

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 Upper Cumberland planning and service area. The Upper Cumberland 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:  Date: 3-26-19
Area Agency Director

The Area Agency Advisory Council has participated in the development and final review of the Area Plan. Comments of the Advisory Council are included in Exhibit D-2 of the Plan.

Signature:  Date: 2/19/2019
Chair, Area Agency Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the plan, Exhibits A-G. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature:  Date: 2/20/19
Director, Grantee Agency

Signature:  Date: 2-20-19
Chair, Grantee Agency Board

AREA PLAN on AGING and DISABILITY

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

Upper Cumberland Area Agency on Aging and Disability
Designated Area Agency on Aging and Disability

for the

Fourteen Counties of the Upper Cumberland Region
Planning and Service Area

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

Plan for Program Development and Coordination

The UCAAAD is proposing to use \$52,990 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 10% of the UCAAAD's 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.

Goal: Ensure the population in the PSA realizes a maximum utilization of resources available.

Objective 1: Provide accurate and timely data.

- **Strategy 1:** Provide technical assistance to service providers.
- **Strategy 2:** Data analysis to ensure quality control.
- **Strategy 3:** Address deficiencies in the data collection process.

Objective 2: Illustrate the need for more funding based on the services provided versus the demand.

- **Strategy 1:** Enhance data analysis to further program development.
- **Strategy 2:** Strengthen data accuracy for the purpose of program funding advocacy.

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 UCAAAD currently holds contracts with 14 in-home service providers for FY19. Recruitment efforts continue for providers of in-home services. Two new contracts are in the process of being negotiated.
- Through December 31, 2018, 111 clients received 4,728 units of homemaker and personal care services through the Title IIIB program.
- The UCAAAD continues to contract with UCHRA's Public Transportation program to provide OAA-funded transportation vouchers to low-income older adults. Through December 31, 2018, 8,373 rides were provided.
- The MIS Specialist is participating in the development of a statewide resource directory. Upper Cumberland's transition from the regional to statewide resource directory is scheduled for December 26, 2019.
- The UCAAAD continues to utilize Every Door Direct Mail to target specific audiences.
- The UCAAAD website has been updated to include fillable forms, new links to information and service agencies, and emergency hotline information. Website updates include the addition of a referral option for Ombudsman services, an intake form for legal assistance, information on palliative care options, and a link to the TCAD Community Resource Guide.
- Of the 18 senior centers in the Upper Cumberland, 14 are present on social media.
- In FY19, 6 senior centers composed 11 teams that participated in the Upper Cumberland's Senior Brain Games.
- At the Upper Cumberland's Legislative Breakfast in September 2018, the AAAD distributed "State of Aging in Tennessee: A County by County Snapshot" to local elected officials, state legislators, and constituents.

❖ Title IIIC Nutrition Services:

- The UCAAAD is actively recruiting volunteers for the nutrition program by disseminating flyers through Every Door Direct Mail and utilizing social media.
- The UCAAAD is attending the UCHRA's county advisory board meeting for the purpose of supporting efforts to recruit volunteers for the nutrition program.
- The UCAAAD is actively pursuing additional partners to provide nutrition services. An agreement has been negotiated with Monterey Methodist Church to provide congregate meals two days per week. Another potential partner is Crab Orchard Care Center.
- As of January 1, 2019, three nutrition sites have increased their number of meal service days from four to five days per week.

- Four home delivered meal routes are currently being covered by volunteers.
 - Technical assistance has been provided to the nutrition service provider through collaborative meetings held between UCDD/AAAD and UCHRA's fiscal and programmatic staff.
 - As a result of additional funding received from TCAD for Title IIIC home delivered meals, the UCAAAD has served 403 clients through January 31, 2019.
- ❖ Title IIID Disease Prevention & Health Promotion:
- The UCAAAD website contains information regarding evidence-based programs and how to access these services.
 - Two UCAAAD staff members are scheduled to participate in "A Matter of Balance" evidence-based training program on March 5, 2019.
 - In January 2019, TCAD staff provided information on the SAIL evidence-based program to directors of the Upper Cumberland senior centers.
 - The UCAAAD provides financial support to senior centers that provide evidence-based programs.
- ❖ Title IIIE National Family Caregiver Support Program:
- The Senior & Caregiver Expo, held in October 2018, was expanded to cover caregivers of children as well as seniors. The expo had 889 attendees and a total of 98 vendors. Children's services were represented by 7 of the vendors and the expo served as a children's car seat safety check point.
 - At the 2018 Senior & Caregiver Expo, two caregiver trainings were offered to AAAD staff, community providers, and caregivers. There were 23 people in attendance. The training topics included safe patient handling, fall prevention, and caring for individuals with arthritis.
 - During FY19, the Family Caregiver program received two interns from the University of Tennessee Master's of Social Work program (both fall and spring semesters) and two undergraduate interns from Tennessee Tech University (one semester each).
 - New initiatives championed by the Family Caregiver Program include: a podcast series entitled "Best Kept Secrets of Caregiving", development of the Family Caregiver Respite Voucher Program for in-home services, and partnering with Smile On 60+ to coordinate a free dental clinic.
 - **The Family Caregiver Coordinator has been recruited by Tennessee Tech University to teach classes on caregiving through the newly established Caregiving Center. The coordinator has served as a consultant throughout the development of the center.**
 - The Family Caregiver Program has provided respite and supplemental services to 55 caregivers through January 2019.
 - The Family Caregiver Program has provided 24 informational and caregiver training events through January 2019.
 - The Family Caregiver Coordinator attended the Brookdale Foundation Caregiver Conference in New Jersey in October 2018.

❖ Title VII Elder Rights

- The Elder Rights Attorney participates on the VAPIT teams in each of the Judicial Districts in the Upper Cumberland.
- The Elder Rights Attorney is a member of the Upper Cumberland Adult Abuse Coalition.
- The Elder Rights Attorney is a member of the DHS/APS multi-disciplinary team in the Upper Cumberland.

State Funds

❖ OPTIONS Home and Community Based Services:

- As of January 31, 2019, there have been no I & A charges to the OPTIONS program for FY19.
- Through December 31, 2018, 222 clients have received 19,119 units of services through the OPTIONS program.
- An additional Options Counselor was hired in October 2018.

❖ Guardianship:

- The Upper Cumberland Guardianship Program currently employs two Conservators.
- The possibility of providing the Guardianship intake packet on the UCAAAD website was explored and the program was advised by legal counsel not to proceed as it would leave the appearance the agency was practicing law.
- The Upper Cumberland Public Conservator is developing an internal client audit system for the program.
- The Guardianship Program has increased the number of volunteers from 8 to 13.
- One Conservator attended the NGA conference in FY19 and three staff members will be attending the CAT conference in April 2019.

Other

❖ SHIP:

- The UCAAAD Legislative Breakfast was held in September 2018 to advocate for the continued funding of the SHIP program. The event was attended by legislators, local elected officials, senior center directors, and seniors from 13 of the 14 counties.
- SHIP staff and volunteers provided SHIP outreach and educational materials at commodity events in all 14 counties.
- Since February 2018, the SHIP program has hired both a new SHIP Coordinator and Volunteer Coordinator.
- LIS and MSP events were held at libraries and senior centers as well as in conjunction with 30 open enrollment events.
- As of January 31, 2019, outreach was conducted by the distribution of 2,593 flyers using Every Door Direct Mail in two counties in the Upper Cumberland.
- In FY19, Upper Cumberland's statewide SMP program provided 19 total trainings for all SMP partners with 4 webinar trainings and 15 on-site trainings.
- SMP provided new Medicare card information to each of the AAAD partners in Tennessee.

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.

❖ Aging Conferences

- The UCAAAD staff serves on the Upper Cumberland Adult Abuse Coalition and assists with the planning and coordination of the Upper Cumberland Vulnerable Adult Abuse Summit. The 11th Annual Summit will be held April 30, 2019.
- The FY19 Tennessee Federation on Aging conference was held in November 2018. Four UCAAAD staff members served on the planning committee. Five staff members attended the TFA conference.
- Other conferences attended by UCAAAD staff include the: Elder Justice Conference, National SMP Conference, National HCBS Conference, National Well Sky Conference, and SE4A Conference.

❖ Volunteer Transportation

- In January 2019, the Upper Cumberland MyRide Volunteer Transportation Program held its kickoff event and ribbon cutting ceremony for the Putnam County program.
- Two volunteer transportation trainings were held in January 2019.
- Cumberland County has been selected as the site of the second MyRide Volunteer Transportation program. The program will be developed beginning in May 2019.

❖ CREVAA

- The CREVAA Advocate is a member of the VAPIT teams in all the Judicial Districts of the Upper Cumberland.
- The CREVAA Program has provided assistance to 35 victims in FY19 through January 31, 2019.
- Outreach and education has been provided to 260 professionals and local community members through January 31, 2019.
- A Tennessee Tech University undergraduate student is interning with the CREVAA program during the Spring Semester of 2019 performing administrative duties.
- A second CREVAA advocate was hired in February 2019.

❖ SNAP

- The SNAP Coordinator has conducted 71 outreach and education events and has provided 7,206 outreach materials at events sponsored by multiple community partners through December 31, 2018.
- Through December 31, 2018, I & A and HCBS staff completed 1,132 SNAP screenings. The SNAP Coordinator has submitted 113 SNAP applications to DHS for review within the same time period.

❖ Community Partnership

- The 2018 Be a Santa to a Senior Program, coordinated by Home Instead Senior Care, provided Christmas gifts to 827 seniors in the Upper Cumberland. The UCAAAD had 150 clients who benefited from this program.
- The Macon Helps Program sponsors Homemaker and Home Delivered meals to four clients in Macon County on an ongoing basis.
- The Golden Circle of Giving, which is sponsored by StoneCom Radio and Golden Corral restaurant, raised \$5,200 to provide holiday food bags to 200 seniors.
- Christmas gifts for the public guardianship/conservator clients were made possible by UCAAAD staff making donations through an Angle Tree and the use of Emergency Fund dollars. The Senior & Caregiver Expo is a source of revenue for the Emergency Fund.

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.

Performance Measures (identify performance measures for FY 2020)

- By December 26, 2019, the UCAAAD will transition to utilizing a statewide resource directory.
- By December 2019, two new I & A Specialist staff will become AIRS certified.
- The UCAAAD will provide technical assistance for nutrition service providers on the topic of volunteer recruitment, training, and retention. Two additional home delivery meal routes will be serviced by volunteer drivers by the end of FY20.
- The Family Caregiver Coordinator will partner with a church to implement the "Caring for You, Caring for Me" curriculum by the end of FY20.
- UCAAAD staff will attend Health Council meetings in each of the 14 counties of the region to provide information about HCBS programs including how to make a referral and recruiting sponsors for waiting list clients.
- Two UCAAAD staff members will be trained to provide the "Matter of Balance" evidence-based program at a church and at senior centers that are not currently providing evidence-based programs.
- A survey will be conducted and analyzed to measure current satisfaction and interest in future programming at senior centers.
- The MyRide Volunteer Transportation program will be offered in Cumberland County in FY20.
- The Ombudsman and Senior Legal Assistance programs will utilize social media to provide education and to recruit volunteers for the programs in FY20.
- By December 2019, a quality assurance process will be developed for the Legal Assistance program to ensure that client inquiries are addressed in a timely manner.
- The UCAAAD will serve at least 80 clients with 5,015 units of homemaker and personal care services through the Title IIIB program during FY20.
- The number of Caregivers receiving respite and supplemental services will be maintained at 55 active clients in FY20.
- The UCAAAD will strive to increase congregate meal participation to 70,400 meals in FY20 by seeking nontraditional congregate meal sites with a priority of targeting low-income seniors and low-income minority seniors. In FY20, the UCAAAD will serve 73,600 Title III home delivered meals.
- The AAAD began the RFPA process on March 1, 2019 for nutrition services. Applications will be accepted through April 15, 2019.

Goal 2: Develop partnerships with the 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.

Performance Measures (identify performance measures for FY 2020)

- By the end of FY20, increase the number of SNAP applications submitted by 20% over those submitted in FY19.
- UCAAAD staff will receive training on palliative care by December 2019.
- Meet or exceed all performance measures set by TCAD for the SHIP program.
- By December 2019, UCAAAD will provide education to private transportation companies, such as taxi or shuttle service companies, surrounding the need for low-cost transportation services for low-income seniors.
- The UCAAAD staff will assist community partners, churches, and senior centers in submitting the TDOT 5310 application for obtaining vehicles that would enable transportation of seniors in their community.
- The AAAD will assist in coordinating transportation services for Upper Cumberland seniors seeking dental services provided by the Smile On 60+ program.

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

Performance Measures (identify performance measures for FY 2020)

- During FY20, charges for the I & A function will continue to be eliminated from the OPTIONS program.
- The FY20 Senior & Caregiver Expo will continue to offer trainings for OPTIONS Counselors, other AAAD staff, community service providers, and caregivers.
- The Upper Cumberland Guardianship Program will be represented by staff members at both the State and National Guardianship Conferences.
- The Guardianship Program will provide education to the legal community by developing a training module to be shared during presentations in addition to being available on the UCAAAD website.
- The UCAAAD will collaborate with the State Public Guardian, regional AAADs, and other stakeholders to consider best practices suggested from the “Study on the Tennessee Public Guardianship for the Elderly Program Final Report”.
- In an effort to strengthen the quality of HCBS services in FY20, the UCAAAD will seek to expand the current provider network and implement a self-directed voucher program.

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.

Performance Measures (identify performance measures for FY 2020)

- At the SHIP/SMP Spring Conference in FY20, staff will provide a minimum of four hours of training on Medicare fraud, waste, and abuse.
- By the end of FY20, UCAAAD will distribute 100 copies of TCAD's Community Resource Guide to low-income senior housing facilities in the region.
- In FY20, 50% of the contracted senior centers will participate in the district Senior Brain Games.
- By the end of FY20, secure one intern for the CREVAA program.

Program Planning for FY 2020

Information & Assistance

1. 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.

In addition to utilizing social media, participating at local health fairs and other community outreach events, the UCAAAD will continue marketing efforts to reach those of higher social and economic need (low-income, rural, minorities, language barrier) in the Upper Cumberland. The UCAAAD will continue to use the Every Door Direct Mail marketing method in the identified areas to advertise services. Some of the targeted communities for outreach in FY20 will be Crawford, Crab Orchard and Monterey. The information to be disseminated will highlight SHIP/SMP, SNAP, in-home services, congregate sites, evidence based programs and the I&A line.

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

1. Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
State – Options Allocation Amount	\$685,000	\$685,000	\$685,000
# Served	233	275	245
Units of Service	44,153	43,500	42,430

2. Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
Federal – Title IIIB (In-home Services) Allocation Amount	\$121,914	\$135,163	\$92,622
# Served	107	111	80
Units of Service	6,747	8,986	5,015

3. Describe the methodology for the projections listed above.

Fiscal and programmatic projections are based on historical data and services that have been rendered year-to-date as well as factoring in the lack of carryover available for Title IIIB services. The average # of clients receiving services per month, average # of units of services per client per month, and the average cost per unit of service are calculated by program to determine projections. For the period July 1 - December 31, 2018, the Options program averaged 176 active clients per month, 18.1 units of services per client per month, and an average cost of \$10.78 per unit of service. For the same timeframe, the Title IIIB program averaged 94 active clients per month, 8.4 units of services per client per month, and an average cost of \$18.47 per unit of service. For both programs, the UCAAAD will be at maximum enrollment capacity for the fiscal year beginning July 1, 2019. Significant attrition will be necessary in order for the UCAAAD to not exceed the FY20 allocations.

4. Complete the following table:

Number of Individuals on OPTIONS Waiting List	245
Number of Individual on Title IIIB Waiting List	245

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

Individuals on the HCBS waiting lists are given the opportunity to private pay for services while on the waiting list. High priority clients will be contacted annually to identify any changes in their living arrangements, functional limitations, financial status, types of assistance needed or any other factors that influence their scoring / placement on the waiting list. If it is determined that their needs or condition has changed, a new screening and prioritization form will be completed to more accurately reflect their current situation and update the waiting list score. During this process, each individual will be re-considered for CHOICES eligibility with the intent being for them to receive services as soon as possible while reducing the HCBS waiting list.

The UCAAAD's staff connects individuals with community resources such as food banks, commodities, churches and senior centers that provide home-delivered meals, and assist or refer for enrollment into programs such as SNAP, LIS, etc. when possible.

Through outreach efforts, the UCAAAD seeks opportunities for financial support from local groups to sponsor or support individuals waiting for services. These efforts have resulted in donations and contributions for 200 holiday food baskets delivered to individuals on the HCBS waiting lists as well as two sponsors of in-home services for five clients.

The UCAAAD is eager to expand partnerships and seek other financial avenues to decrease the waiting list and increase enrollment into the HCBS programs. Additionally, the UCAAAD will continue to analyze costs for services and administration in an effort to reduce these expenses and negotiate lower unit cost rates, as feasible.

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

As of July 1, 2018, the waiting lists for all HCBS programs was at 487 which has been the lowest to date this fiscal year. The waiting list peaked at 578 in October after which the UCAAAD began increasing enrollment of HCBS programs.

As of February 1, 2019, there were 531 unduplicated individuals on the waiting list. Despite having a large number of clients removed from the waiting list during the October-January period due to increased enrollment of the programs as well as those who passed away, transferred to CHOICES, or no longer needed the services, the waiting list has continued to increase at a rate higher than the rate of those removed from the list. Based on this information, the fact that the waiting list typically increases an average of 23 clients per month after accounting for attrition, and the fact that the UCAAAD will be unable to add clients to Title IIIB and Options throughout the majority, if not all, of FY20, the waiting lists are projected to increase to approximately 876 individuals by June 30, 2020.

Title IIIC Nutrition Services

1. Complete the following table:

Provider	IIIC 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
UCHRA	\$266,667		\$266,667	19	N/A	N/A
TBD	\$532,933	\$108,300	\$641,233	19	70,400	73,600

2. Complete the following table:

Service	Amount IIIC Allocated
Nutrition Counseling	\$3,000
Nutrition Education	\$
Other Services (Describe):	\$

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

The Upper Cumberland rate is very competitive when compared to rates across the State. The UCAAAD continues to look for innovative ways to cut costs wherever possible while maintaining or increasing units and quality of services. To keep costs low and

improve efficiency, we rely on Quality Assurance, Fiscal and MIS staff's roles in addition to the Options Counselors. The QA Coordinator and Fiscal compare missed visits to invoices in an effort to identify billing discrepancies. Options Counselors monitor missed visits to identify trends that may lead to a client no longer being in need of services. Quality Assurance and Options Counselors verify that meals are provided to eligible participants through the internal monitoring process. Additionally, the meal providers notify the Options Counselors when a client's status has changed and they no longer appear to need the service.

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.

The UCAAAD will continue to advocate to State and Federal elected officials for the continuation of all current funding including that for the congregate nutrition program. If the UCAAAD is unable to avoid funding shortfalls, every effort will be made to secure funding from the local counties, cities, foundations, faith-based community and the community at large. With a reduction in funding, limits could have to be placed on the number of meals served at each congregate site, as the budget would dictate. As noted above in #3, the UCAAAD and UCHRA are making efforts to expand the volunteer base which is critical when considering funding shortfalls. The AAAD has re-bid the nutrition program for services to be provided in FY20 for the purpose of developing new and innovative community partners that could economically provide quality service.

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

The UCAAAD completes surveys for 100% of the home-delivered meal participants each year. Beginning in February, surveys are completed on all clients who received meals between July 1 - January 31st. New clients enrolled between February 1 - June 30 are contacted by phone or mail in June and July. As soon as possible, survey results are compiled, analyzed and shared with the nutrition providers for quality improvement purposes.

In collaboration with Valley Services, UCHRA and the senior centers, the AAAD developed and distributed congregate meal surveys in January 2019. In addition to obtaining input on quality of meals, the meal site environment and staff, participants were also given the opportunity to vote on which meals they like / dislike for future menu development. The survey data will be compiled and analyzed by AAAD staff. Additionally, annual nutrition site monitoring provides an opportunity for direct consumer input. Consumer phone calls and "word of mouth" comments are also taken into consideration. All results are / will be reviewed and discussed with Valley Services, UCHRA and the senior center directors.

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?

In an effort to increase exposure to those within the target population, the UCAAAD strives to co-locate congregate sites within each county's senior citizens center. In addition, UCHRA local office staff works in conjunction with its county's local advisory board to reach those in the greatest social and economic need. To ensure language is not a barrier, the UCAAAD and UCHRA has staff available to interpret or the contracted interpreter service can be utilized.

In an effort to increase congregate meal participation in underserved areas, the UCAAAD has opened a new meal site at the Monterey Methodist Church and is in the process of opening a new site at the Crab Orchard Care Center. In Monterey, the focus for recruiting congregate participants will be at two low-income senior housing complexes. The Crab Orchard Care Center serves 120 low-income families each week with 60% of the families being seniors which will be the target population for congregate meals. The UCAAAD is also pursuing the opportunity to partner with a restaurant in Cookeville to serve as a congregate meal site.

In addition to utilizing social media, participating at local health fairs and other community outreach events, the UCAAAD will continue marketing efforts to reach those of higher social and economic need (low-income, rural, minorities, language barrier) in the Upper Cumberland. The UCAAAD will continue to use the Every Door Direct Mail marketing method in the identified areas to advertise services. Some of the targeted communities for outreach in FY20 will be Crawford, Crab Orchard and Monterey. The information to be disseminated will highlight SHIP/SMP, in-home services, congregate sites, evidence based programs and the I&A line.

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

UCHRA has standard operating procedures in place to ensure that meal delivery is achieved during any emergency situation for each county served. If hot meals cannot be provided, shelf stable meals are in place, both in the client's home and at all congregate locations. Three emergency meals are kept in the home at all times and replaced as used. If there are not any emergencies within a six month period, meals are replaced.

The UCAAAD Options Counselors attempt to contact HCBS recipients in the area that an emergency occurs. The priority is to take any action necessary to assist the individual in meeting identified needs and ensure their safety.

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 Upper Cumberland Public Guardianship Program has new staff for part of FY19. Information with the names and contact information of the District Public Conservators will be disseminated to the Judges/Chancellors and Clerk and Masters in the Upper Cumberland. The Public Conservators will continue to network with court staff to answer all questions and provide program information.

The Public Conservators will also participate in bi-monthly Multidisciplinary-Team meetings with Adult Protective Services. This allows APS to keep an open dialogue with the Public Conservator Program ensuring the appropriate referrals are made.

The Public Conservator Program will also continue to educate facilities on the referral process.

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

The Upper Cumberland Public Conservator Volunteer Program continues to grow and recruit volunteers. The Guardianship Volunteer Program Coordinator will provide training in a group setting or one-on-one, as needed.

Multiple media outlets will continue to be used to recruit volunteers and disseminate information on the volunteer program. A continuing goal for the program is to recruit an administrative volunteer to assist with office duties such as filing and scanning. A second goal is to have a volunteer visit each of the guardianship clients on a monthly basis.

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.

The top five needs of caregivers in the Upper Cumberland area ranked by order of highest need are: 1) homemaker / personal care / home delivered meals, 2) respite, 3) caregiver training, 4) in-home counseling, and 5) support groups.

2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

The UCAAAD will continue to serve as many caregivers as possible by striking a balance between providing the lowest amount of services needed yet meet enough of the need to be beneficial.

The UCAAAD is developing a self-directed voucher system enabling caregivers the opportunity to hire an individual or an agency that the UCAAAD does not have a contract with to provide respite services. This system will provide two primary benefits: 1) caregivers can hire an individual at a lower hourly rate therefore be able to receive an

increased amount of service hours, and 2) alleviate some of the provider and staffing issues the UCAAAD is experiencing.

Caregivers will continue to have the option of selecting in-home respite as a service when developing the Plan of Care. In-home respite can be provided up to \$4.08 per hour less than homemaker and personal care services. If the caregiver prefers to allocate a portion of their budget for respite and the service better meet the need, the savings would allow them to receive more hours of assistance in comparison.

The NFCSP Coordinator will utilize her caregiver training skills by incorporating the Rosalyn Carter Institute's "Caring for You, Caring for Me" program into support groups and training activities. Other training opportunities, with a focus on enhancing caregiver training skills, will be pursued. Additionally, the UCAAAD's support of Tennessee Tech University's Caregiving Center will continue to provide opportunities for the UCAAAD to expand upon services and resources such as training and respite.

The UCAAAD will continue to provide in-home counseling by a local Licensed Professional Counselor. The agency will also continue to have the NFCSP Coordinator plan and facilitate support groups.

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.

Healthcare/Long term care is the priority case most served in the area with 68% of the legal cases being in this category.

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 be addressed through education efforts?

Healthcare/Long term care does reflect the greatest need. It includes Medicaid/CHOICES, Medicare, nursing home issues, support to the Ombudsman Program, and document preparation for homebound or institutionalized individuals. These are case types for which we receive the most requests for assistance.

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?

The categories of clients in poverty and minority clients in poverty represents less than 50% of those served through legal assistance.

- 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 provider will contact housing complexes for low income elderly individuals, request permission to provide information regarding services and conduct legal intake onsite at least once per quarter.

Currently, 88% of the Legal Assistance program's cases fall within the identified legal priority needs as identified by TCAD.

Ombudsman

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

The Ombudsman contract states "Ensure the DLTCO maintains an active group of VOR's, with at least one VOR per every 5 facilities in the district".

There are 45 facilities in our district and the program currently has 24 VOR's.

Senior Centers

- Complete the following table:

Senior Center	# Participants	Low Income	Minority	Rural	Limited English
Cannon Co.	426	89	11	411	0
Clay Co.	133	57	7	129	0
Cumberland Co.	758	59	24	738	0
Dekalb Co. - Alexandria	59	17	2	58	0
Dekalb Co. - Smithville	170	34	2	156	0
Fentress Co.	353	121	8	342	0
Jackson Co. - Granville	58	6	2	55	0
Jackson Co. - Fairview	43	22	0	39	0
Macon Co.	364	39	10	352	0
Overton Co.	178	140	1	163	0
Pickett Co.	125	26	1	118	0
Putnam Co. - Algood	136	26	3	26	0
Putnam Co. - Monterey	81	9	1	78	0
Putnam Co. - Cookeville	715	99	19	147	0
Putnam Co. - Baxter	98	18	1	58	0
Smith Co.	151	53	10	149	0
Van Buren Co.	44	24	3	41	0
Warren Co.	500	147	43	502	0

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

The UCAAAD holds quarterly trainings for senior center directors. The UCAAAD staff and outside speakers provide the trainings on relevant topics. Directors have the opportunity to share highlights and best practices from each of their centers. The interaction between centers helps directors to identify techniques that have been successful in other centers.

Additionally, census data is shared with senior center directors, which alerts them of target populations in their county.

Finally, the UCAAAD Marketing Outreach Plan is focusing on target populations and senior centers are being highlighted. The intent of the Marketing Outreach Plan is to increase utilization of all AAAD services by the target population.

Emergency Preparedness

- Name of Staff Person on the local emergency management team:
Jessica Pruett
- How is the agency’s emergency plan communicated to staff?
 - The agency will communicate emergency plans to staff through an annual training, the employee handbook, and periodic drills.
 - In the event of a disaster, the agency will communicate with employees in the following ways: verbal, cell phones if possible, land lines if possible, internet, and media.

SHIP

- Complete the following table:

	FY 18	FY19 - Projected	FY20 - Projected
# Client Contacts	6,032	6,635	7,299
# of Consumers Reached Through Outreach Events	9,028	9,931	10,924
# of Client Contacts Under Age 65	1,393	1,532	1,685
# of Hard to Reach Client Contacts	2,094	2,314	2,545
# Of Enrollment Contacts	6,032	6,635	7,299
# of Low Income/Medicare Savings Enrollment Assistance Contacts	808	889	978

2. Describe your efforts to increase the number in each column in the table above.

By utilizing data from SAMS, "Welcome to Medicare" packets are being sent to individuals turning 65 who have received services in the past from the UCAAAD or their local senior center. CHOICES, I & A, CREVAA, Options Counselors, and Public Conservators are continuing to be cross trained. The staff members report client contacts where Medicare was discussed. UCAAAD will continue to employ part-time contract staff to assist during open enrollment to increase the number of individuals served, if budget permits. SHIP staff and volunteers will continue to attend commodity distribution events and local county fairs with the intent on identifying new clients. SHIP staff and in-kind volunteers will also attend Health Council Meetings to disseminate information.

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.

The UCAAAD is continuing increased marketing efforts to reach individuals of higher social and economic need (low-income, rural, minorities, language barrier, etc.) in the Upper Cumberland region. The goal of this marketing is to increase service delivery among the targeted population in the upcoming year. Information derived from UCDD's Geographic Informational Services mapping tools and census data is used to determine the location and prevalence of individuals with higher social and economic need. With this information, the UCAAAD has ranked zip codes in the region by the population level of the targeted demographic in order to more efficiently saturate those higher populated areas with marketing materials. UCAAAD has further pin-pointed saturation areas by utilizing the sorting tools available on the United States Postal Service website to accurately target specific mailing routes within the target zip codes. The information that is being disseminated highlights: SHIP/SMP, SNAP, in-home services, senior centers, evidence-based programs, and the I&A line.

The Upper Cumberland SHIP/SMP programs are partnering with the Upper Cumberland SNAP program to host screening events in the region.

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
Provide Title VI training for all volunteers and providers.	Training for Senior Center Directors was held in April 2018. Trainings for HCBS Providers, volunteers and Advisory Board were held in June 2018.
Make available Title VI brochures.	Brochures are located in the lobby of UCAAAD, where clients enter the building.
Outreach activities to minority populations.	Schedules for information of outreach events were disseminated to multiple media outlets that target all people of the Upper Cumberland. The agency is continuing the marketing plan referenced in 7(a) of targeting plan.
Outreach materials to older adults with limited English proficiency and those at risk for institutional placement.	CHOICES, SMP, SNAP, and SHIP printed materials are available in Spanish. The I&A Referral Form has been developed in Spanish and will be placed on the UCAAAD website. Other programs' materials are available in Spanish upon request. Requests for program materials in languages other than English and Spanish have not been received.
Minority Data	Minority data was obtained by utilizing 2010 Census Data and information derived from the UCDD's Geographic Information Services mapping tools.

* 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.

Chassidy Lancaster, UCHRA Human Resources Assistant Director, serves as the Title VI Coordinator. The duties of the Title VI Coordinator include: providing training to staff, interested service providers, and conducting Title VI investigations.

2. Complete the following table:

	FY 18	FY 19 - Projected
Total Individuals Served	9512	12,000
Total Minority Individuals Served	305	280

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

Persons with limited English proficiency are served by utilizing Avaza Language Services, a telephone-based translation service with representatives fluent in over 180 different languages. Depending on the program and service, select materials are available in multiple languages. UCAAAD has recognized an increase in the population of individuals with limited English proficiency. The agency continues to review different options to more effectively accommodate this population, such as utilizing Tennessee Tech Foreign Language Department and local health departments. The UCAAAD has a bilingual staff member who is fluent in Spanish and is cross trained in multiple programs.

4. Complaint Procedures

- a. Describe the Title VI Complaint procedures followed by your agency.

Once an allegation of a Title VI violation has been received by the UCAAAD, a complaint form is provided to the individual. Information is given to the individual stating that the complaint must be submitted in writing. A stamped envelope is included with the complaint form. Upon receipt of the complaint form, the Title VI Coordinator will send a letter to the individual acknowledging the complaint and advise that the complaint will be investigated within 30 calendar days. Next, a preliminary inquiry is

conducted to substantiate or refute the allegation. If the allegation is substantiated, a full complaint investigation is conducted and corrective action implemented. If the complaint is refuted, a letter is sent to the complainant describing the complaint, scope of investigation, and a summary of the facts on which a determination was made.

- b. Describe agency policies related to investigations, report of findings, hearings and appeals, if applicable.

All substantiated complaints will be recorded on the complaint log and maintained by the Title VI Coordinator. Grantors and contractors, if applicable, will be notified within three business days of the complaint. State and/or Federal authorities will be notified within three business days of the complaint and corrective action plan.

- c. Include a copy of the agency's complaint log, if applicable.

N/A: No substantiated Title VI complaints.

5. List the total number of all contractors and provide the number and percentage of minority contractors, and the dollar amount and percentage expended with minority contractors.

The UCAAAD has 32 contracts for FY19. Of these 32 contracts, two (6%) are with minority providers. The maximum liability for the 32 contracts is \$1,854,246, of which \$189,970 (10%) is with the minority providers (Aging Services = \$139,970; Senior Solutions = \$50,000).

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 providers at least annually for Title VI compliance. Compliance ensures that all clients are specifically informed about their individual rights under Title VI and that minority individuals are represented on boards and advisory committees. Additionally, the UCAAAD ensures all contractors participate in Title VI training, either provided by the UCAAAD or through other means. The UCAAAD HCBS and CREVAA staff provide Title VI materials to all clients on at least an annual basis. Clients sign an acknowledgement that they have received Title VI information and understand the steps to file a complaint.

7. 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 UCAAAD strives to connect clients with community resources available in their county and beyond in an effort to meet needs the UCAAAD cannot provide. Every three weeks, fifteen members of the UCAAAD staff meet to discuss recent clients referred for in-home services and any others whom assistance is not readily available due to being placed on a waiting list for services. This discussion enables staff to identify resources for clients to the extent that resources are available. This information is also helpful in determining needs when grant opportunities arise.

In addition, the UCAAAD will continue increased marketing efforts to reach those of higher social and economic need (low-income, rural, minorities, and language barrier) in the Upper Cumberland with the goal of serving more of the targeted population in the coming year. Using information derived from UCDD's Geographic Informational Services mapping tools and census data to determine the location and number of those with higher social and economic need, the UCAAAD has ranked zip codes in the region by the highest population of our target demographic in order to more efficiently saturate these areas with marketing materials. Saturation areas have been further targeted by utilizing the sorting tools available on the US Postal Service website to accurately target particular mailing routes within our target zip codes. UCAAAD will employ the Every Door Direct Mail marketing method in the identified areas to advertise our services. The information that is being disseminated highlights: SHIP/SMP, in-home services, SNAP, congregate sites, evidence-based programs, and the I&A line. The information informs individuals on how to access AAAD services.

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

As evidenced by the 2010 US Census, the Upper Cumberland region has a smaller minority population (6.8%) as compared to the state (24.4%) and the US (36.1%). There are two minority representatives on the UCAAAD Advisory Board. In FY18, 305 minorities were served by the UCAAAD. In an effort to recruit minority employees, the UCDD Human Resource Department advertises job openings at www.jobs4tn.gov.

- 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?

- Civil Rights trainings are conducted for 19 senior center directors and/or staff.
- Documentation of minorities served by the UCAAAD is captured in SAMS, SIRS (SMP), and STARS (SHIP) databases.
- Promote cultural diversity events being held throughout the year at senior centers.
- Nutrition education materials are provided at congregate nutrition sites for all participants.

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- The transportation provider is encouraged to educate and provide training on the public transit system to the under-served target, rural senior population giving priority to low-income and low-income minority seniors.
- Senior centers seek minority representation among their boards and participation at their centers.
- UCAAAD staff document outreach activities utilizing standardized forms to capture data such as target populations.
- Through December 2018, the UCAAAD has served 261 minorities.

Older Americans Act Required Targeting Activities

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

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

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Ensure Compliance of Civil Rights and Title VI training for all providers.	Offer in-person annual training in February to senior centers. Place the Title VI presentation on agency website for all other providers to access, if needed.	Chassidy Lancaster, Human Resources/ Title VI Coordinator
Make available Title VI brochures.	Brochures in English and Spanish.	Ingrid Bertmeyer, Administrative Assistant
Outreach activities to minority populations.	UCAAAD will employ the Every Door Direct Mail marketing method in the identified areas to advertise services in all fourteen counties of the region.	UCAAAD Management and Sarah Cunningham, UCDD Communications Coordinator
Outreach materials to older adults with limited English proficiency and those at risk of institutional placement.	As needed, provide program information in languages other than English; such as CHOICES brochures, SMP brochures, caregiver information, and SNAP information.	All staff
Title VI Compliance Review	Annual review of senior centers and HCBS providers.	Jennifer Birdwell, QA Coordinator
Minority Data	Provide senior center directors with county-specific data on the age 60+ minority population as census data changes.	Meghain Moore, MIS Coordinator
Increase congregate meal participation in areas of greatest economic and social need.	Open congregate meal sites in Monterey and Crab Orchard.	UCAAAD Management

AAAD STAFFING

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

❖ **Olivia Gallagher**

I & A Specialist (Full-Time I & A: 50% OAA, 50% CHOICES)

Required Qualifications

AIRS Certified within two years of employment

Written/Verbal communications skills

Minimum of completion of grade 12

Preferred at least 2 years of college and a minimum of 2 years employment in the field of social work.

Individual Qualifications

Bachelor of Science: Major- Sociology

Associate of Science: Major- General Education

Intern- UCDD/AAAD

Administrative Aide-Tennessee Tech University

❖ **CJ Gerndt**

CHOICES I & A Specialist (Full-Time CHOICES I & A)

Required Qualifications

AIRS Certified within two years of employment

Written/Verbal communications skills

Minimum of completion of grade 12

Preferred at least 2 years of college and a minimum of 2 years employment in the field of social work.

Individual Qualifications

Master of Science: Major-Nutrition and Human Performance

Bachelor of Science: Major-Human Environmental Sciences

Collegiate Internship/Grant Research Assistant

AmeriCorps Volunteer at Highlands Residential Services- Resident Services
Program Assistant

❖ **Miranda Malin**

Options Counselor (Full-Time)

Required Qualifications

B.S. Degree in social work, psychology, gerontology, sociology, counseling, nursing, or equivalent degree or Licensed Practical Nurse; or B.S. Degree with minimum of 2 years experience working with older persons and/or adults with disabilities; or minimum of completion of 2 years of accredited college or university and 2 years experience in the field of social work or related field.

Individual Qualifications

Bachelor of Science: Major- Psychology

Two years of experience working with minors with intellectual disabilities

Advanced experience with Microsoft Word and Excel

❖ **Kellie Nash**

CHOICES HCBS Qualified Assessor (Full-Time)

Required Qualifications

Licensed Practical Nurse, Registered Nurse, Licensed Social Worker, Physician Assistant, Nurse Practitioner, Licensed Physician or an individual who has a bachelor's degree in social work, nursing, education or other human service (e.g., psychology or sociology) and has also been prior approved by TennCare
Computer skills, written and verbal communication skills

Individual Qualifications

Licensed Practical Nurse

Certified Nursing Assistant

Call Nurse at Putnam Co. Jail

Floor Nurse on step down, medical and pediatrics unit at CRMC

Charge Nurse for family practice, School Nurse for Board of Education

Court Advocate for victims of domestic violence

❖ **Holly Oakley**

CHOICES HCBS Qualified Assessor (Full-Time)

Required Qualifications

Licensed Practical Nurse, Registered Nurse, Licensed Social Worker, Physician Assistant, Nurse Practitioner, Licensed Physician or an individual who has a bachelor's degree in social work, nursing, education or other human service (e.g., psychology or sociology) and has also been prior approved by TennCare

Computer skills, written and verbal communication skills

Individual Qualifications

Licensed Practical Nurse

Home Health Nurse

LPN/Charge Nurse/Supervisor at Nursing Home

Office Nurse

Clinical Director at Senior Living facility

❖ **Lisha M. Wiley**

CREVAA Advocate (Full-Time)

Required Qualifications

Must possess an undergraduate degree from a four year college or university
(Social Service/Work or Gerontology preferred)

The equivalent of two years of full-time work experience with at least one year in
aging, case management, social services and/or advocacy, or related fields.

Pass a criminal background check

Case management and grant management experience preferred

Public speaking and outreach experience preferred

Individual Qualifications

Completed one year of Law School

Bachelor of Science: Major- Sociology, Minor- Criminal Justice & Political
Science

Administrator of Caris Healthcare facility

Medical Social Worker/Patient Advocate for CRMC

Admissions/Marketing Director for Standing Stone Care & Rehab

❖ **Makenzie Fowler**

CREVAA Advocate (Full-Time)

Required Qualifications

Must possess an undergraduate degree from a four year college or university
(Social Service/Work or Gerontology preferred)

The equivalent of two years of full-time work experience with at least one year in
aging, case management, social services and/or advocacy, or related fields.

Pass a criminal background check

Case management and grant management experience preferred

Public speaking and outreach experience preferred

Individual Qualifications

Bachelor of Human Ecology

Internship at UCDD

Internship at CRMC Charitable Foundation

Certified Volunteer Long-Term Care Ombudsman
Collegeside Church of Christ; develop curriculum for children's daycare

❖ **Nathan York**

Financial Specialist (Full-Time)

Required Qualifications

Bachelors Degree in Accounting or related degree in an area of financial management

Minimum of 2 years experience requiring financial expertise

Individual Qualifications

MBA- Accounting

Bachelors in Business Administration-Accounting

Ansei America Inc., Accounting Associate

TN Comptroller of the Treasury, Legislative Auditor 1

Maynard Select, LLC., Accounts Payable Specialist

Tennessee Army National Guard, OH-58D Helicopter Repairer

❖ **Christopher Phillips**

Public Conservator (Full-Time)

Required Qualifications

Bachelor's degree in human services or related field;

At least (2) two years of successful employment in a field related to public guardianship activities, such as social services, law, financial institutions, and/or health care or other related fields;

Within two (2) years from the date of employment as a District Public Conservator, each District Public Conservator shall obtain certification by the National Guardian Association as a Registered Guardian;

Must possess proficient Computer skills; and

Have written and verbal communication skills

Individual Qualifications

Doctorate in Public Administration (anticipated August 2019)

Master of Public Administration

Bachelor of Science in Political Science

Cookeville Police Dept., Case File Management for Police Officers and Courts

Statistical reports and data for Tennessee Bureau of Investigation

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

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Mark Farley is the Executive Director of the Upper Cumberland Development District and the Upper Cumberland Human Resource Agency. Mark Farley supervises the Director of the AAAD, Patty Ray.

4. The total number of staff at the AAAD is: 34. Of the total number of AAAD staff the following are:
 - Age 60+: 8
 - Female: 28
 - Minority: 1
 - Disabled: 1

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	
Emergency Preparedness	34			May 2020
HIPAA and Title VI Training	34	35	20	May and June 2020
TN SMP Volunteer Trainings (Statewide)		50	25	As Needed
* SMP/SHIP National Conference	2			July 2019
SHIP Volunteer and Update Trainings			25	Aug 2019 Oct 2019 Feb 2020 April 2020
SMP Resource Center Webinar	3			Monthly
Public Guardianship Training	3			April 2020
CAT Conference	3			April 2020
* N.G.A. Conference	1			Oct 2019
P.G. Volunteer Training/Recognition			13	June 2020/ on an individual basis as needed
Ombudsman Training (TCAD)		1		May 2020
Volunteer Ombudsman Representative Training			4	Quarterly
Legal Assistance Training (TCAD)		2		Oct 2019
* Regional SHIP Training	2			Sept 2019
Annual SHIP/SMP Training	3			March 2020
UC Vulnerable Adult Summit	15	10	5	May 2020
SE4A/ TFA	9			Sept 2019
* N4A	1			July 2019
Caregiver Expo & Conference	15	30	5	Oct 2019
* WellSky Conference	1			Aug 2019
HCBS Qualified Assessor Training	4			Dec 2019
* AIRS Conference	1			June 2020
* ASA	1			April 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
Doug Young	General Public (Clay Co. Representative) Age 60+ Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities
Alice Barlow	General Public (Jackson Co. Representative) Age 60+ Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities
Brenda Roberts	Age 60+ (Senior Center Director) Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities Service Provider for Older Persons Service Provider for Individuals with Disabilities Business Community
Cynthia Strong	(Saint Thomas Highlands-Hospital Representative) Advocate for Older Persons

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	<p>Advocate for Individuals with Disabilities Service Provider for Older Persons Service Provider for Individuals with Disabilities Business Community</p>
Douglas Ward	<p>Age 60+ (Volunteer for Home Delivered Meal Program) Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities</p>
James Burden	<p>Age 60+ Minority age 60+ Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities Business Community (Retired, Labor/Workforce Dev.)</p>
Brandon Smith	<p>Advocate for Older Persons Advocate for Individuals with Disabilities Business Community (EMS) Service Provider for Older Persons Service Provider for Individuals with Disabilities Service Provider of Veteran’s Health Care</p>
Jason Murphy	<p>Advocate for Older Persons Advocate for Individuals with Disabilities Business Community (Financial Planner) Service Provider for Older Persons Service Provider for Individuals with Disabilities Service Provider of Veteran’s Health Care (AMVETS)</p>
Marvin Lusk (Vice-Chairman)	<p>Age 60+ Minority age 60+ Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities Business Community (Retired, TN College of Applied Technology)</p>
Melinda Bilbrey	<p>Advocate for Older Persons Advocate for Individuals with Disabilities Business Community (Signature Health Care of Putnam County) Service Provider for Older Persons Service Provider for Individuals with Disabilities</p>

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	Service Provider of Veteran's Health Care
Melinda Vanatta-Davis	Advocate for Older Persons Advocate for Individuals with Disabilities Service Provider for Older Persons Service Provider for Individuals with Disabilities Service Provider of Veteran's Health Care (APS Supervisor)
Mike Callahan	Age 60+ TCAD Commission Member Business Community(Engineer) Resides in a Rural Community Advocate for Older Persons Advocate for Individuals with Disabilities
Myra Walker	Advocate for Older Persons Advocate for Individuals with Disabilities Service Provider for Older Persons Service Provider for Individuals with Disabilities Resides in a Rural Community UCDD/CRDC (Housing)
Ramona Tilghman	Age 60+ Advocate for Older Persons Advocate for Individuals with Disabilities Business Community (Retired School Counselor & Hospital Volunteer)
Shelley Brown	Advocate for Older Persons Advocate for Individuals with Disabilities Resides in a Rural Community Business Community (TTU, Education, Gerontology)
Steve Moore (Chairman)	Age 60+ Advocate for Older Persons Advocate for Individuals with Disabilities Individual with a Disability
Lynn Drew	Advocate for Older Persons Advocate for Individuals with Disabilities Service Provider for Older Persons (Alzheimer's of TN)
Katherine Pack	General Public (DeKalb Co. Representative) Age 60+ Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities
Marianna Ray	(Fentress Co. Representative) Age 60+

	Resides in a Rural Area Advocate for Older Persons Advocate for Individuals with Disabilities
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**B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY19 / FY20
(Up-dated annually)**

Give Dates and Times of Scheduled Meetings

February 14, 2019 (9:30a.m.-1:00p.m.)

May 16, 2019 (9:30a.m.-1:00p.m.)

August 15, 2019 (9:30a.m.-1:00p.m.)

November 14, 2019 (9:30a.m.-1:00p.m.)

C. OFFICERS & OFFICE

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Steve Moore	Chairman	June 2019
Marvin Lusk	Vice-Chairman	June 2019
Vacant	Secretary	June 2019

D. ADVISORY COUNCIL BYLAWS

Attach Bylaws that show date of last review.

Bylaws reviewed March 8, 2018. See Attached.

Advisory Council Bylaws

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

UPPER CUMBERLAND ADVISORY COUNCIL ON AGING AND DISABILITY

BY-LAWS

ARTICLE I—NAMES AND DESCRIPTION

- Section 1 The name of this organization shall be the Upper Cumberland Advisory Council on Aging and Disability.
- Section 2 The central office shall be located in the Upper Cumberland Development District building, 1225 South Willow Avenue, Cookeville 38506
- Section 3 Functions of the Council-The AAAD advisory council shall function in an advisory rather than a policy making or decision making capacity. The opinions and recommendations of the council are to be solicited by the AAAD and governing body, and are to be given serious consideration prior to determining particular actions and formulating policies. The council shall carry out advisory functions which further the area agency's mission of developing and coordinating community-based systems of services for all older persons and adults with disabilities in the planning and service area. The council shall advise the agency relative to:
- A. Developing and administering the area plan
 - B. Conducting public hearings
 - C. Representing the interest of older persons
 - D. Reviewing and commenting on all community policies, programs and actions which affect older persons with the intent of assuring maximum coordination and responsiveness to older persons.
- Section 4 Composition of the Council-The Advisory Council shall include individuals and representatives of community organizations who will help to enhance the leadership role of the Area Agency in developing community-based systems of services. The advisory council shall be made up of:
- A. More than fifty percent older persons, including minority individuals who are participants or who are eligible to participate in programs under this part
 - B. Representatives of older persons and adults with disabilities
 - C. Representatives of health care provider organizations, including

- providers of veterans' health care
- D. Representatives of supportive services providers organizations
- E. Persons with leadership experience in the private and voluntary sectors
- F. Local elected officials
- G. The general public

Section 5 Review by the Advisory Council-The area agency shall submit the area plan and amendments for review and comments to the advisory council before it is transmitted to the state agency for approval. The area plan shall contain a written statement from the chair person of the advisory council verifying the council's participation. The area plan does not require approval by the AAAD advisory council, but does require a review and an opportunity to comment.

ARTICLE II—MEMBERSHIP

Section 1 Regular membership shall be open to citizens who meet desirable qualifications which shall include, but not be limited to:

- A. Leadership ability in representing the interest of older persons and adults with disabilities (18 years and above);
- B. Ability to work harmoniously with others;
- C. Sensitivity to needs of older persons and adults with disabilities (18 years and above) at the local level;
- D. Willingness to devote time and effort toward achieving Council goals;
- E. Taking an active role in working toward building a continuum of care system for older persons and adults with disabilities (18 years and above).

Section 2 To assure both county-wide and region-wide representation, the Council's constituency categories may be as follows:

- A. Agencies/Groups and Organizations, which may include the following:

- Mental Health
- Housing
- Veterans Administration
- Department of Human Services
- Labor/Workforce Development
- Hospital
- Disability
- AARP
- In Home Care

Minority
Churches
Long Term Care Facilities
Emergency Medical Services (EMS)
First Responders

B. Appointees:

1. One (1) by County Executive (Mayor) from each county within the District
2. By Governor to TCAD (Ex-officio/non-voting)

C. Two At-Large Members

D. Older Americans Act Service Providing Agency representatives (non-voting)

Section 3 Membership on the Council from Agencies/Groups and Organizations; At-Large members; and Older Americans Act Service Providing Agency representatives shall be for an indefinite term, depending on the member's ability and willingness to involve himself/herself responsibly in the work of the Council.

Appointees made by the County Executive/Mayor shall serve a term of two years. A representative may be reappointed to the Council following a two-year leave (one term) from membership.

The appointee by the Governor may serve on the advisory council for the duration of their appointment as TCAD Commission Member.

Section 4 Two consecutive absences from regular quarterly Council meetings shall render the member inactive and will lose voting rights.

Said inactive member may be reinstated to full membership with voting rights, provided he/she attends the next two (2) consecutive meetings immediately following the absences.

The membership of said inactive member shall be terminated, and name removed from the Council roster, if he/she fails to attend the two consecutive meetings immediately following the absences.

Section 5 An individual, whose salary is paid for in whole or in part through OAA and State appropriated funds, may not serve as a voting member of AAAD advisory council.

Section 6 No person who is on the AAAD or service provider agency board of directors shall serve as a voting member of the advisory council.

Section 7 The AAAD must provide staff and assistance to the advisory council.

Section 8 Advisory council membership should not exceed 25 members.

ARTICLE III—OFFICERS AND TERM OF OFFICE

Section 1 Officers of the Advisory Council shall be a Chairman, Vice-Chairman, and Secretary.

Section 2 Term of office for elected officers shall be one year, with incumbents having the privilege to succeed themselves in the same offices not to exceed two consecutive terms.

ARTICLE IV—DUTIES OF OFFICERS

Section 1 Chairman-The duties of the Chairman shall be to:

- A. Preside over all meetings of the Advisory Council;
- B. Foster a harmonious and cooperative work environment within the Council;
- C. By example, encourage a genuine commitment on the part of Council members to keep informed on all policies, programs, and activities which effect the 60-and-over and adults with disabilities (18 years old and above) population;
- D. Assure that each Council member is given opportunity to express ideas and make suggestions, and to contribute in the open discussion during Council meetings;
- E. Be familiar with the affairs, programs, and projects;
- F. In concert with the appropriate Area Agency staff, develop the agenda for the quarterly Advisory Council meetings;
- G. Appoint special committees (Nominating, etc) as needed;
- H. Fill appointive offices;
- I. Vote only to break a tie vote.

Section 2 Vice-Chairman-The Vice-Chairman shall, in the absence of the Chairman:

- A. Preside over meetings of the Advisory Council;
- B. Be responsible for the functioning and coordination of all activities of special committees;
- C. Perform such other duties appropriate to that office and/or as assigned by the Chairman;

Section 3 Secretary-The duties of the Secretary shall be to:

- A. Review the minutes of the quarterly Advisory Council meetings

- prepared by AAAD staff;
- B. Keep an attendance record of members present at the Advisory Council;
- C. Have available at each meeting the following:
 - Copy of the By-Laws
 - Copy of list of all members

ARTICLE V—MEETINGS

- Section 1 The Advisory Council shall meet, at a minimum, one time during each quarter of the State's fiscal year. Notification, designating the hour and place, shall be given by the AAAD staff.
- Section 2 Special meetings of the Council may be called by the Chairman when necessary.

ARTICLE VI—ELECTIONS

- Section 1 The special appointed Nominating Committee (appointed by the Chairman) shall prepare a slate of nominees for all elective offices. Board members interested in serving as an officer should contact the Chairman by the date of the third quarter meeting.
- Section 2 The Chairman of the Nominating Committee shall report on the slate of nominees at the last meeting (4th quarter) of the fiscal year (July 1st—June 30th), at which elections will be held, with installation to follow at the meeting. Newly elected officers shall assume the responsibilities of their respective offices at the first meeting of the fiscal year.
- Section 3 Election of officers shall be by ballot, for a term of one year, with the privilege of succeeding themselves in the same office; not to exceed two (2) consecutive one-year terms.
- Section 4 Vote on all other matters coming before the Advisory Council shall be a voice vote.

A roll call requested by a member of the Advisory Council may be taken either before the question, or after a decision has been announced.

ARTICLE VII—QUORUM

- Section 1 Fifty percent plus one of the voting Council members shall constitute a quorum.

ARTICLE VIII—COMPENSATION

Section 1 Members serving on the Advisory Council of the Area Agency on Aging and Disability shall not receive monetary compensation.

ARTICLE IX—RULES OF ORDER

Section 1 Robert's Rules of Order, revised, shall govern all parliamentary procedures, except as otherwise provided in these By-Laws.

ARTICLE X—FISCAL YEAR

Section 1 The fiscal year for the Council shall be from July 1 through June 30.

ARTICLE XI—AMENDMENTS

Section 1 Recommendations for amendment of these By-Laws shall be submitted in writing to the UCDD Aging Committee and UCDD Executive Committee for consideration.

ARTICLE XII—ADOPTION OF BY-LAWS

Section 1 These By-Laws shall supersede and render invalid all previous By-Laws of the Advisory Council on Aging and Disability, and shall take effect and be in full force upon the adoption by the Executive Committee, Upper Cumberland Development District Board of Directors.

Revised: March 8, 2018

Public Hearings on Area Plan

A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	Not required for FY20 Area Plan
Time(s) when hearing was held	N/A
Place(s) where hearing was held	N/A
Was Place Accessible?	N/A
Type of Notice(s) or Announcement(s)	N/A
Date(s) of Notices or Announcements (attach copy)	N/A

B. ATTENDANCE*

County	# of Advisory Council Members from County	Total from County**
N/A		
Total # Advisory Council Members in column 2	N/A	
Total Attendance*		N/A

* Do not include AAAD staff in Public Hearing attendance

** Include Advisory Council Members in column 3 so that the Total Attendance reflects everyone in attendance.

C. AGENDA & ANNOUNCEMENTS

Attach a copy of the agenda. See P&P manual for required agenda topics. Attach one example of each type of notice sent out and describe who notices were sent to. If the AAAD is requesting a waiver for any reason, the agenda and announcement must include a statement that a waiver is being requested. Document efforts to outreach to rural, minority and low income populations for their participation in this planning effort.

Not Applicable

D. DESCRIPTION

Include any other information about the Public Hearing. Mention any extenuating circumstances that affected attendance (weather, high proportion of sickness, etc.).

Not Applicable

E. SUMMARY of PUBLIC COMMENTS

Opportunity must be provided for comments on goals, budgets, and waivers.

Not Applicable

F. SUMMARY of CHANGES

List changes made in this plan as a result of comments made at public hearing(s).

Not Applicable

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.

The Advisory Council reviewed the 2020 Area Plan update on February 14, 2019.

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

(See attached agenda)

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

(See attached sign-in sheet)

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

Brenda Roberts, Advisory Board member from White County, shared some negative comments she had heard from participants in the White County Senior Center about the congregate meals.

Brandon Smith, Advisory Board member from Putnam County, stated that after listening to the efforts that have been made toward improving the nutrition program, it appears that the AAAD is doing their due diligence.

Doug Young, Advisory Board member from Clay County, stated that he would like to see congregate meals served at the Clay County Methodist Church on Wednesday because the Senior Center is not open on that day. He also identified the Maple Grove and Willow Grove as isolated areas in need of services.

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 current plan, but recommendations made by board members will be followed up on paying particular attention to areas of need in the communities and the possibility of new congregate nutrition sites.

Area Plan 2020 Update

ADDITIONAL DOCUMENTS *(Attached)*

<u>Exhibit Number</u>	<u>Title of Exhibit</u>
E-1	Assurances
F-1	Budget Area Plan Update
F-2	Personnel Area Plan Update
G-1	List of Subcontracting Agencies
G-2	List of Nutrition Sites

ASSURANCES

Complete and submit the assurances only if there have been a change in your AAAD Director or Grantee Agency Director since the FY 2019 - 2022 Area Plan.

Older Americans Act (2006) Assurances of Compliance**Section. 306. AREA PLANS**

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

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

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

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

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

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

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

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

(B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

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

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

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

(ii) **provide assurances** that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared—

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (i);

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

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

(I) older individuals residing in rural areas;

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

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

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

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

(VII) older individuals at risk for institutional placement; and

- (ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and
- (C) **contain an assurance** that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;
- (5) **provide assurances** that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities;
- (6) provide that the area agency on aging will—
 - (A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;
 - (B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;
 - (C) (i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;
 - (ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that-
 - (I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or
 - (II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 676B of the Community Services Block Grant Act; and
 - (iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;
 - (D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;
 - (E) establish effective and efficient procedures for coordination of—
 - (i) entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and

(ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area;

(F) in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations; (G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;

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

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

(B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—

(i) respond to the needs and preferences of older individuals and family caregivers;

(ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and

(iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

(D) providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—

(i) the need to plan in advance for long-term care; and

(ii) the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

(8) provide that case management services provided under this title through the area agency on aging will—

(A) not duplicate case management services provided through other Federal and State programs;

(B) be coordinated with services described in subparagraph (A); and

(C) be provided by a public agency or a nonprofit private agency that—

(i) gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

(iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or

- (iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);
- (9) **provide assurances** that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title;
- (10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;
- (11) **provide information and assurances** concerning services to older individuals who are Native Americans (referred to in this paragraph as “older Native Americans”), including—
- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, **an assurance** that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
 - (B) **an assurance** that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
 - (C) **an assurance** that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and
- (12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area.
- (13) **provide assurances** that the area agency on aging will—
- (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;
 - (B) disclose to the Assistant Secretary and the State agency—
 - (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
 - (ii) the nature of such contract or such relationship;
 - (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;
 - (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and
 - (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;
- (14) **provide assurances** that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;
- (15) **provide assurances** that funds received under this title will be used—
- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
 - (B) in compliance with the **assurances** specified in paragraph (13) and the limitations specified in section 212;

(16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care; and

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

(b) (1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.

(2) Such assessment may include—

(A) the projected change in the number of older individuals in the planning and service area;

(B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;

(C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and

(D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

(3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for—

(A) health and human services;

(B) land use;

(C) housing;

(D) transportation;

(E) public safety;

(F) workforce and economic development;

(G) recreation;

(H) education;

(I) civic engagement;

(J) emergency preparedness; and

(K) any other service as determined by such agency.

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

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

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

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

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

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

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

(i) providing notice of an action to withhold funds;

(ii) providing documentation of the need for such action; and

(iii) at the request of the area agency on aging, conducting a public hearing concerning the action.

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

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

Section. 374. MAINTENANCE OF EFFORT

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

Certification by Authorized Agency Official

(Insert name of AAAD) hereby gives full assurance that every effort will be made to comply with the regulations of the Older Americans Act.

SIGNATURES



AAAD Director

Date 3-26-19



Grantee Agency Director

Date 3/28/19

Availability of Documents

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

1. Current policy making board member roster, including officers
2. Applicable current licenses
3. AAAD Advisory Council By-Laws and membership list
4. AAAD staffing plan
 - a. position descriptions (signed by staff member)
 - b. staff resumes and performance evaluations
 - c. documentation that staff meet the educational and experience requirements of the position and that appropriate background checks have been completed
 - d. equal opportunity hiring policies and practices
 - e. organizational chart with employee names
5. Personnel Policy Manual of grantee agency
6. Financial procedures manual in accordance with TCAD policies
7. Program procedures manual
8. Interagency agreements, if applicable
9. Insurance verification (general professional liability such as errors and omissions, officers and directors, etc.)
10. Bonding verification
11. Affirmative Action Plan
12. Civil Rights Compliance Plan, title VI plan
13. Conflict of Interest policy
14. Grievance Procedure and designated staff member
15. Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumers, and caregivers, and participation of target groups, low income, minority, rural.

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

Certification by Authorized Agency Official

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

SIGNATURES



AAAD Director

Date 3-26-19



Grantee Agency Director

Date 3/20/19

Title VI of the Civil Rights Act of 1964 Compliance

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

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

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

Prohibited practices include:

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

The Upper Cumberland Area Agency on Aging and Disability shall appoint a Title VI coordinator to ensure that the Area Agency on Aging and Disability and all service providers comply with the provision of Title VI. Whenever a planning or advisory body, such as a board or a committee is an integral part of the Area Agency on Aging and Disability or service provider program, the Area Agency on Aging and Disability will take such steps as are necessary

to ensure that minorities are notified of the existence of such bodies and are provided equal opportunity to participate as members. Where members of a board or committee are appointed by the area agency or service provider agency, minorities shall be represented at least in proportion to their presence in the general population of the service area.

SIGNATURES



AAAD Director

Date 3-26-19



Grantee Agency Director

Date 3/28/19