin. Category.

Tamekia Harris, CREVAA Advocate, Full-time

Juris Doctor. Bachelor's Degree in Business Administration. 18 years experience in HUD-funded public housing authority. Proficient computer and office skills, and basic knowledge of general accounting and bookkeeping principles and procedures.

Tia Lockridge, Director of Housing, Full-Time (85% HOME; 15% ERP)

Supervised 150 employees at Developmental and Intellectual Disabilities Provider Agency; assisted with setting up homes for agency clients; met and maintained federal and state guideline requirements while working with THDA, contractors, landlords and homeowners. Managed grants totaling \$5.1 million while overseeing 40+ individuals' personal bank accounts.

Kandance Higgins, Assistant Housing Specialist, Part-Time (85% ERP; 15% HOME)

Worked as Administrative Assistant/supervisor/client care personnel for provider agencies that support the aging population. Screened calls, assisted with payroll, monthly reviews, CHOICES billing, managing personal bank accounts, and assisted clients with Section 8 housing vouchers via THDA.

9. What is the name of the individual who directly supervises the Director of the Area Agency on Aging and Disability?

Jerry Mansfield, SCTDD Executive Director

10. The total number of staff at the AAAD is 27. Of the total number of AAAD staff the following are:

- Age 60+: 5
- Female: 24
- Minority: 2
- Disabled: 0

Training and Staff Development Plan FY2020 (to be up-dated annually)

**Indicate if training is out-of-state in order to obtain pre-approval status. No additional TCAD approval will be required if listed here.*

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
Senior Center Directors: Annual Training Retreat	4	13		Spring 2020
Senior Center Director Association Meetings (Specific Topics to be Determined)	4	13		Bi-Monthly 2019-2020
HCBS In-Home Service Provider Training	6-8	8-10		Oct 2018 March 2019
Nutrition Service Providers' Meal Site Managers Trainings	1	25-30		Quarterly
Title VI Civil Rights & Limited English Proficiency	22	20-25		June 2020
Adult Abuse Coalition of South Central TN Annual Conference	15	160	8	May 2020
Elder Abuse Institute provided by TVAC & APS	2			June 2020
Public Guardian Training by Conservatorship Association of Tennessee (CAT)	2			April 2020
Guardian/Conservator Training by TCAD	2			April 2020
Region IV SHIP Training by CMS*	2			August 2019
SHIP/SMP Annual Training	2			April 2020
SHIP/SMP Webinars	4		22	Monthly Jan-Sept
SHIP/SMP Volunteer Semi- Annual Updates	4		22	Oct 2019 April 2020
Level II SHIP Volunteer Training (13 HRA Neighbor- hood Service Centers)		19		Jan-Mar 2020 May 2020
SHIP/SMP New Volunteer Certification (18 hours)			5	May 2020

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Volunteer Ombudsman Representative Orientation & In-Service Trainings	1		4	Sep 2019 Nov 2019 Mar 2020 Jun 2020
District LTC Ombudsman Training By TCAD	1			Fall 2019 Spring 2020
LTC Facility Staff Training by LTC Ombudsman	1	30		TBD, As Requested
Southeastern Association of Area Agencies on Aging (SE4A) Annual Conference & Tennessee Federation for the Aging (TFA), Inc. Annual Aging Network Conference & TN Elder Justice Conference	12	15	1-2	Sept 2019
CREVAA Victim Witness Coordinator's Training	1			June 2019
Tennessee Housing Conference	2			March 2020

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
Kirk Sumpter	a, d, f, m
Mary Sumpter	a,d, f, m
Wanda Duke	a, f, m
Linda Weaver	a, d, f, m
Phillip Lorenz, III	a, d, f, m
Lonnie Garrett	a, d, f, m
Diane Garrett	a, d, f, m
Hazel Violet	a, d, f, m
Bert Spearman	a, d, f, j, k, m
Jim Hatchett	a, d, f, m
Roylyn Barber	a, d, f, m
Jim Bingham	a, d, f, k, m
Carolyn Bingham	a, d, f, m
Robert Bohrman	a, d, f, m
Bob Johnson	a, d, f, m
Patti Gallagher	a, d, f, m
Joanne Lord	a, d, f, h, m
Lillie Brewer	a, d, f, h, m
Cindy Duren	a, d, f, m
Mary Staggs	a, d, h, i
Kay Cagle	a, d, f, h, n

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Andrea Brown	f, g, h, i
Mary Fox	d,e, f, g, j
Renee Martin	f, g, h, i, j
Pamela Morris	d, f, g, j
Judy Brewer	a, d, f, g, h, i, j
James Patterson	a, f, g, h, i

**B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY2020
(Up-dated annually)**

September 18, 2019	December 11, 2019
March 11, 2020	June 10, 2020

C. OFFICERS & OFFICE

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Cindy Duren	Chairperson	December 2019
Lillie Brewer	Vice-Chair	December 2019
Jim Hatchett	Secretary	December 2019

ADVISORY COUNCIL BYLAWS

**Only Update if there have been changes to the Bylaws*

(NO CHANGES)

Advisory Council Participation in the Area Plan Process

Describe how the Area Agency Advisory Council was involved in the development of the area plan.

1. Date(s) when the Area Plan was reviewed by the Advisory Council.

February 25, 2019 – Area Plan Review Committee (5 members)

March 13, 2019 – Advisory Council Regular Quarterly Meeting

2. Attach an agenda of the Area Plan review meeting or describe the review process.

Area Plan Review Committee Meeting notice and Advisory Council meeting agenda attached. The Area Plan Review Committee consisted of five members from the Advisory Council (Kirk Sumpter, James Patterson, Linda Weaver, Bert Spearman, Phillip Lorenz) and three AAAD staff members (Joe Evans, Robin Rochelle, Glenda Porterfield). The first draft of the Area Plan was mailed to committee members on February 15, 2019, with notice of the committee meeting and conference call information. An in-person meeting with conference call availability was held on February 25th to review the plan. The meeting lasted approximately 1 ½ hours. Minor changes, such as punctuation and correction on a date, were made as a result of the meeting. There were no questions or other comments.

The revised draft of the Area Plan Update was mailed to the full Advisory Council on February 27, 2019 to allow time to review before the meeting. The full Advisory Council met on March 13, 2019 to review and approve the Area Plan. Everyone in attendance had a copy of the Area Plan Update to follow along as Robin Rochelle reviewed each exhibit of the plan, explained the purpose of each exhibit, and noted any significant information or changes since last year's 4-year plan. In addition, the South Central Tennessee Development District Board of Directors reviewed and approved the Area Plan Update on March 18, 2019.

3. List of Advisory Council members in attendance at the review meeting or who were actively involved in the review process.

Advisory Council meeting attendance sheet attached.

4. Provide a summary of comments made by advisory council members about the completed plan.

There were no questions or comments regarding the Area Plan Update following the review.

5. Summary of Changes. List changes made in the plan as a result of comments made at Advisory Council review.

No changes were made to the area plan update, as no additional comments were received.