

Chattanooga Area Regional Council of Governments
Southeast Tennessee Development District



**CHATTANOOGA AREA REGIONAL COUNCIL OF GOVERNMENTS/
SOUTHEAST TENNESSEE DEVELOPMENT DISTRICT**

RESOLUTION 2022-5

BE IT RESOLVED BY THE EXECUTIVE COMMITTEE OF THE CHATTANOOGA AREA REGIONAL COUNCIL OF GOVERNMENTS/SOUTHEAST TENNESSEE DEVELOPMENT DISTRICT THAT the officers and Executive Director hereby authorize and direct district staff members to submit the FY 2023-2026 Area Plan on Aging and Disability *For Progress toward a Comprehensive, Coordinated Service System for Older Persons and Adults with Disabilities.*

BE IT FURTHER RESOLVED THAT the members of the Executive Committee endorse and support the Goals and Objectives delineated in the aforementioned plan.

Adopted this the 22nd day of March 2022.



D. Gary Davis, Chairman

SUBMITTAL PAGE

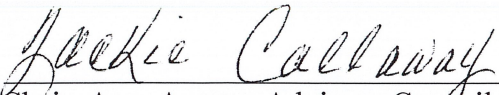
- (X) Area Plan for July 1, 2022 - June 30, 2026
() Amendment (Date): _____

This Area Plan for Programs on Aging and Disability is hereby submitted for the Southeast Tennessee planning and service area. The Southeast Tennessee Area Agency on Aging and Disability assumes full responsibility for implementation of this plan in accordance with all requirements of the Older Americans Act and Regulations; laws and rules of the State of Tennessee; and policies and procedures of the Tennessee Commission on Aging and Disability.

This plan includes all information, goals and objectives, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature:  Date: April 1, 2022
Area Agency Director

The Area Agency Advisory Council has participated in the development and final review of the Area Plan. Advisory Council members, participation in public hearing, and participation in Area Plan process is included in Exhibit E-1 to E-3 of the Plan.

Signature:  Date: March 14, 2022
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 – H. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature:  Date: March 22, 2022
Director, Grantee Agency

Signature:  Date: March 22, 2022
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*

Southeast Tennessee Area Agency
On Aging and Disability

for the

10 counties of the
Southeast Tennessee Development District

in TENNESSEE for

July 1, 2022 – June 30, 2026

Designated Planning and Service Area

AAAD Name:	Southeast Tennessee Area Agency on Aging and Disability
Physical Address:	1000 Riverfront Parkway Chattanooga, TN 37402
Mailing Address (if different):	P.O. Box 4757 Chattanooga, TN 37405
AAAD Phone and Fax Number:	(423) 424-4256 (423) 424-4225
AAAD Email Address:	setaaad@sedev.org
Website:	www.setaaad.org
AAAD Director:	Criss Grant
In Operation Since:	1973
Mission:	The mission of the Southeast Tennessee Area Agency on Aging and Disability is to help older adults and people with disabilities live with dignity and choices in their homes and communities.

AAAD County Data

Southeast Tennessee Area Agency on Aging and Disability							
Geography	Population		Language	Poverty			Rural
	60+ Population	% of 65+ who are minority	% of individuals ages 65+ who speak language other than English At Home	% of individuals ages 65+ who are below 100% FPL	% of total 65+ population who are below poverty	% of total 65+ population who are Low Income Minority	% of all 65 who are Rural
Bledsoe County	3,293	3%	0.00%	14.94%	15.91%	0.93%	100.00%
Bradley County	22,218	6%	2.68%	9.34%	10.90%	0.49%	32.97%
Grundy County	3,616	17%	0.62%	17.44%	16.00%	5.65%	100.00%
Hamilton County	79,044	17%	3.30%	9.00%	9.17%	3.05%	10.02%
Marion County	7,176	5%	0.37%	10.26%	10.32%	0.59%	77.02%
McMinn County	13,204	6%	2.30%	10.84%	12.29%	0.49%	60.34%
Meigs County	3,293	4%	0.22%	10.69%	12.41%	0.00%	100.00%
Polk County	4,308	4%	0.90%	15.32%	16.87%	0.35%	100.00%
Rhea County	7,661	4%	0.87%	12.86%	11.69%	1.03%	68.02%
Sequatchie County	3,692	13%	0.00%	8.60%	8.10%	1.31%	73.80%

Needs Assessment and Program Challenges

As a part of the Statewide Survey, questions were asked to both older adults and providers. The top challenges or unmet needs for each are listed below:

Older Adult Survey Top 5	
What challenges keep you from being more active in your community?	What improvements would make your day-to-day life better?
<ul style="list-style-type: none"> • COVID-19 Concerns (62.19%) 	<ul style="list-style-type: none"> • COVID-19 Safety (47.18%)
<ul style="list-style-type: none"> • Health concerns or lack of healthcare (11.76%) 	<ul style="list-style-type: none"> • Social Needs (47.2%)
<ul style="list-style-type: none"> • Financial concerns (7.5%) 	<ul style="list-style-type: none"> • Improvement in financial concerns (7.92%)
<ul style="list-style-type: none"> • Transportation (6.9%) 	<ul style="list-style-type: none"> • Exercise and Recreational Activities (6.72%)
<ul style="list-style-type: none"> • Social Needs (6.5%) 	<ul style="list-style-type: none"> • Transportation (5.64%)

Service Provider Survey Top 4	
What are the three (3) most common unmet needs you see in your older adult population?	In Tennessee, what are the three (3) most pressing changes to be made in order to improve daily life for older adults?
<ul style="list-style-type: none"> • Social Needs (43.7%) 	<ul style="list-style-type: none"> • Social Needs (21.1%)
<ul style="list-style-type: none"> • Transportation (33.3%) 	<ul style="list-style-type: none"> • Home and Community Based Services, "HCBS" (19.9%)
<ul style="list-style-type: none"> • Nutrition (29.4%) 	<ul style="list-style-type: none"> • Transportation (19.9%)
<ul style="list-style-type: none"> • Access to Healthcare (22.9%) 	<ul style="list-style-type: none"> • Nutrition (14.7%)

1. Choose three (3) areas of unmet need or challenges mentioned in the above surveys that the AAAD sees as challenges the AAAD will face in the next 4 years. If you conducted a needs assessment for your planning area and identified needs not addressed in the above survey, you may choose those as a part of your three (3) areas.

The Southeast Tennessee Advisory Council on Aging and Disability discussed the Statewide Needs Assessment as written in Chapter Three of the Tennessee Statewide Plan on Aging and agreed that COVID-19 impacted all identified challenges in some way. It was determined that strategies to address identified challenges should also address COVID-19 concerns.

The three challenges from the survey identified by the Southeast Tennessee Advisory Council on Aging and Disability which are of particular concern in the region are as follows:

- A. Social Needs
- B. Health/Healthcare Access

C. Transportation

2. As the State plans to be effective in the provision of services and supports to Older Tennesseans, we must utilize all available resources, including both people and money. In your planning and coordination, outline the strategies the AAAD will use to address these challenges and include the use of the following solutions:
 - Collaborative - build on new and existing partnerships
 - Diverse - provide a greater variety of services and programs to meet the needs of all populations
 - Streamlined - create easier access to services and programs
 - Data-driven - use data to inform decisions and track successes
 - Anticipatory - address both immediate needs of older adults and the needs of future older adults

SETAAAD will address these challenges using the strategies outlined below.

A. Social Needs

Before the pandemic it was recognized that older adults are more likely to experience life events and transitions that reduce the size of their family and social networks, including cognitive decline, mobility limitations and other health issues, role transitions, and living alone, all of which are risk factors for social isolation and loneliness. The COVID-19 pandemic complicated these recognized factors and brought to light others. It also highlighted the need for partnerships that ensure the provision of services and programs designed to engage and support older adults. SETAAAD will address the social needs of seniors with the following strategies:

Strategy 1. Lead or support initiatives of *Engaging Communities* Southeast Tennessee a collaborative effort of community organizations that serve older adults. Current initiatives include:

- Older Adult Community Workgroup
- Southeast Tennessee Dementia-Friendly Community Coalition
- The Buddy Link Caregiver Resource
- INDEED: Intrastate Network to Deliver Equity and Eliminate Disparities

Strategy 2. Work with community partners to address social isolation in older adults through improved understanding of and access to technology.

Strategy 3. Encourage senior centers to increase virtual programming designed to improve social connections for individuals who choose to self-isolate.

Strategy 4. Promote partner programs designed to address social isolation in older adults including Care through Conversation.

Strategy 5. Partner with APS to build awareness of available services and understanding of when and how citizens should contact APS.

Strategy 6. Increase the availability and sustainability of evidence-based programs that improve quality of life, health, level of independence, and overall well-being of older adults.

Strategy 7. Work collaboratively with partners to support MyRide TN – Volunteer Assisted Transportation in the Southeast region.

B. Health/Healthcare access

Seniors face unique health challenges, some of which are common in older adults as well as others which are brought about by lifetimes of poor lifestyle and dietary habits. These health challenges become more severe when factors such as rural isolation, lack of transportation, limited mobility, limited access to digital health platforms and elder abuse are considered. Adding to this, the impact of COVID-19 which posed serious health risks for older adults, changed their daily routines, the care and support they received, their ability to stay socially connected and obtain medical services to maintain their health. SETAAD is well positioned to address many of these health concerns and will pursue the following strategies:

Strategy 1. Plan or support conferences, health fairs and other educational opportunities for older adults, caregivers and professionals to be informed about relevant aging issues, elder abuse prevention and other elder justice issues.

Strategy 2. Plan or support initiatives that focus on healthy aging, financial concerns, health care, long-term care and other aging issues.

Strategy 3. Provide COVID-19 information, education, outreach and assistance with getting the vaccines to older adults and people with disabilities.

Strategy 4. SETAAD will pursue innovative ways to provide cost effective meals in a manner that is flexible and responsive to consumer needs and preferences.

Strategy 5. The SNAP Benefits Coordinator will work with other SETAAD staff and community partners to provide information about the Supplemental Nutrition Assistance Program (SNAP) and assist seniors in applying for benefits.

Strategy 6. Work with community partners to provide opportunities for seniors to save money on prescription drug plans by providing free counseling through the State Health Insurance Assistance Program (SHIP).

Strategy 7. Partner with Department of Human Services to assist seniors and adults with disabilities apply for Medicare Savings Programs (MSP).

Strategy 8. Work with community partners to assist Medicare beneficiaries apply for Low Income Subsidy (LIS).

Strategy 9. Expand outreach efforts to ensure that older adults are aware of benefits programs and other nutrition resources (i.e. food banks, congregate meal site locations).

Strategy 10. Support senior centers to be established and recognized as senior-friendly technology hubs including telehealth.

Strategy 11. Assist individuals in applying for CHOICES LTSS.

Strategy 12. Assist older adults and adults with disabilities to remain in their own homes by providing services through Options for Community Living.

Strategy 13. Assist homebound older adults by providing home delivered meals.

Strategy 14. Assist older adults to remain in their own homes by providing services through Title IIIB of the OAA.

Strategy 15. Lead or support initiatives of *Engaging Communities Southeast Tennessee* a collaborative effort of community organizations that serve older adults.

Strategy 16. Work with community partners to address social isolation in older adults through improved understanding of and access to technology.

Strategy 17. Promote partner programs designed to address social isolation in older adults including Care through Conversation.

Strategy 18. Partner with APS to build awareness of available services and understanding of when and how citizens should contact APS.

Strategy 19. Increase the availability and sustainability of evidence-based programs that improve quality of life, health, level of independence, and overall well-being of older adults.

Strategy 20. Work collaboratively with partners to support MyRide TN – Volunteer Assisted Transportation in the Southeast region.

C. Transportation

Lack of assessable and affordable transportation is a long-standing problem for older adults and adults with disabilities. Decreased cognitive function, vision problems, dementia, and other medical conditions impede independence and mobility later in life making many seniors dependent on friends, family, or public services to get around. The COVID-19 pandemic further complicated access and availability. SETAAAD is committed to helping seniors get where they need by implementing the following strategies:

Strategy 1. Work collaboratively with partners to support MyRide TN – Volunteer Assisted Transportation in the Southeast region.

Strategy 2. Maintain one full time Transportation Coordinator and provide additional support from Volunteer Services Coordinator to assist with volunteer recruitment.

Strategy 3. Support grant funded MyRide TN – Volunteer Assisted Transportation programs.

Strategy 4. Leverage Older Americans Act transportation funding to expand community transportation resources.

Strategy 5. Serve as an advocate for senior transportation needs by maintaining presence on community boards to ensure senior

transportation priorities are integrated into programs and plans across the Southeast Tennessee Region.

Strategy 6. Support community partners that provide senior transportation.

Strategy 7. Support efforts of SETDD planners to promote transportation mobility and accessible public spaces.

3. In the Service Provider survey, they identified barriers to improving the lives of older adults. These are related to areas of systems change. Choose one (1) of the following areas that the AAAD identifies as a barrier and include efforts the AAAD will make within the 4-year Area Plan cycle to address systems change in that particular area:

- Not Enough Services/Organizations (25.97%)
- Inadequate Funding (24.2%)
- Staffing Issues (13.9%)
- Rules/Regulations (8.6%)
- Transportation (8.2%)

As the service provider network struggles with staffing issues, such as workforce shortages, that impact delivery of traditional services, SETAAAD will identify and implement alternatives. Care plans will be developed to meet client needs that include traditional and non-traditional services and methods (lift chairs, equipment, minor home modifications, technology, vouchers). Caregivers will be supported by providing equipment or devices that reduce the care recipient's dependence on them.

Plan for Program Development and Coordination

The AAAD is proposing to use \$72,025 in Title III-B direct service funds to pay for Program Development and Coordination during FY 2023. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents 8.8% of the AAADs new Title III-B direct service allotment.

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

Objective 1. Plan or support community programs that focus on healthy aging.

Strategy 1. Maintain a SETAAAD staff member as the Senior Health Coordinator.

Strategy 2. Lead or support initiatives of *Engaging Communities Southeast Tennessee* a collaborative effort of community organizations that serve older adults. Current initiatives include:

- Older Adult Community Workgroup
- Southeast Tennessee Dementia-Friendly Community Coalition
- The Buddy Link Caregiver Resource
- INDEED: Intrastate Network to Deliver Equity and Eliminate Disparities

Strategy 3. Lead or support efforts to improve falls prevention among older adults.

Strategy 4. Promote brain health activities including Senior Brain Games when circumstances permit.

Strategy 5. Lead or support planning and implementation of a Regional Aging Conference.

Strategy 6. Attend Health Councils in each county of the PSA.

Strategy 7. Participate in social media campaigns that promote healthy living among older adults.

Strategy 8. Serve on the planning committee for the annual Book of Life conference.

Strategy 14. Support CFD Connect, a service of the Chattanooga Fire Department.

Strategy 15. Support senior centers to be established and recognized as senior-friendly technology hubs including telehealth.

Strategy 16. Attend Healthy Relationship meetings in McMinn County.

Strategy 17. Participate in the Tennessee Health Disparity Task Force under the Tennessee Department of Health - Office of Faith-

Based and Community Engagement; Division of Health Disparities Elimination.

Strategy 18. Provide COVID-19 information, education, outreach and assistance with getting the vaccines to older adults and people with disabilities.

Objective 2. Support MyRide TN – Volunteer Assisted Transportation in the Southeast region.

Strategy 1. Identify and maintain community partners that support volunteer transportation.

Strategy 2. Actively engage with community partners to identify volunteers.

Strategy 3. Serve on the Human Services Committee of the Transportation Planning Organization.

Strategy 4. Maintain one full time Transportation Coordinator and provide additional support from Volunteer Services Coordinator to assist with volunteer recruitment.

Strategy 5. Support grant funded MyRide TN – Volunteer Assisted Transportation programs.

Objective 3. Strengthen SETAAAD's presence in the community by maintaining existing and developing new community partners that expand regional capacity to serve older adults.

Strategy 1. The SETAAAD will support efforts of community partners to serve older adults.

Strategy 2. Plan or support conferences, health fairs and other educational opportunities for older adults, caregivers and professionals to be informed about relevant aging issues.

Strategy 3. Represent the needs of seniors by serving on community partner councils, coalitions and committees.

Strategy 4. Host quarterly AAAD/AARP-Tennessee Partnering Opportunities meetings.

Strategy 5. Deploy Outreach staff throughout the PSA to promote AAAD programs, services and volunteer opportunities, present various aging topics and seek additional opportunities for partnerships and outreach.

Strategy 6. Lead or support initiatives of *Engaging Communities Southeast Tennessee* a collaborative effort of community organizations that serve older adults.

Strategy 7. Partner with the University of Tennessee at Chattanooga to provide student Internship opportunities within the AAAD.

Strategy 8. Participate in networking opportunities hosted by community partners (i.e. Senior Directory, Tennessee Society of Healthcare Social Workers, etc.).

Strategy 9. Serve on the Mayor's Council on Livability and Aging with the City of Chattanooga.

- Strategy 10.** Partner with University of Tennessee – Memphis for third and fourth-year medical students to gain understanding about home and community-based services during their Hospice and Palliative Care rotation.
- Strategy 11.** Attend meetings with the Coalition of Emergency Services Providers (CEAP) as scheduled.
- Strategy 12.** Attend Inter-Agency Council meetings as scheduled.
- Strategy 13.** Partner with the Enterprise Center/Tech Goes Home to serve technology needs of older adults.
- Strategy 14.** Attend Healthy Relationship meetings in McMinn County.
- Strategy 15.** Attend Veteran’s Coalition meetings.
- Strategy 16.** Participate in United Way’s Volunteer Managers Circle.
- Strategy 17.** Participate in the Tennessee Health Disparity Task Force under the Tennessee Department of Health - Office of Faith-Based and Community Engagement; Division of Health Disparities Elimination.

Objective 4. Increase SETAAD’s program capacity through volunteer and grants management.

- Strategy 1.** Maintain the Volunteer Services Coordinator position to promote Agency volunteer opportunities, recruit, match and retain volunteers.
- Strategy 2.** Assign responsibility for identifying and applying for available grants to the Volunteer Services Coordinator.
- Strategy 3.** Attend TCAD Volunteer Engagement webinar series.
- Strategy 4.** Participate in United Way’s Volunteer Managers Circle.

FY 2022 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 (*Be sure to include accomplishments related to carryover funds used in FY 2022 as these were a part of the FY 2021 Area Plan Update*):

Older Americans Act Funding

❖ Title IIIB Supportive Services:

- SETAAAD strives to provide cost-efficient services that best meet the needs of our clients. Funds provided through Title IIIB are used to serve clients who do not yet need the enhanced package of services provided through Options but require more assistance than can be provided through family and community resources.
- SETAAAD maintains a monthly census that has increased from an average of 175 to 187 Title IIIB clients.
- Maintained Mobile Resource Centers (MRC) in the two distressed counties of our region, Grundy and Bledsoe. MRCs are regularly maintained by SETAAAD staff.

❖ Title IIIC Nutrition Services:

The SETAAAD explores opportunities for additional funding sources to augment and leverage available resources by strengthening community relations and engaging with members of local communities across the Southeast Tennessee region to increase awareness about the Nutrition program.

- The Nutrition Program would not be possible without volunteers. 365 volunteers have served 7,664 hours within the first half of FY22.
- SETAAAD partners with churches, Senior Centers, small businesses, and Housing Authorities to provide Nutrition sites which are located in convenient locations and easily accessible to target populations.
- SETAAAD has been without a home delivered meals waiting list for over a year and a half.
- SETAAAD has streamlined the home delivered meal intake process to an average of three weeks.
- Utilized IIIC1 carryover funds to provide at least fifteen emergency meals to congregate and home delivered meal participants.

❖ Title IIID Disease Prevention & Health Promotion:

- The SETAAAD has offered 4 evidence-based health promotion workshops serving approximately 18 unduplicated persons thus far in FY22; with 2 additional classes scheduled for the remainder of the fiscal year.
- SETAAAD has 5 staff members who are trained Powerful Tools for Caregivers leaders and 1 partner agency staff trained.

- SETAAAD has an OT and RN on staff that are trained and prepared to implement the CAPABLE (Community Aging in Place – Advancing Better Living for Elders) program. CAPABLE is a five-month structured program delivered at home to community dwelling older adults to decrease fall risk, improve safe mobility, and improve ability to safely accomplish daily functional tasks.
 - Under the MDD, SETAAAD is utilizing Title IIID funds to provide assistance with urgent and emergency needs of older adults.
 - SETAAAD has served an average of 50 clients per month by providing groceries, supplies and emergency assistance items.
- ❖ Title III National Family Caregiver Support Program:
The SETAAAD's NFCSP recognizes that education is essential in supporting caregivers. Caregivers often request information on topics such as legal services, in home care, end of life planning, disease specific information, etc.
- The NFCSP offers two Family Caregiver Support Groups that meet monthly. Caregivers attend to gain knowledge on how to better manage stress and cope with challenges of caregiving.
 - The NFCSP aids grandparents and other relative caregivers (age 55 and over) who are providing care for children under the age of 18. NFCSP's primary source of assistance to these caregivers is through support groups and respite, including tutoring services.
 - Six Powerful Tools for Caregivers workshops were planned for FY22, four have been completed and two more are scheduled for the remainder of the fiscal year.
- ❖ Title VII Elder Rights
SETAAAD pursues opportunities to support increased awareness and better understanding about the different types of elder abuse and ways to prevent them including the following:
- SETAAAD serves as one of five founding partners that organize the *Book of Life Conference* each year. In October 2021, faith and health leaders attended the virtual series held over three weeks.
 - SETAAAD increased support for the Ombudsman Program using Title VII Elder Abuse Funds.
 - SETAAAD will support CREVAA and other staff in attending the 2022 Elder Justice Conference.

State Funds

- ❖ OPTIONS Home and Community Based Services:
SETAAAD strives to provide cost effective services that best meet the needs of our clients. State funds provided through Options are used to serve at-risk clients whose needs are such that they do not yet meet TennCare criteria for nursing home level of care, but they need more services than can be provided utilizing other funds. This strategic approach to case management ensures that service plans are developed and updated to meet the client's current and changing needs in the most cost-effective manner based on the availability of funds.

❖ Guardianship:

- The Public Guardianship Program (PG) has served 70 individuals in 8 counties with 23 living in the community through January of FY2022.
- Funding for the PG Program supports two full-time Public Guardians, one part-time Program Assistant and an attorney.
- One Public Guardian received their NGA certification.
- The Public Guardians attended face to face and telemedicine medical appointments with clients.
- Public Guardians have been successful in adapting to virtual court hearings.
- The Public Guardians attended the TCAD annual training virtually and will attend the Conservatorship Association of Tennessee Training.
- The Public Guardian Assistant received certification as a Level 3 SHIP Counselor.

Other

❖ SHIP:

- SE TN SHIP strengthened partnerships with Memorial Hospital, Erlanger Hospital, Health Department and local senior centers. SHIP expanded partnerships with Department of Human Services office in all 10 counties of our service region. DHS staff are trained as Level II Counselors and assists with Medicare Savings Program applications.
- The UTC Social Work SHIP provided approximately 400 hours of SHIP/SMP/MIPPA related work and training.
- SHIP partners with public transportation provider, Chattanooga Area Regional Transportation Authority (CARTA) to provide printed SHIP/SMP/MIPPA information to riders in their service areas. Rack cards were distributed in brochure racks on CARTA buses serving the greater Chattanooga area (approximately 5,000 passengers on weekdays). A large advertisement sign with the SHIP statewide phone number was placed in the interior of 10 CARTA buses.
- SHIP/SMP strengthened partnership with local transportation authority, CARTA, to include regular presentations to their Care-A-Van Advisory Commission whose objective is to improve the quality of life and independence for people with disabilities through accessible transportation.
- SHIP continues to foster partnerships with local government and industries to offer *New to Medicare* presentations at their retiree seminars. Partnerships include Electric Power Board (EPB), Hamilton County Government, University of Tennessee at Chattanooga (UTC), and Heatec.
- SHIP continues bi-monthly online presentation to outreach and educate Medicare beneficiaries on various topics.
- SHIP maintains a strong partnership with Hamilton County Health Department through the AIDS Drug Assistance Program that helps low-income HIV clients with limited or no health insurance.

FY 2022 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 regarding goals included in the FY 2021 Area Plan Update.

Families First

- ❖ IIC: FFCRA provided a total of 71,171 meals to 1,790 unduplicated consumers.

Cares

- ❖ IIB

The AAAD provided support and services to over 1,150 clients who had additional needs due to COVID-19 including enhanced care plans, groceries, supplies and transportation.

SETAAAD contracted with Legal Aid of East Tennessee to support older adults with legal needs including those resulting from COVID-19.

SETAAAD contracted with The Enterprise Center/Tech Goes Home to establish telehealth within senior centers and expanded the reach accomplished through the ADRC grant by funding additional technology training.

- ❖ IIC

SETAAAD provided a total of 103,498 meals to 2,624 unduplicated consumers.

- ❖ IIIE

SETAAAD provided assistive technology and tutoring respite services to 30 caregivers of minors, 19,929 home delivered meals to 543 clients and enhanced care plans for 34 caregivers.

Covid III – HDM Supplemental

- ❖ IIC

Reopened the South Pittsburg congregate meal site, established a new congregate meal site by partnering with Soddy Daisy Senior Center in Hamilton County and restarted restaurant meals in Marion County and the distressed county of Grundy.

ADRC

SETAAAD bridged the digital divide in Southeast Tennessee by providing technology training and devices to 221 older adults exceeding the original goal to serve 120.

AoA-ALZHEIMER'S DISEASE PROGRAM INITIATIVE (ADPI)

SETAAAD continues to provide "Supporting Independence at Home for People Living

with Dementia.” This program provides dementia-specific case management and in-home services to people living alone in the community with Alzheimer’s disease and related dementias (ARD). Clients receive on-going support from a case manager to assist them in utilizing their individual strengths, as well as identifying and addressing unmet needs. Participants in this program are also eligible to receive services and supports provided in their home.

COMMUNITY FOUNDATION OF GREATER CHATTANOOGA

The Community Foundation of Greater Chattanooga provided funds to SETAAD in the amount of \$5,000.00 in support of the nutrition program to provide meals for seniors living within Chattanooga’s inner-city.

MEALS ON WHEELS AMERICA

For the fourteenth year running, the Meals on Wheels network participated in the Subaru Share the Love Event. From November 18, 2021, to January 3, 2022, Subaru agreed to donate \$250 for every new Subaru vehicle sold or leased to the customer’s choice of participating charity. Participating Meals on Wheels America members will receive a share of the revenue raised in their state.

SANTAS FOR SENIORS

Santas for Seniors was successful for the seventh year. Volunteers from the community were asked to adopt a Senior and put together a bag full of items not to exceed twenty-five dollars. Gift bags were then distributed to 1,441 home delivered and congregate meal recipients across the Southeast Tennessee Region. Banks, churches, physician’s offices, schools, local retail stores, local Police Departments, and private businesses donated items for the bags. The Santas for Seniors Program was highlighted on a local television segment entitled “*Making a Difference.*” Many Santas support the program throughout the entire year, contributing treat bags and other small items on special holiday occasions.

VOLUNTEER IMPACT

The Nutrition Program could not operate successfully without the dedication of 365 volunteers who have served 7,664 hours within the first half of FY22. SETAAD has found innovative ways to show appreciation and recognize these Volunteers for their service throughout the global pandemic, including a drive by appreciation event to be held during National Volunteer Week.

MCKEE FOODS CORPORATION

McKee Foods Corporation continues to support SETAAD’s Nutrition Program and provided 764 cases of holiday snack cakes to seniors across the Southeast Tennessee Region throughout the holiday season.

CHATTANOOGA AREA FOOD BANK

The Chattanooga Area Food Bank’s (CAFB) mission is to lead a network of partners in eliminating hunger and promoting better nutrition in our region. Through the Senior Hunger Grant Initiative, SETAAD has partnered with the CAFB and the Gruetli-Laager

Senior Center to serve 175 food boxes to seniors or families who are identified as 60+ and food insecure. Food boxes are provided by CAFB and distributed at the Senior Center. This program ended in November 2021.

TENNCARE CHOICES

The Bureau of TennCare contracts with the SETAAAD to assist individuals applying for Long Term Services and Supports (LTSS) in their home, community, or in a nursing facility. SETAAAD staff screen and complete assessments for Choices applicants. Pre-Admission Evaluations (PAEs) and Medicaid applications are submitted for those applying for Choices. SETAAAD staff also conduct NCI-AD surveys, provide Benefits Counseling, and serve as the Community Living Supports (CLS) Ombudsman to assist Choices and ECF Choices members transitioning to CLS housing from other settings.

SETAAAD staff have completed 630 screenings and 257 assessments for Choices through the end of January 2022.

RELATIVE CAREGIVER PROGRAM

The Relative Caregiver Program is funded by the Department of Children's Services and serves families in the ten counties of Southeast Tennessee. RCP expands the reach of SETAAAD with the addition of Franklin County and services such as financial assistance, respite, and whole family enrichment activities. The families receive case management, legal advocacy, community resource information, support group meetings, and referrals. The children and youth completed 1 service project, "Giving Back" making suncatchers for Meals on Wheels recipients.

CREVAA

The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) Program has provided services and supports for 280 elder and vulnerable adult victims of crime since July 1, 2021. CREVAA Advocates have worked closely with Adult Protective Services, District Attorneys, law enforcement agencies, and Vulnerable Adult Protective Investigative Teams (VAPIT) throughout the Southeast Region to address un-met needs of victims.

VOLUNTEER ASSISTED TRANSPORTATION/MYRIDE TN SOUTHEAST

MyRide TN is funded through a grant awarded by the Davidson County Chancery Court, Part III from the Senior Trust/Elder Trust Settlement (Case No. 11-1548-1III) and through a contract administered to Southwest Tennessee Development District (SWDD) by The Memorial Foundation. SWDD contracts with SETAAAD to provide volunteer assisted transportation. The mission of MyRide TN Southeast is to improve the quality of life for older adults who are 60 years and older by providing courteous and safe door-through-door volunteer transportation to those eligible for the service, enabling them to obtain essential services and maintain their independence, dignity, and quality of life. SETAAAD is operational in Bradley County, parts of Hamilton County and is expanding to Sequatchie and McMinn Counties.

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.

Title IIIB

Objective 1-1. Provide Information and Assistance services that are easily accessible through telephone, email, and the internet.

- Strategy 1-1.1.** Provide free and confidential information and assistance to individuals calling 1-866-836-6678/423-424-4256 in Southeast Tennessee.
- Strategy 1-1.2.** Identify additional information resources throughout the PSA.
- Strategy 1-1.3.** Maintain and update SETAAD Resource Data.
- Strategy 1-1.4.** Provide information and updates for Statewide Resource Directory.
- Strategy 1-1.5.** Ensure that all I&A staff maintain Alliance of Information and Referral Systems (AIRS) certification.
- Strategy 1-1.6.** Partner with Senior Directory.
- Strategy 1-1.7.** Evaluate and update AAAD content in Senior Directory to ensure timely and accurate information.
- Strategy 1-1.8.** Advertise the I&A phone number throughout the region.
- Strategy 1-1.9.** Maintain Mobile Resource Centers (MRC) throughout the region.
- Strategy 1-1.10.** I&A staff will be prepared to serve individuals with dementia and their families with dementia-capable assistance.

Measures/outcomes

- a. Assist 10,000 callers through the I&A line by June 30, 2023.
- b. At least monthly, research resources throughout the PSA.
- c. AAAD information will be published in two editions of the Senior Directory in FY23.
- d. All eligible I&A staff will have current AIRS certification at each annual review.
- e. Resource data will be updated as new information becomes available and reviewed once a year.
- f. Place advertisements in at least one publication per county in the PSA by June 30, 2023.
- g. At least annually, I&A staff will participate in training specific to dementia capability.

Objective 1-2. Ensure case management and home and community-based services are accessible and delivered efficiently.

- Strategy 1-2.1.** Explore opportunities to provide alternatives to traditional services.

- Strategy 1-2.2.** Explore opportunities to provide traditional services in non-traditional ways.
- Strategy 1-2.3.** Review and improvement of case management processes will be ongoing and include development and implementation of Care Plans designed to best meet needs that involve the individual and their family members when appropriate.
- Strategy 1-2.4.** Ensure providers are delivering, documenting and invoicing for services as authorized and in accordance with OAA and State requirements.
- Strategy 1-2.5.** Options counselors will be prepared to serve individuals with dementia and their families with case management that is dementia-capable.

Measures/outcomes

- a.** Care plans will be developed to include traditional and non-traditional services and methods (lift chairs, equipment, minor home modifications, technology, vouchers).
- b.** SETAAD will conduct regular reviews of provider case notes and invoices.
- c.** SETAAD QA staff will conduct provider monitoring as required in FY23.
- d.** At least annually, Options counselors will participate in training specific to dementia capability.

Objective 1-3. Leverage Older Americans Act transportation funding to expand community transportation resources.

- Strategy 1-3.1.** Support a sustainable volunteer assisted transportation program.
- Strategy 1-3.2.** Serve as an advocate for senior transportation needs by maintaining presence on community boards to ensure senior transportation priorities are integrated into programs and plans across the Southeast Tennessee Region.
- Strategy 1-3.3.** Provide information to TCAD about transportation programs and mobility options in Southeast Tennessee.
- Strategy 1-3.4.** Support community partners that provide senior transportation.

Measures/Outcomes

- a.** Volunteer Assisted Transportation will be fully developed in at least four Southeast Tennessee counties by December 2022.
- b.** Staff will attend meetings of the Chattanooga Transportation Planning Organization's Human Resources Committee as scheduled in FY23.
- c.** Transportation data will be submitted to TCAD as requested.
- d.** Staff will identify partnership opportunities to support senior transportation.

Objective 1-4. Support senior centers efforts to build partnerships, recruit volunteers and develop programming to increase activities that improve and maintain quality of life through social, physical, mental and financial health.

- Strategy 1-4.1.** Support senior centers to be established and recognized as senior-friendly technology hubs including telehealth.
- Strategy 1-4.2.** Encourage senior centers to utilize technology and innovative outreach methods to increase the center's reach and serve more individuals.
- Strategy 1-4.3.** Encourage senior centers to increase virtual programming.
- Strategy 1-4.4.** Ensure senior centers are made aware of available funding opportunities.
- Strategy 1-4.5.** Encourage every senior center to sponsor a team for annual statewide Senior Brain Games competition.
- Strategy 1-4.6.** Encourage senior center directors to ensure programming is dementia-capable.
- Strategy 1-4.7.** Encourage senior centers to increase programming designed to improve social connections for individuals who choose to self-isolate.
- Strategy 1-4.8.** Support senior centers to provide technology training for older adults.
- Strategy 1-4.9.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.

Measures/outcomes

- a. Conduct four senior center director trainings by June 30, 2023.
- b. At least one quarterly Senior Center training will cover the use of technology (i.e. cyber security, social media, virtual or web-based platforms, etc.) in FY23.
- c. SETAAAD will award at least one virtual programming grant, to be determined with input from the Advisory Council.
- d. At least four senior centers will have established telehealth stations by June 30, 2023.
- e. SETAAAD will forward available grant opportunities to senior center directors in FY23.
- f. SETAAAD will conduct Brain Games in FY23.
- g. SETAAAD will forward dementia-capable training opportunities to senior center directors in FY23.
- h. Technology training will be provided in at least five senior centers in FY23.
- i. At least one quarterly Senior Center training will cover elder abuse/justice services.

Objective 1-5. Leverage existing and new resources to increase awareness, outreach and education about elder abuse prevention and other elder justice issues.

- Strategy 1-5.1.** Support the efforts of CREVAA, Adult Protective Services (APS), law enforcement and District Attorneys within PSA.
- Strategy 1-5.2.** Participate in elder justice efforts conducted by community partners.
- Strategy 1-5.3.** Working in partnership with *Engaging Communities Southeast Tennessee*, determine the viability of the Older Adult Community Workgroup leading an elder justice effort.
- Strategy 1-5.4.** Partner with APS to build awareness of available services and understanding of when and how citizens should contact APS.
- Strategy 1-5.5.** SETAAD will participate in public outreach, education and awareness campaigns to reduce and prevent elder abuse, neglect and exploitation as identified by TCAD.
- Strategy 1-5.6.** Plan or support conferences and educational opportunities for older adults, caregivers and professionals to be informed about elder abuse prevention and other elder justice issues.
- Strategy 1-5.7.** Through partnership with AARP provide opportunities for seniors to learn about the Fraud Watch Network.
- Strategy 1-5.8.** SETAAD will report health care fraud, errors, and abuse to Senior Medicare Patrol (SMP).
- Strategy 1-5.9.** Support the annual Tennessee Elder Justice Conference.
- Strategy 1-5.10.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.

Measures/outcomes

- a. Prioritize referrals from elder justice partners to ensure AAAD services can be provided timely to meet long-term needs.
- b. Conduct identified public outreach, education and awareness campaigns.
- c. Staff will attend the Tennessee Elder Justice Conference in FY23.
- d. Staff will participate in initiatives of *Engaging Communities Southeast Tennessee*.
- e. At least one quarterly Senior Center training will cover elder abuse/justice services.

Title III C

Objective 1-6. Implement strategies to improve cost efficiency and program capacity for congregate and home delivered meals.

- Strategy 1-6.1.** SETAAD will pursue innovative ways to provide cost effective meals in a manner that is flexible and responsive to consumer needs and preferences.
- Strategy 1-6.2.** Expand partnerships with local public and private sectors to ensure awareness of available volunteer opportunities.
- Strategy 1-6.3.** Partner with the Retired and Senior Volunteer Program to recruit volunteers to deliver meals.

- Strategy 1-6.4.** Explore funding opportunities available through Meals on Wheels America, private corporations and foundations, grants, and individual donors. Encourage communities to support programs within their local area.
- Strategy 1-6.5.** Maintain the Volunteer Services Coordinator position to promote Agency volunteer opportunities, recruit, match and retain volunteers.
- Strategy 1-6.6.** Explore opportunities to use increased federal dollars to expand capacity of traditional congregate and home-delivered meals and utilize non-traditional meal providers as permitted.
- Measures/outcomes**
- a. Quarterly meetings will be held with meal provider to discuss innovations in meal types, service delivery methods, and opportunities for consumer input in FY23.
 - b. Volunteer recruitment materials will be readily available throughout FY23.
 - c. At least one quarterly Nutrition Site Coordinator training will cover successful strategies for recruiting, training, and utilizing volunteers by June 30, 2023.
 - d. Identified opportunities for expanded capacity will be implemented by June 30, 2023.

Title III D

Objective 1-7. Increase the availability and sustainability of evidence-based programs that improve quality of life, health, level of independence, and overall well-being of older adults.

- Strategy 1-7.1.** Maintain a SETAAAD staff member as the Senior Health Coordinator.
- Strategy 1-7.2.** Coordinate the Southeast Tennessee Fall Prevention Workgroup.
- Strategy 1-7.3.** Provide in-person and virtual evidence-based falls prevention programming.
- Strategy 1-7.4.** Participate in the Tennessee Falls Prevention Coalition.
- Strategy 1-7.5.** Support community partner efforts to provide evidence-based falls prevention programming.
- Strategy 1-7.6.** Determine the need for contract staff to deliver evidence-based programs in the region.
- Strategy 1-7.7.** Provide in-person and virtual Powerful Tools for Caregivers in Southeast TN.
- Measures/outcomes**
- a. At least two evidenced-based programs will be coordinated with partners or provided directly by June 30, 2023.
 - b. The number of consumers participating in evidence-based training will be reported in the SAMS database at the conclusion of each program.

- c. SETAAD will provide reimbursement related to leader training costs for evidence-based programming.

Title III

Objective 1-8. Increase caregiver access to services and supports designed to assist family caregivers.

- Strategy 1-8.1.** Participate in TCAD quarterly National Family Caregiver Support Program (NFCSP) phone calls as scheduled to discuss specific caregiving issues and how to best support the needs of caregivers facing these issues.
- Strategy 1-8.2.** Provide tutoring services as respite for older relative caregivers of minors.
- Strategy 1-8.3.** Identify and provide other innovative respite services that support older relative caregivers of minors.
- Strategy 1-8.4.** Provide in-person and virtual Powerful Tools for Caregivers in Southeast TN.
- Strategy 1-8.5.** Ensure NFCSP case management and respite services are accessible, delivered efficiently and as authorized and in accordance with OAA and State requirements.
- Strategy 1-8.6.** Provide family caregiver support groups.
- Strategy 1-8.7.** Partner with community organizations to provide caregiver support and education.
- Strategy 1-8.8.** Educate family caregivers about advanced directives.
- Strategy 1-8.9.** The FCSP Coordinator will be prepared to serve individuals with dementia and their families with case management that is dementia-capable.

Measures/outcomes

- a. Staff will participate quarterly in TCAD phone calls as scheduled in FY23.
- b. SETAAD will provide respite services for at least 15 caregivers of minors.
- c. SETAAD will provide at least four Powerful Tools for Caregivers workshop by June 30, 2023.
- d. SETAAD will conduct regular reviews of provider case notes and invoices throughout FY23.
- e. SETAAD QA staff will conduct provider monitoring as required in FY23.
- f. Staff will identify partnership opportunities to support additional community caregivers.
- g. SETAAD will conduct at least 18 caregiver support group meetings in FY23.
- h. Provide the *Five Wishes* document to family caregivers as appropriate.
- i. At least annually, Options counselors will participate in training specific to dementia capability.

Title VII

Objective 1-9. The Ombudsman provider will implement strategies to ensure the program is effective and efficient in advocating for all patients in licensed nursing homes, assisted living facilities, and residential homes for the aged throughout Southeast Tennessee.

- Strategy 1-9.1.** Ensure data entered into the Ombudsmanager database is timely and accurately recorded.
- Strategy 1-9.2.** Conduct long-term care facility visits as required.
- Strategy 1-9.3.** Maintain a Volunteer Ombudsman Representative (VOR) program.
- Strategy 1-9.4.** Comply with updated Volunteer Ombudsman Representative (VOR) manual and training materials.
- Strategy 1-9.5.** Participate in volunteer on-line and face-to-face training led by the State Long-term Care Ombudsman.
- Strategy 1-9.6.** Participate in Regional Survey Team meetings as required.
- Strategy 1-9.7.** Attend Vulnerable Adult Protective Investigative Teams (VAPIT) as requested.
- Strategy 1-9.8.** Participate in Department of Health annual re-certification and complaint surveys.

Measures/outcomes

- a. Annually, a report will be submitted to the State LTC Ombudsman by December 15.
- b. Quarterly visits will be conducted with each required facility within the district in FY23.
- c. Quarterly, the District LTC Ombudsmen will attend Regional Survey Team meetings in the East grand region in FY23.
- d. All trainings, conferences, calls, webinars and meetings will be documented in Ombudsmanager as required by TCAD.

Objective 1-10. The SETAAAD will contract to provide cost effective legal services for seniors age 60 and above, within the PSA.

- Strategy 1-10.1.** Provide comprehensive civil legal assistance free of charge to seniors age 60 and above.
- Strategy 1-10.2.** Leverage the private bar for referrals and pro bono opportunities to serve seniors.
- Strategy 1-10.3.** Means testing shall not be permitted in the provision of legal services.

Measures/outcomes

- a. Contracted legal services will provide a minimum of 360 hours of case work in FY23.
- b. The contracted legal service provider will assist at least 100 unduplicated individuals in FY23.
- c. The contracted legal service provider will refer no less than 25 individuals to the Pro Bono Project in FY23.

Objective 1-11. Maintain a quality monitoring program that ensures contracted providers understand and comply with OAA and State requirements.

Strategy 1-11.1. Maintain a designated SETAAAD staff member as the Quality Assurance (QA) Coordinator.

Strategy 1-11.2. Create a schedule that tracks program and fiscal monitoring activities.

Strategy 1-11.3. Utilize TCAD approved monitoring tools to conduct QA visits.

Strategy 1-11.4. Coordinate regular provider training with Nutrition and HCBS staff.

Strategy 1-11.5. Ensure providers are delivering, documenting and invoicing for services as authorized and in accordance with OAA and State requirements.

Measures/outcomes

- a. SETAAAD will conduct regular reviews of provider case notes and invoices throughout FY23.
- b. SETAAAD QA staff will conduct provider monitoring as required in FY23.
- c. Two provider trainings will be conducted jointly with Nutrition and HCBS staff in FY23.

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

Objective 2-1. Work collaboratively with partners to support MyRide TN – Volunteer Assisted Transportation in the Southeast region.

Strategy 2-1.1. Identify and maintain community partners that support volunteer transportation.

Strategy 2-1.2. Actively engage with community partners to identify volunteers.

Strategy 2-1.3. Serve on the Human Services Committee of the Transportation Planning Organization.

Strategy 2-1.4. Maintain one full time Transportation Coordinator and provide additional support from Volunteer Services Coordinator to assist with volunteer recruitment.

Strategy 2-1.5. Support grant funded MyRide TN – Volunteer Assisted Transportation programs.

Measures/Outcomes

- a. Volunteer Assisted Transportation will be provided in at least four Southeast Tennessee counties in FY23.
- b. Staff will attend meetings of the Chattanooga Transportation Planning Organization's Human Resources Committee as scheduled in FY23.
- c. Staff will identify partnership opportunities to support senior transportation.
- d. Transportation data will be submitted to TCAD as requested.

Objective 2-2. Work collaboratively with partners to advocate for affordable, accessible housing with supportive services.

Strategy 2-2.1. Provide appropriate referrals to housing programs through THDA and ECD including the Emergency Repair for the Elderly (ERP) and CDBG HOME programs.

Strategy 2-2.2. Provide data as requested by SETD Community Development Staff seeking funding and applying for grants to develop senior affordable housing.

Strategy 2-2.3. Promote the need of alternative housing and service models.

Strategy 2-2.4. Promote age-friendly design principals.

Strategy 2-2.5. Encourage public and private development of suitable housing for older adults and adults with disabilities, designed and located consistent with their special needs and available at costs they can afford.

Strategy 2-2.6. Participate in community efforts that address housing issues in the region.

Strategy 2-2.7. Ensure I&A staff remain up to date on housing and home modification resources available to assist seniors.

Measures/outcomes

- a. Staff will represent SETAAAD at community meetings convened to discuss affordable, accessible housing needs as scheduled in FY23.
- b. Housing data will be updated as new information becomes available and reviewed once yearly.

Objective 2-3. Collaborate with community partners to promote economic security among older adults.

Strategy 2-3.1. The SNAP Benefits Coordinator will work with other SETAAAD staff and community partners to provide information about the Supplemental Nutrition Assistance Program (SNAP) and assist seniors in applying for benefits.

Strategy 2-3.2. Work with community partners to provide opportunities for seniors to save money on prescription drug plans by providing free counseling through the State Health Insurance Assistance Program (SHIP).

Strategy 2-3.3. Partner with Department of Human Services to assist seniors and adults with disabilities apply for Medicare Savings Programs (MSP).

Strategy 2-3.4. Work with community partners to assist Medicare beneficiaries apply for Low Income Subsidy (LIS).

Strategy 2-3.5. Through partnership with AARP provide opportunities for seniors to learn about Financial Resilience.

Strategy 2-3.6. Ensure SETAAAD staff have information about Tennessee's Property Tax Relief Program to share with consumers.

Measures/outcomes

- a. SETAAAD will achieve the goals set forth by DHS for the SNAP Benefit program in FY23.
- b. SETAAAD will achieve the performance measures set forth by TCAD for SHIP in FY23.
- c. 100% of SHIP staff and volunteers will receive annual training as required by June 30, 2023.
- d. Mobile Resource Centers (MRC) will be regularly maintained throughout FY23.

Objective 2-4. Collaborate with community partners to identify opportunities to reduce food insecurity among older adults.

Strategy 2-4.1. The SNAP Benefits Coordinator will work with other SETAAAD staff and community partners to provide information about SNAP and assist seniors in applying for benefits.

Strategy 2-4.2. Expand outreach efforts to ensure that older adults are aware of benefits programs and other nutrition resources (i.e. food banks, congregate meal site locations).

Strategy 2-4.3. Identify partners for additional congregate sites to expand nutrition program as funding allows.

Strategy 2-4.4. Ensure the nutrition program is accessible, cost effective and delivered efficiently to serve the greatest number of older adults possible.

Strategy 2-4.5. SETAAAD will supply senior centers with groceries to be distributed to older adults in need of food.

Measures/outcomes

- a. SETAAAD will achieve the goals set forth by DHS for the SNAP Benefit program in FY23.
- b. Negotiate an affordable rate with contracted meal provider for FY23.
- c. Groceries will be delivered to senior centers at least quarterly.

Objective 2-5. Work collaboratively with partners to support efforts for age-friendly and livable communities.

Strategy 2-5.1. Support initiatives that promote age-friendly and livable communities.

Strategy 2-5.2. Support efforts of SETDD planners to promote transportation mobility and accessible public spaces.

Strategy 2-5.3. Serve on the Human Services Committee of the Transportation Planning Organization.

Strategy 2-5.4. Work with senior centers and other groups to encourage events that promote intergenerational activities.

Strategy 2-5.5. Serve on the Chattanooga Mayor's Council on Livability and Aging.

Measures/outcomes

- a. Assist AARP in providing local leaders their community's Livability Index Scores including the evaluation criteria, for their communities as requested in FY23.
- b. Staff will participate in meetings of the Human Services Committee as scheduled in FY23.
- c. Staff will participate in meetings of the Chattanooga Mayor's Council on Livability and Aging as scheduled in FY23.

Objective 2-6. Support community partner responses to elder abuse, neglect, and exploitation.

- Strategy 2-6.1.** Support the efforts of CREVAA, Adult Protective Services (APS), law enforcement and District Attorneys within PSA.
- Strategy 2-6.2.** Participate in elder justice efforts conducted by community partners.
- Strategy 2-6.3.** Working in partnership with *Engaging Communities* Southeast Tennessee, determine the viability of the Older Adult Community Workgroup leading an elder justice effort.
- Strategy 2-6.4.** Partner with APS to build awareness of available services and understanding of when and how citizens should contact APS.
- Strategy 2-6.5.** SETAAD will participate in public outreach, education and awareness campaigns to reduce and prevent elder abuse, neglect and exploitation as identified by TCAD.
- Strategy 2-6.6.** Plan or support conferences and educational opportunities for older adults, caregivers and professionals to be informed about elder abuse prevention and other elder justice issues.
- Strategy 2-6.7.** Through partnership with AARP provide opportunities for seniors to learn about the Fraud Watch Network.
- Strategy 2-6.8.** SETAAD will report health care fraud, errors, and abuse to Senior Medicare Patrol (SMP).
- Strategy 2-6.9.** Support the annual Tennessee Elder Justice Conference.
- Strategy 2-6.10.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.

Measures/outcomes

- a. Prioritize referrals from elder justice partners to ensure AAAD services can be provided timely to meet long-term needs.
- b. Conduct identified public outreach, education and awareness campaigns.
- c. Staff will attend the Tennessee Elder Justice Conference in FY23.
- d. Staff will participate in initiatives of *Engaging Communities* Southeast Tennessee.
- e. At least one quarterly Senior Center training will cover elder abuse/justice services.

Objective 2-7. Cultivate partnerships with agencies that support underserved populations to promote services available through the AAAD.

- Strategy 2-7.1.** Work with LGBTQ Community Partners for local resources.
- Strategy 2-7.2.** Increase outreach and communication efforts aimed at non-English speaking populations.
- Strategy 2-7.3.** Utilize translated outreach tools for circulation with Spanish speaking consumers.
- Strategy 2-7.4.** Ensure efforts are made to include minority populations in health promotion activities, outreach, and partnerships.
- Strategy 2-7.5.** Monitor reported data to ensure consumers represent the general population of the area.
- Strategy 2-7.6.** Seek opportunities to meet with diverse groups, listen and provide information about services that are available through SETAAAD.

Measures/outcomes

- a. SETAAAD staff will participate in training on LGBTQ aging issues as scheduled in FY23.
- b. SETAAAD staff will participate in LaPaz meetings and networking events as scheduled in FY23.
- c. SETAAAD will support and staff will attend the Annual Minority Health Fair in August 2022.
- d. Reports will reflect diversity in the consumers served.

Objective 2-8. Collaborate with community partners to advocate for Tennessee's older Veterans.

- Strategy 2-8.1.** Participate on the Southeast Tennessee Veteran's Coalition.
- Strategy 2-8.2.** Refer veterans to Tennessee Department of Veterans Services regional offices to ensure that veterans are aware of benefits for which they are eligible.

Measures/outcomes

- a. I&A staff will participate in training about VA referral programs as available in FY23.
- b. Staff will attend SETN Veteran's Coalition meetings as scheduled in FY23.

Objective 2-9. Work collaboratively with community partners to improve falls prevention among older adults.

- Strategy 2-9.1.** Coordinate the Southeast Tennessee Fall Prevention Workgroup.
- Strategy 2-9.2.** Participate in the Tennessee Falls Prevention Coalition.
- Strategy 2-9.3.** Support community partner efforts to provide evidence-based falls prevention programming.
- Strategy 2-9.4.** Through partnership with AARP, provide opportunities for seniors to learn about the HomeFit program.

Measures/outcomes

- a. Staff will participate in Tennessee Falls Prevention Coalition calls as scheduled in FY23.
- b. Staff will coordinate regular meetings of the Falls Prevention Workgroup in FY23.

Objective 2-11. Collaborate with community partners through SHIP to provide consumers objective, one-on-one counseling and assistance with Medicare, Medicaid and other health insurance.

Strategy 2-10.1. Provide opportunities for seniors to save money on prescription drug plans by providing free counseling through the State Health Insurance Assistance Program (SHIP).

Strategy 2-10.2. Share Medicare information during SHIP and other community outreach events.

Strategy 2-10.3. Disseminate Medicare preventive services flyer as updated by TCAD.

Strategy 2-10.4. Partner with Department of Human Services to assist seniors and adults with disabilities apply for Medicare Savings Programs (MSP).

Strategy 2-10.5. Work with community partners to assist Medicare beneficiaries apply for Low Income Subsidy (LIS).

Strategy 2-10.6. Coordinate annual training and recognition for SHIP volunteers.

Measures/outcomes

- a. SETAAD will achieve the performance measures set forth by TCAD for SHIP in FY23.
- b. Staff will have Medicare preventive services information available for distribution throughout FY23.
- c. 100% of SHIP staff and volunteers will receive annual training as required by June 30, 2023.

Objective 2-11. Work with community partners to address social isolation in older adults through improved understanding of and access to technology.

Strategy 2-11.1. Support senior centers to be established and recognized as senior-friendly technology hubs including telehealth.

Strategy 2-11.2. Encourage senior centers to utilize technology and innovative outreach methods to address social isolation.

Strategy 2-11.3. Support senior centers and other community partners to provide technology training for older adults.

Strategy 2-11.4. Promote partner programs designed to address social isolation in older adults including Care through Conversation.

Strategy 2-11.5. Implement innovative methods to address social isolation as identified by TCAD.

Strategy 2-11.6. Encourage senior centers to increase programming designed to improve social connections for individuals who choose to self-isolate.

Measures/outcomes

- a. At least one senior center will be established as a senior-friendly technology hub by June 30, 2026.
- b. By December 2022, four senior centers will have established telehealth stations.
- c. Technology training will be provided in at least five senior centers in FY23.

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

Objective 3-1. Ensure OPTIONS program services are accessible and delivered efficiently.

- Strategy 3-1.1.** Explore opportunities to provide alternatives to traditional services.
- Strategy 3-1.2.** Explore opportunities to provide traditional services in non-traditional ways.
- Strategy 3-1.3.** Review and improvement of case management processes will be ongoing and include development and implementation of Care Plans designed to best meet needs that involve the individual and their family members when appropriate.
- Strategy 3-1.4.** Ensure providers are delivering, documenting and invoicing for services as authorized and in accordance with State requirements.
- Strategy 3-1.5.** Options counselors will be prepared to serve individuals with dementia and their families with case management that is dementia-capable.

Measures/outcomes

- a. Care plans will be developed to include traditional and non-traditional services and methods (lift chairs, equipment, minor home modifications, technology, vouchers).
- b. SETAAD will conduct regular reviews of provider case notes and invoices.
- c. SETAAD QA staff will conduct provider monitoring as required in FY23.
- d. At least annually, Options counselors will participate in training specific to dementia capability.

Objective 3-2: Utilize Public Guardianship for the Elderly state funds to serve individuals as appointed by the courts with the level of support and protection each requires.

- Strategy 3-2.1:** Maintain two Public Guardians and part-time support staff.
- Strategy 3-2.2:** Regularly educate petitioners, courts and community partners about the correct process for requesting Public Guardian Program services by providing instructions that outline conservatorship requirements and Program policy through distribution of a program fact sheet and presentations to community organizations.

- Strategy 3-2.3:** Recover program fees as permitted.
- Strategy 3-2.4:** Track activities and timelines as required by the Public Guardian Program and Policy Manual.
- Strategy 3-2.5:** Assign new clients to each Public Guardian in a manner that keeps caseloads balanced.
- Strategy 3-2.6:** Expand volunteer program.

Measures/Outcomes

- a. The Public Guardianship Program will maintain an average caseload of 75 in FY23.
- b. Public Guardian program information and procedures for requesting services will be provided to stakeholders by June 30, 2023.
- c. Spreadsheets and calendars will be monitored and updated monthly throughout FY23.
- d. Clients will receive the level of support and protection required to meet their needs.
- e. The Volunteer Services Coordinator will promote Public Guardianship volunteer opportunities.
- f. Individuals interested in volunteering with the Public Guardian Program will be trained and assigned accordingly.
- g. Public Guardians will attend training as scheduled.

Objective 3-3. Support senior centers efforts to build partnerships, recruit volunteers and develop programming to increase activities that improve and maintain quality of life through social, physical, mental and financial health.

- Strategy 3-3.1.** Support senior centers to be established and recognized as senior-friendly technology hubs including telehealth.
- Strategy 3-3.2.** Encourage senior centers to utilize technology and innovative outreach methods to increase the center's reach and serve more individuals.
- Strategy 3-3.3.** Encourage senior centers to increase virtual programming.
- Strategy 3-3.4.** Ensure senior centers are made aware of available funding opportunities.
- Strategy 3-3.5.** Encourage every senior center to sponsor a team for annual statewide Senior Brain Games competition.
- Strategy 3-3.6.** Encourage senior center directors to ensure programming is dementia-capable.
- Strategy 3-3.7.** Encourage senior centers to increase programming designed to improve social connections for individuals who choose to self-isolate.
- Strategy 3-3.8.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.

Measures/outcomes

- a. Conduct four senior center director trainings by June 30, 2023.

- b. At least one quarterly Senior Center training will cover the use of technology (i.e. cyber security, social media, virtual or web-based platforms, etc.) in FY23.
- c. SETAAAD will award at least one virtual programming grant, to be determined with input from the Advisory Council.
- d. At least four senior centers will have established telehealth stations by June 30, 2023.
- e. SETAAAD will forward available grant opportunities to senior center directors in FY23.
- f. SETAAAD will conduct Brain Games in FY23.
- g. SETAAAD will forward dementia-capable training opportunities to senior center directors in FY23.
- h. At least one quarterly Senior Center training will cover elder abuse/justice services.

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

Objective 4-1. As the Aging and Disability Resource Center (ADRC) for Southeast Tennessee, provide unbiased, reliable information and counseling to people with all levels of income.

- Strategy 4-1.1.** Provide free and confidential information and assistance to individuals calling 1-866-836-6678/423-424-4256 in Southeast Tennessee.
- Strategy 4-1.2.** Serve as the Single Point of Entry (SPOE) for Long Term Services and Supports (LTSS).
- Strategy 4-1.3.** Identify additional information resources throughout the PSA.
- Strategy 4-1.4.** Maintain and update SETAAAD Resource Data.
- Strategy 4-1.5.** Provide information and updates for Statewide Resource Directory.
- Strategy 4-1.6.** Ensure that all I&A staff maintain Alliance of Information and Referral Systems (AIRS) certification.
- Strategy 4-1.7.** Partner with Senior Directory.
- Strategy 4-1.8.** Evaluate and update AAAD content in Senior Directory to ensure timely and accurate information.
- Strategy 4-1.9.** Advertise the I&A phone number throughout the region.
- Strategy 4-1.10.** Maintain Mobile Resource Centers (MRC) throughout the region.
- Strategy 4-1.11.** I&A staff will be prepared to serve individuals with dementia and their families with dementia-capable assistance.

Measures/outcomes

- a. Assist 1,200 consumers through SPOE by June 30, 2023.
- b. Assist 10,000 callers through the I&A line by June 30, 2023.
- c. At least monthly, research resources throughout the PSA.

- d. AAAD information will be published in two editions of the Senior Directory in FY23.
- e. All eligible I&A staff will have current AIRS certification at each annual review.
- f. Resource data will be updated as new information becomes available and reviewed once a year.
- g. Place advertisements in at least one publication per county in the PSA by June 30, 2023.
- h. At least annually, I&A staff will participate in training specific to dementia capability.

Objective 4-2. Assist older adults with accessing benefits and services for which they qualify.

Strategy 4-2.1. The SNAP Benefits Coordinator will work with other SETAAAD staff and community partners to provide information about the Supplemental Nutrition Assistance Program (SNAP) and assist seniors in applying for benefits.

Strategy 4-2.2. Work with community partners to provide opportunities for seniors to save money on prescription drug plans by providing free counseling through the State Health Insurance Assistance Program (SHIP).

Strategy 4-2.3. Partner with Department of Human Services to assist seniors and adults with disabilities apply for Medicare Savings Programs (MSP).

Strategy 4-2.4. Work with community partners to assist Medicare beneficiaries apply for Low Income Subsidy (LIS).

Strategy 4-2.5. Assist individuals in applying for CHOICES LTSS.

Strategy 4-2.6. Assist older adults and adults with disabilities to remain in their own homes by providing services through Options for Community Living.

Strategy 4-2.7. Assist homebound older adults by providing home delivered meals.

Strategy 4-2.8. Assist older adults to remain in their own homes by providing services through Title IIIB of the OAA.

Strategy 4-2.9. Assist caregivers of older adults, persons with dementia, or minor children by providing respite services through the National Family Caregiver Support Program.

Strategy 4-2.10. Ensure SETAAAD staff have information about Tennessee's Property Tax Relief Program to share with consumers.

Strategy 4-2.11. Partner with APS to build awareness of available services and understanding of when and how citizens should contact APS.

Measures / outcomes

- a. SETAAAD will achieve the goals set forth by DHS for the SNAP program in FY213.
- b. SETAAAD will achieve the performance measures set forth by TCAD for SHIP in FY23.

- c. 100% of SHIP staff and volunteers will receive annual training as required by June 30, 2023.

Objective 4-3. Lead or support efforts to raise awareness about the needs of seniors.

- Strategy 4-3.1.** Utilize data available through TCAD to demonstrate issues affecting older adults.
- Strategy 4-3.2.** Participate in social media campaigns that focus on aging issues.
- Strategy 4-3.3.** Promote statewide webinars about aging issues.
- Strategy 4-3.4.** Update and make improvements to the SETAAAD webpage.
- Strategy 4-3.5.** Utilize the TCAD Community Resource Guide to educate legislators, media and potential new partners about various aging topics.
- Strategy 4-3.6.** Evaluate and update AAAD content in Senior Directory to ensure timely and accurate information.
- Strategy 4-3.7.** Represent the needs of seniors by serving on community partner councils, coalitions and committees.
- Strategy 4-3.8.** Partner with the University of Tennessee at Chattanooga to provide student internship opportunities within the AAAD.
- Strategy 4-3.9.** Lead or support initiatives of *Engaging Communities Southeast Tennessee* a collaborative effort of community organizations that serve older adults.

Measures/outcomes

- a. Promote at least four social media campaigns by June 30, 2023.
- b. AAAD information will be published in two editions of the Senior Directory in FY23.
- c. SETAAAD staff will attend Health Disparities Task Force meetings as scheduled in FY23.
- d. SETAAAD staff will attend county Health Council meetings within the PSA in FY23.
- e. Staff will participate in initiatives of *Engaging Communities Southeast Tennessee*.

Objective 4-4. Plan or support initiatives that focus on healthy aging, financial concerns, health care, long-term care and other aging issues.

- Strategy 4-4.1.** Maintain a SETAAAD staff member as the Senior Health Coordinator.
- Strategy 4-4.2.** Lead or support initiatives of *Engaging Communities Southeast Tennessee* a collaborative effort of community organizations that serve older adults. Current initiatives include:
 - Older Adult Community Workgroup
 - Southeast Tennessee Dementia-Friendly Community Coalition
 - The Buddy Link Caregiver Resource

- INDEED: Intrastate Network to Deliver Equity and Eliminate Disparities
- Strategy 4-4.3.** Lead or support efforts to improve falls prevention among older adults.
- Strategy 4-4.4.** Promote brain health activities including Senior Brain Games when circumstances permit.
- Strategy 4-4.5.** Lead or support planning and implementation of a Regional Aging Conference.
- Strategy 4-4.6.** Plan or support conferences, health fairs and other educational opportunities for older adults, caregivers and professionals to be informed about relevant aging issues.
- Strategy 4-4.7.** Attend Health Councils in each county of the PSA.
- Strategy 4-4.8.** Participate in social media campaigns that promote healthy living among older adults.
- Strategy 4-4.9.** Serve on the planning committee for the annual Book of Life conference.
- Strategy 4-4.10.** Participate in social media campaigns that promote healthy living among older adults.
- Strategy 4-4.11.** Support CFD Connect, a service of the Chattanooga Fire Department.
- Strategy 4-4.12.** Support senior centers to be established and recognized as senior-friendly technology hubs including telehealth.
- Strategy 4-4.13.** Attend Healthy Relationship meetings in McMinn County.
- Strategy 4-4.14.** Participate in the Tennessee Health Disparity Task Force under the Tennessee Department of Health - Office of Faith-Based and Community Engagement; Division of Health Disparities Elimination.
- Strategy 4-4.15.** Through partnership with AARP, provide opportunities for seniors to learn about Financial Resilience.
- Strategy 4-4.16.** Support initiatives that promote age-friendly and livable communities.
- Strategy 4-4.17.** Through partnership with AARP, provide opportunities for seniors to learn about the Fraud Watch Network.
- Strategy 4-4.18.** Through partnership with AARP, provide opportunities for seniors to learn about the HomeFit program.
- Strategy 4-4.19.** Assist in efforts to raise awareness about end-of-life care and advanced directives.
- Strategy 4-4.20.** Provide in-person and virtual Powerful Tools for Caregivers in Southeast TN.
- Strategy 4-4.21.** Provide COVID-19 information, education, outreach and assistance with getting the vaccines to older adults and people with disabilities.

Measures/outcomes

- a. Host quarterly AAAD/AARP-Tennessee Partnering Opportunities meetings in FY23.
- b. SETAAAD will continue supporting and attending the Minority Health Fair in FY23.

- c. SETAAAD will designate staff to coordinate SETN Senior Brain Games in FY23.
- d. At least two evidenced-based programs will be coordinated with partners by June 30, 2023.
- e. The number of consumers participating SETAAAD programs will be reported in the SAMS database at the conclusion of each program.
- f. Promote at least four social media campaigns by June 30, 2023.
- g. AAAD information will be published in two editions of the Senior Directory in FY23.
- h. SETAAAD staff will attend Health Disparities Task Force meetings as scheduled in FY23.
- i. SETAAAD staff will attend county Health Council meetings within the PSA in FY23.
- j. Staff will participate in initiatives of *Engaging Communities Southeast Tennessee*.
- k. Vaccine 5 reporting will be submitted to TCAD as required.

Program Planning for FY 2023

Information & Assistance

1. Complete the following table:

Total # of I&A Staff:	2
Total # of AIRS Certified I&A Staff:	2

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

SETAAAD partners with the regional *Senior Directory*, which details our services in a dedicated section, and is published and distributed throughout the PSA twice a year. It is also available on-line and can be requested via mail through *Senior Directory*.

SETAAAD will continue to inform and educate the public regarding available services through local news media and will include interviews on morning and noon television talk shows and radio stations. In addition to listings in area telephone books, print advertisements will spread across the PSA through a variety of outlets to include rural newspapers as well as those with distribution amongst minority and limited English proficiency audiences.

SETAAAD will strengthen its presence in communities and represent the needs of seniors by:

- Participating in and providing support for health fairs and other events (in person or virtual) within the PSA, particularly the Chattanooga Minority Health Fair that has had attendance of over 3,000 individuals.
- Participating in senior expos.
- Making presentations to groups throughout the PSA.
- Providing representation at La Paz meetings.
- Serving on community partner councils, coalitions and committees.
- Planning or supporting conferences and other educational opportunities for older adults, caregivers and professionals to be informed about relevant aging issues.
- Providing SHIP counseling.
- Conducting SNAP application assistance
- Maintaining Mobile Resource Centers (MRC) in the region.

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

1. Complete the following table:

	FY 2021	FY 2022 – Projected (Served/Units)	FY 2023 – Projected (Served/Units)
State – Options Allocation Amount	\$1,074,000	\$1,037,400	\$1,065,200
# Served	329	278	312
Units of Service	66,781	53,700	60,240

2. Complete the following table (*The table should include Federal IIIB/State Homemaker In-home service funds only*):

	FY 2021	FY 2022 – Projected (Served/Units)	FY 2023 – Projected (Served/Units)
Federal Title IIIB/State Homemaker In- home services Allocation Amount	\$265,000	\$284,000	\$192,633
# Served	245	251	250
Units of Service	10,690	16,544	13,600

3. Describe the methodology for the projections listed above.

The projections above are based on average service utilization rates plus accretion and deletion in the number of clients.

4. Complete the following table:

Number of Individuals on OPTIONS Category A Waiting List (Priority Score 27- 70)	91
Number of Individuals on OPTIONS Category B Waiting List (Priority Score (0- 26)	171
Number of Individual on Title IIIB Waiting List	529

5. Describe your plan for addressing the individuals on the waiting list.
SETAAD has implemented TCAD's wait list policy and continues to evaluate best practices for maintaining accurate waiting lists which are updated at least annually. Consumers who may need more service than Title IIIB or Options Program can provide will be referred to the CHOICES Program. Although efforts are made to refer individuals to other community resources and programs, needs are still unmet, and individuals are added to the wait list.

We have also improved our processes for managing average caseloads within allocated funds so that new individuals are regularly removed from the wait list and added to services based on priority score.

6. Include strategies or plans that your AAAD will make to ensure that funds for both OPTIONS and IIIB in-home services are maximized to ensure that funds are expended within the fiscal year for OPTIONS or 92% of IIIB funds by the end of FY 2023.

SETAAD Options Counselors will continue to make regular follow up calls and reassess no less than yearly to determine care plan status based on needs. Care plans will be adjusted to ensure services provided are adequate to meet client needs while staying within budgeted allowable amounts. Options Counselors will continue to enroll new clients as funding allows. Financial reports will be monitored each month to ensure OPTIONS and IIIB funds are spent by the end of FY 2023.

Title IIC Nutrition Services

1. Provide a description/flow chart of how the nutrition program is administered for the AAAD, including a list and coverage area of all nutrition providers and where admin, food preparation, and delivery duties are assigned.

SETAAAD is seeking a waiver to continue administering the nutrition program, unless an RFPA is approved for a provider to administer instead. If the waiver is approved the agency will contract directly with provider for prepared meals that are served to congregate and home delivered meal clients. SETAAAD would continue operating the nutrition program in Hamilton County and contract with senior centers and other providers to deliver services in the other nine counties of the region.

2. Complete the following table:

Provider	IIC Allocation	NSIP Allocation	Total Amount of Contract	# Congregate Meal Sites	# Projected Congregate Meals Served in FY 2023	#Projected Home Delivered Meals Served in FY 2021
SETAAAD	\$1,245,600	\$188,500	\$1,434,100	15	124,000	138,000

3. Complete the following table:

Service	Amount IIC Allocated
Nutrition Counseling	\$0
Nutrition Education	\$750
Other Services (Describe): _____	\$0

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

It is in the program’s best interest to serve as many consumers as fiscally possible. SETAAAD will work closely with contracted food vendor to ensure strategic plans are aligned and meeting the needs of the program.

Providers have been given the ability to serve missed meals to eligible individuals registered as home-delivered meal participants when an individual on the route is absent, and no one has been designated to receive the meal for the eligible participant. This meal may be reported as a second meal for the participant, reducing the number of wasted meals.

The program could not operate without the assistance of volunteers who are recruited from local businesses and organizations. SETAAAD will continue to increase visibility and raise public awareness about the Nutrition Program by asking

local media outlets to provide coverage of special events, leveraging social media, and reaching out to churches and civic organizations within the community.

As a member of Meals on Wheels America, the SETAAAD participates in Subaru of America, Inc.'s annual Share the Love Event to help raise funds to support local seniors. SETAAAD will continue to participate with Meals on Wheels America in national partnerships as opportunities present themselves. SETAAAD will explore other innovative ways of fundraising to attract potential new donors, reengage with current donors, and increase regular contributions. SETAAAD will continue to encourage those who are unable to contribute financially to support the program by investing their time, skills, and resources.

5. Describe both your fiscal and programming approach to Congregate funding and the use of congregate meal sites considering the changes due to the COVID-19 pandemic. (i.e., Are most of your sites open/closed, will you be transferring funds to C-2, etc.)

The local Nutrition Program was faced with unexpected challenges as the COVID-19 Pandemic took a toll on older adults within our communities. The need for the Nutrition Program became more important than ever. SETAAAD implemented creative and adaptive approaches to meet the needs of congregate participants. Many sites offer traditional hot prepackaged meals, while the option of drive-thru meals is also available for those who do not feel comfortable in large group settings. All sites across the Southeast Tennessee Region are open but operate with this hybrid model of service. CI funds will be transferred when permitted to CII as the need arises.

6. Describe how participant feedback is solicited and the results are used to improve service quality. Specifically describe what actions were taken in 2022.

Site coordinators are encouraged to write comments on delivery tickets to communicate consumers' likes and dislikes. Home delivered consumers were surveyed during their annual assessment and semi-annual call by the Options Counselor. Congregate meal participants were formally surveyed during the site monitoring visit. Surveys are compiled by the Quality Assurance Coordinator and shared with the meal provider. The meal provider also completes a yearly satisfaction survey of consumers.

SETAAAD met with the food vendor on a quarterly basis to discuss survey results. Menu items were removed or added based on consumer comments.

As part of quality control, the SETAAAD office receives the same hot home delivered meal as clients daily. The Director or designated staff consumes the meal and reports feedback to the Nutrition Program Coordinator. Issues are forwarded to the food vendor for resolution.

7. 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?

Each congregate meal site coordinator is required to complete monthly outreach to potential consumers. Five congregate meal sites are located in low-income, public housing in an attempt to reach the targeted population. Congregate meal sites are located in every county, with eleven sites located in rural counties. SETAAAD continues to explore new ways to reach those with the greatest social and economic need, especially in rural counties.

8. Describe your plan to ensure that services will not be disrupted in an emergency or in the event of the loss of a food provider.

Clients receive “emergency meals” to have on hand during weather related or other emergencies when meals cannot be delivered. These meals are shelf stable. Case managers, site coordinators and volunteers place well-check calls during emergencies to ensure clients are not in need or danger.

Throughout the COVID-19 pandemic, SETAAAD formed new partnerships with local restaurants and other agencies to ensure services were not interrupted despite increased need. The number of seniors needing meals quickly increased, tripling demand. SETAAAD is now in a better position to handle a crisis by utilizing these additional partners and looking beyond traditional methods of meal delivery.

Guardianship:

1. Complete the following table:

	2021 Calendar Year	2022 Calendar Year – Projected	2023 Calendar Year – Projected
Active Caseload	88	75	75

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

The Public Guardianship Program has maintained its volunteer base. Nine individuals serve in various capacities, i.e. advisory council members and friendly visitors. PG staff make presentations to social work and civic organizations to assure that district residents are made aware of the program and volunteer opportunities. Interested individuals are directed to the Volunteer Services Coordinator who is responsible for assuring volunteers are appropriately matched to opportunities.

National Family Caregiver Support Program (NFCSP) – Title IIIE

1. Complete the following table:

	FY 2021	FY 2022 – Projected (Served/Units)	FY 2023 – Projected (Served/Units)
<i># Served (Excluding Case Management, Information Services, and Information & Assistance)</i>	173	178	176
Units of Service <i>(Excluding Case Management, Information Services, and Information & Assistance)</i>	12,061	13,886	12,970

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

Respite care

The National Family Caregiver Support Program offers the following respite services for caregivers: short-term in-home respite, overnight respite, institutional respite, adult day care, personal care and homemaker service. For caregivers of minors innovative respite services, like tutoring, has been added to the menu of available services. Care plans are designed to leverage services in a manner that provides opportunity for respite. SETAAAD plans to offer caregivers some form of a voucher program as an alternative to utilizing traditional HCBS providers. Equipment and devices that assist the caregiver by reducing the care recipient’s dependence on them will be purchased for use by the care recipient.

Caregiver education and training, individual counseling, support groups

SETAAAD has trained additional staff and partners to lead Powerful Tools for Caregivers and has expanded the program to new caregiver populations, i.e. caregivers for those with intellectual or developmental disability and grandparents or older adult relatives of minors. SETAAAD continues to seek partners and venues to host caregiver educational workshops, ensuring that caregivers are informed about them. Currently we offer two Caregiver Support Groups that meet monthly. All newly enrolled caregivers receive an organizer filled with available resources and information that supports their caregiving responsibilities.

Supplemental services

SETAAAD will provide other services such as:

- Personal Emergency Response Systems
- Incontinent and personal care supplies
- Pest control services, including bed bug treatment
- home modifications
- nutritional supplements
- assistive devices
- specialized equipment
- vouchers

Information about available supportive services and Assistance with access

The FCSP Coordinator shares and assists caregivers with accessing resources. All newly enrolled caregivers receive an organizer filled with available resources and information that supports their caregiving responsibilities. A *Senior Directory* is distributed during the assessment and annual re-assessment. Information regarding SNAP benefits, MyRide or other transportation providers, SHIP, Low Income Home Energy Assistance Program, TN Senior Law Alliance, USDA Single Family Housing Repair Loans & Grants, Medicare Cost Sharing Programs, etc. are also shared during the annual assessment and as needed during semi-annual phone calls. A Caregiver Connection newsletter continues to be distributed quarterly. It includes additional resource information along with educational workshop opportunities and caregiver support group dates and times.

3. Describe plans for outreach that the AAAD will implement to ensure that caregivers are aware of the NFCSP and services it provides in an effort to increase the enrollment in the program.

Outreach activities include staff attending Health Council and Interagency meetings throughout the region, sharing program information with hospital social workers, rehabilitation facilities, home health care agencies, after school care providers, educators, courts, Department of Children's Services, Department of Human Services and United Ways.

4. Include strategies or plans that your AAAD will make to ensure that IIIIE funds are maximized to ensure that funds are expended by 92% of IIIIE funds by the end of FY 2023. Going forward, SETAAAD will determine and maintain an average monthly caseload of clients based on service utilization rates plus monthly accretion and deletion in the number of clients to ensure IIIIE funds are maximized and expended. In other words, new clients will be enrolled each month from the wait list to maintain the established caseload.

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.

The legal priority case that is most served in this area is that of Healthcare/Long term care with Powers of Attorney being the most requested service in this area. The other priority area with a significant number of cases is protection of income and assets.

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?

The legal priority areas addressed in question one represents the greatest need due to the limited income and assets of many senior citizens.

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?

Of the four populations identified in this question, the following represent less than 50 percent of those served through legal assistance: Clients in Poverty, Minority in Poverty, Rural, and Frail/Disabled.

The numbers served in those four populations may be increased by targeted outreach in those communities. The legal provider will target Minorities in Poverty by hosting clinics and appearing at speaking engagements in housing projects and at events attended by those for whom English is a second language. The legal provider will target individuals who live in rural areas by having an attorney or legal assistant be available one day every month at the courthouse in rural counties who can meet with those for whom travel to Chattanooga is difficult. The legal provider will also target the rural population by offering to speak at events in rural counties. The legal provider will target the Frail/Disabled population by speaking at nursing homes and assisted living facilities.

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

The legal provider may increase service to those identified populations by reaching out to individuals and groups in those communities. The legal provider will direct its resources as necessary to ensure that the identified legal priority needs in the public

service area are being met. SETAAD will invite the legal provider to participate in identified outreach activities.

Senior Centers

1. Complete the following table:

Senior Center	#Participants	#Low-Income	#Minority	#Rural	# English Limitation
Bledsoe County Senior Center	111	28	6	101	0
Bradley/Cleveland Senior Activity Center	254	157	26	85	2
Meigs Senior Activity Center	33	10	1	32	0
Eastgate Senior Activity Center	323	27	193	20	0
Gruetli-Laager Senior Center	23	9	0	22	0
McMinn Senior Activity Center	235	34	9	173	0
Copperbasin Senior Activity Center	34	5	0	21	0
Rhea Richland Senior Center	59	19	3	53	0
Sequatchie County Senior Citizens Center	39	9	0	36	0
Whitwell Senior Center	13	6	0	12	0

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

Each month the senior centers provide their activity calendars and participant attendance reports to SETAAAD. Attendance reports are entered into the SAMS database. During quarterly Senior Center Trainings, practical steps are discussed to improve outreach to target populations as well as innovative programming that would appeal to participants in target populations. Technical assistance is provided to Senior Center Directors and their Advisory Councils/Board of Directors. Lastly, Directors are encouraged to advertise their activities on local radio/television stations, social and print media most used by the target populations.

Emergency Preparedness

1. Name of Staff Person on the local emergency management team: Wendy Stewart
2. How is the agency's emergency plan communicated to staff?

The plan is available on the agency shared drive, as well as in print in the Director's office. A software program sends out notifications via telephone, text, and email as needed.

SHIP

1. Complete the following table:

	Grant Year 2021 (April – March)	Grant Year 2022 (April – March)	Grant Year 2023 (April – March)
# Client Contacts	8,783	16,364	11,581
# of Consumers Reached Through Outreach Events	724	2,700	11,581
# of Client Contacts Under Age 65	669	2,684	1,981
# of Hard to Reach Client Contacts	5,212	6,674	6,384
# Of Enrollment Contacts	8,782	16,364	11,581
# of Low Income/Medicare Savings Enrollment Assistance Contacts	8,709	15,036	3,240

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

- SHIP provided training for 12 Level III Counselors and 13 Level II Counselors.
- SE TN SHIP continued to strengthen partnerships with Memorial Hospital, Erlanger Hospital, Health Department and local senior centers. SHIP continued partnerships with Department of Human Services (DHS) offices in each of the 10 counties of our service region. DHS staff are trained as Level II Counselors and assists with Medicare Savings Program applications.
- SE TN SHIP is re-establishing host sites where beneficiaries can either meet one-on-one with a counselor either in person or virtually to discuss Medicare plan options.
- For the fifth year, SHIP hosted a UTC Social Work Intern during the Fall/Spring semesters to provide approximately 400 hours of SHIP/SMP/MIPPA related work and training.
- SHIP continues to grow partnerships with local government and industries to offer New to Medicare presentations at their retiree seminars. Partnerships include Electric Power Board (EPB), Hamilton County Government, University of Tennessee at Chattanooga (UTC), and Heatec.
- SHIP developed bi-monthly online presentation to outreach and educate Medicare beneficiaries on various topics.

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.
 - SE TN SHIP outreached to local disability attorneys and dialysis clinics to offer information and assistance about SHIP to beneficiaries under the age of 65.
 - SHIP will continue counseling at host sites across Southeast Tennessee in senior centers, community centers, churches, and health organizations, all of whom serve ethnic, disabled, and hard-to-reach populations. Also, two bilingual SETAAAD I&A/R specialists who can help serve those for whom English is a second language.
 - SETAAAD will strengthen its presence in communities by attending and providing support for health fairs, particularly the Chattanooga Minority Health Fair that has had in-person attendance of over 8,000 individuals in the past.
 - Either in-person or virtually, SETAAAD continues to attend senior expos and makes presentations to groups throughout the PSA to identify hard to reach populations.
 - To reach a greater portion of area low-income and minority Medicare beneficiaries, SHIP continues to partner with public transportation provider, Chattanooga Area Regional Transportation Authority (CARTA) to provide printed SHIP/SMP/MIPPA information to riders in their service areas. Rack cards were distributed in brochure racks on CARTA buses serving the greater Chattanooga area (approximately 5,000 passengers on weekdays). A large advertisement sign with the SHIP statewide phone number was placed in the interior of 10 CARTA buses.
 - SHIP/SMP will continue the partnership with local transportation authority, CARTA, to include regular presentations to their Care-A-Van Advisory Commission whose objective is to improve the quality of life and independence for people with disabilities through accessible transportation.
 - SE TN SHIP utilizes local minority print and radio outlets as outreach to underserved populations.
 - SE TN SHIP will continue the partnership with Hamilton County Health Department through the AIDS Drug Assistance Program that helps low-income HIV clients with limited or no health insurance.

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.

2022* OBJECTIVE	ACTUAL ACCOMPLISHMENT
<p>The Aging and Disability Resource Center (ADRC)/Single Point of Entry (SPOE) will provide outreach, counseling, screening and intake as well as referral services to low-income, minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas.</p>	<p>SETAAAD has marketed the ADRC/SPOE through a variety of outlets including urban, rural and ethnic/minority newspapers, radio stations, health fairs and television stations which reach the entire PSA. We continue to partner with the Senior Directory which details all the services available through the SETAAAD, including a dedicated page of services listed in Spanish - <i>Informacion en Espanol</i>. Distribution remains at 90,000 to 110,000 annually with a readership exceeding 275,000. We have two bi-lingual staff members, of which one represents SETAAAD with La Paz, a community resource for the growing Latino communities.</p>
<p>Assist low-income minority older individuals, and older individuals residing in rural areas to maintain independence through home and community-based services.</p>	<p>Provided 37 health fairs, programs and in-service trainings about AAAD Home and Community Based Services and Choices to home health and social service agencies with the goal to increase referrals from target populations.</p>
<p>Target low-income persons with limited English proficiency who need Single Point of Entry services.</p>	<p>We have interpretative services available by telephone and bi-lingual staff members, of which one represents SETAAAD with La Paz, a community resource for the growing Latino communities. The Senior Directory includes a dedicated page of services listed in Spanish - <i>Informacion en Espanol</i>.</p>

2022* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Reach out to low-income minority as well as non-minority rural residents with workshops and information about AAAD services.	In 2021, SETAAAD continued partnership with the Sequachee Valley Electric Coop (SVEC) in providing 800 resource bags in four of our rural counties.
Offer caregiver workshops to target low-income minority persons and residents of rural areas.	Support Groups and training were offered throughout our region for grandparents and other relatives raising children. Rural, minority and low-income populations are being reached. In Hamilton County, the majority of clients belong to minority groups In 2021, SETAAAD continued partnership with the Sequachee Valley Electric Coop (SVEC) in providing 800 resource bags in four of our rural counties.
Make a concerted effort to encourage an active lifestyle among low-income minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas.	AAAD staff conducted outreach through Facebook covering a multitude of topics ranging from resources available through the AAAD to falls prevention. 6 evidenced-based programs to promote and encourage a healthy lifestyle were also conducted.
Reach the targeted populations with education and counseling regarding Medicare and other insurance benefits along with assistance in obtaining medications not covered by insurance.	To reach a greater portion of area low-income and minority Medicare beneficiaries, SHIP partnered with public transportation provider, Chattanooga Area Regional Transportation Authority (CARTA) to provide printed SHIP/SMP/MIPPA information to riders in their service areas. Rack cards were distributed in brochure racks on CARTA buses serving the greater Chattanooga area (approximately 5,000 passengers on weekdays). A large advertisement sign with the SHIP statewide phone number was placed in the interior of 10 CARTA buses.

* 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 2023 – 2026

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.

Organization: The Title VI unit is comprised of the EEO/Title VI Coordinator with oversight by Executive Director of agency.

Duties of the Title VI Coordinator:

- Ensure that all new hire employees receive Title VI training, including a copy of the employee handbook during orientation.
- Ensures that all required postings are displayed in prominent locations.
- Ensures all employees receive training at least annually.
- Ensures procedures are in place to inform clients about their rights under Title VI.
- Coordinates investigations when necessary.
- Prepares and submits any reports as required.
- Ensures certain non-discriminatory status is included as appropriate in advertisements, publications, and job postings.
- Counsels employees regarding complaints of discrimination under Title VI, Title VII, the Americans with Disabilities Act, the Age Discrimination in Employment Act and other such Acts or rules as appropriate.

2. Complete the following table:

	FY 21	FY 22 - Projected	FY 23 - Projected
Total Individuals Served	18,904	19,849	20,841
Total Minority Individuals Served	3,362	3,496	3,636

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

Services for individuals with limited proficiency or who are non-English speaking will be provided by bi-lingual employees, partner agency staff, or Avaza Language Services Corp.

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

The complainant is given the option to file their complaint with the Southeast Tennessee Development District's Title VI Coordinator or the Tennessee Human Rights Commission. He/she must file in writing with the complainant's name, address, identity of witness if applicable, allegations described in detail and signature of complainant. The complaint form is provided on the Southeast Tennessee Development District website. It must be filed within 180 days of the date of the alleged discriminatory act. Upon receipt of a Title VI complaint, the Southeast Tennessee Development District's Title VI Coordinator will notify the Title VI Coordinator of the appropriate funding agency.

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

SETDD grievance procedure may be used by anyone who wishes to file a Title VI complaint alleging that he or she or any other program beneficiaries have been subjected to discrimination in his or her receipt of benefits and/or services from SETDD, or by a contractor or sub recipient on the grounds of race, color or national origin. These procedures do not deny the right of the complainant after completion of the Title VI complaint process to file a complaint with the state or federal agencies, or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law. This procedure applies to the CARCOG/Southeast Tennessee Development District (SETDD) applicants, participants, and service/training providers, and applies to all complaints where discrimination based on race, color, or national origin is alleged. The CARCOG/SETDD Title VI Coordinator will be available to assist in filing any complaint. Employee complaints will be addressed through procedures described in the CARCOG/SETDD Handbook. A Title VI Complaint Form may be found on SETDDs website or by contacting the Title VI Coordinator.

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

N/A

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.

SETAAD currently has 58 contractors, of which, 5 are minority owned which is 8% of the total. The total dollar amount expended with contractors in FY21 was \$3,403,528.42. The total dollar amount expended with minority contractors was \$130,538.50 or 3.8% of the total. FY22 YTD (latest financial report 1/31/2022) the total dollar amount expended with contractors was \$2,064,041.30. The total dollar amount expended with minority contractors was \$126,160.67 or 6.1% of the total expended.

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.

Prior to entering into a contract and during monitoring visits thereafter, the SETAAAD requires providers and grantees to demonstrate they have an effective Title VI compliance program by providing copies of non-discrimination policies and complaint procedures.

Contractors and Grantees of the AAAD must comply with Title VI of the Civil Rights Act of 1964. Standard provisions on equal employment opportunity are a part of each contract and agreement with the AAAD. The SETAAAD ensures all contractors have Title VI information presented to them regularly in the form of required postings and policy manuals. Non-discriminatory policies and complaint procedures are standard inclusions in all contractor policy and procedure manuals that are checked on a yearly basis to ensure adherence.

Each contractor and grantee is monitored on an annual basis to ensure compliance with all aspects of Title VI of the Civil Rights Act of 1964.

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 AAAD collaborates with community service programs and Health Councils in every county to disseminate information more effectively to minority populations about available programs.
 - Minority owned service provider agencies with which the AAAD contracts to provide services are active participants in receiving and sharing information with the communities in which we serve.
 - Annually, outreach efforts are targeted in rural, ethnic, and minority communities that provide specific information about access and information to residents in particular, the Chattanooga Minority Health Fair.
 - The AAAD publicizes its services, events and educational programs through radio stations and publications that serve a primarily minority audience. Rural newspapers and radio stations have also been used to reach this population.
 - b. How is diversity reflected in all aspects of area planning—programming, participants, personnel, service providers, governing/advisory entities?

- During FY21 and to date in FY22 the AAAD contracted or executed an MOU with 5 minority owned businesses to provide an array of services for seniors and adults with disabilities.
 - Minority persons make up 6% of the membership of the AAAD Advisory Council.
 - Minority individuals compose 19% of the AAAD staff. 86% percent of minority staff members are female.
 - As indicated in the county data (Exhibit A-2) there are 17,741 minority persons in the Southeast Tennessee region that are 65+. This represents 12% of the 60+ population in the southeast region.
 - GIS Mapping - The SETAAAD has access to ArcMap geographic information systems (GIS) software through the company, Esri. GIS is a mapping software that enables the agency to create maps that include census and other data sources. Census data can be presented spatially, that is, by census tract, block group, or block. That allows us to identify areas that have a high concentration of minorities, senior citizens, and low-income residents. The practical utility of these maps is enormous, allows the SETAAAD to identify areas for marketing and outreach efforts, or to identify areas most in need of senior transportation or affordable housing. Through the Community & Economic Development department at SETDD the SETAAAD develops maps and performs special studies.
 - CEDS – THE SETAAAD has access to a regional plan called the Comprehensive Economic Development Strategy (CEDS). Some of the key CEDS components include a demographic profile—which includes a detailed analysis of aging populations in our region—along with documentation of current economic conditions, a SWOT analysis, and emphasis on the importance of health care and aging since these have enormous economic implications and must be addressed for the long-term wellbeing of our region.
- c. What documentation or process is used by the Area Agency to document activities focused on increasing the representation and/or participation of minority populations in programs and services?
- The annual Quality Assurance assessment of senior centers is used to monitor progress toward reaching goals in serving minority populations.
 - The Annual SRT report to TCAD includes information about minority populations being served. This report is used to monitor outreach efforts to these populations and serves as the basis for planning for future success.

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
The Aging and Disability Resource Center (ADRC)/Single Point of Entry (SPOE) will provide outreach, counseling, screening and intake as well as referral services to low-income, minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas.	Market the ADRC/SPOE through a variety of outlets including distribution of 90,000 copies of the <i>Senior Directory</i> throughout the PSA, newspapers, radio, television, health fairs, workshops and other community information events that will reach the target populations	Community Outreach Manager or Designee
	Participate annually with the Minority Health Fair which is specifically designed to meet targeted populations.	Community Outreach Manager or Designee
	Maintain a bi-lingual staff member as part of the Information and Referral Staff	Director and Manager of Information Systems
	Provide in-service programs for home health agencies, hospital discharge staff, social service agencies, etc., who will share information with minority clients and patients	Community Outreach Manager or Designee

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Assist low-income minority older individuals, and older individuals residing in rural areas to maintain independence through home and community-based services.	Provide in-service training about AAAD Home and Community Based Services for home health and social service agencies with a goal of increasing referrals from target populations.	Community Outreach Manager or Designee
Target low-income persons with limited English proficiency who need Single Point of Entry services.	Bi-Lingual staff members to participate in La Paz, an agency serving those with limited English proficiency.	Community Outreach Manager and Manager of Information Systems
Reach out to low-income minority as well as non-minority rural residents with workshops and information about AAAD services.	Partner with the Sequachee Valley Electric Coop (SVEC) to provide workshops and information about AAAD services as part of the Senior Expos SVEC offers in four rural counties.	Community Outreach Manager and Manager of Information Systems
	Participate annually with the Minority Health Fair which is specifically designed to meet targeted populations.	Community Outreach Manager or Designee
Offer caregiver workshops to target low-income minority persons and residents of rural areas.	Partner with faith-based communities, other agencies, organizations, local governments and businesses to provide support groups and caregiver workshops.	Community Outreach Manager or Designee
	Conduct "Powerful Tools for Caregivers" in rural counties.	Community Outreach Manager or Designee
Make a concerted effort to encourage an active lifestyle among low-income minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas.	Work with senior centers to provide health screenings, exercise classes and other health promotions education programs.	Community Outreach Manager or Designee

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Reach the targeted populations with education and counseling regarding Medicare and other insurance benefits along with assistance in obtaining medications not covered by insurance.	Continue to recruit and train volunteers to serve in State Health Insurance Assistance Program host sites that are accessible to target populations.	SHIP Coordinator, SHIP Volunteer Coordinator and Volunteer Services Coordinator

AAAD STAFFING

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

See Exhibit D-1.1 for organizational chart. Refer to Exhibit H-2 for funding source.

2. List all new hires not included in the FY 2021 Area Plan Update. 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)

Nicole McCraw, Program Coordinator: National Family Caregiver Support Program
Full Time
Bachelor of Social Work

Ardyce Mercier, SHIP Volunteer Coordinator
Full Time
Bachelor of Science, Environmental Science

Joe Neale, Public Guardian for the Elderly
Full Time
Bachelor of Science, Psychology
Master of Education, Counseling
33 years of experience in Health and Human Services

Kristen Steele, Options Counselor
Full Time
Bachelor of Social Work

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

Beth Jones, Executive Director, Southeast Tennessee Development District

4. The total number of staff at the AAAD is: 37. Of the total number of AAAD staff the following are:
 - Age 60+: 7
 - Female: 33
 - Minority: 7
 - Disabled: 0

5. Provide the total number of FTE Options Counselors that manage an active caseload for OPTIONS, III-B In-home Services, III-C, and/or III-E.

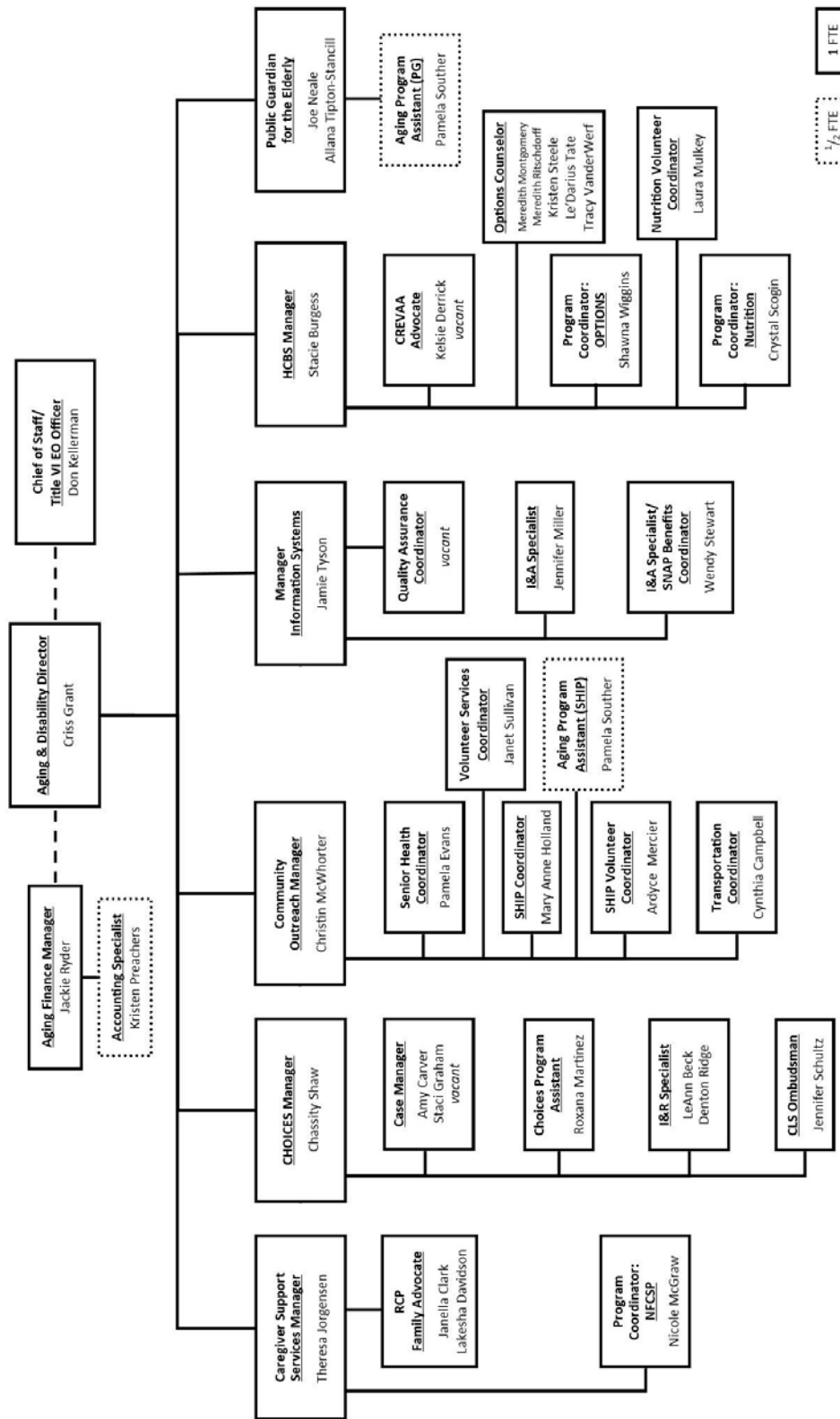
5.45

6. What is the average caseload for Options Counselors managing cases for OPTIONS, III-B In-home Services, III-C, and/or III-E?

185

7. What is your plan for increasing capacity in programs with regards to Options Counselor's caseloads as funding for programs increase?

SETAAD will have to add positions to increase capacity and manage caseloads.



1 FTE

1/2 FTE

**Training and Staff Development Plan
FY2022 (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	
Orientation Training for all	New Hires			As Needed
AAAD Staff Training	35			7/22, 10/22, 1/23, 4/23
Training for Contracted Providers		30		6/23
Title VI Training for Contracted Providers		60		6/23
SHIP – new volunteers			15	As needed
SHIP – All Active Volunteers			25	9/22, 4/23, Monthly Training Webinars
TCAD SHIP Volunteer Training			15	4/23
Meals on Wheels Annual Conference and Expo <small>(out of state)</small>	1			8/22
Senior Center Directors		10		9/22, 12/22, 3/23, 6/23
Nutrition Coordinators		20		9/21, 12/21, 3/22, 6/21
Nutrition Volunteers			75	4/23
Annual Alzheimer's Education Conference	10			As offered
AIRS Certification and Recertification Training	7			various training events throughout the year
National Guardianship Conference <small>(out of state)</small>	2			10/22
Conservatorship Association of Tennessee Conference	2			11/22

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
TCAD Annual Training for District Public Guardians	2			As required
SHIP Staff Training	2			As required
Aging & Disability CEU Training	4			Various times throughout the year
CHOICES Training	7			As required by TennCare
SETDD Staff Training	35			9/22, 12/22, 6/23
Title VI Training	35			6/23
TDDA	8			3/23
US Aging Annual Conference (<i>out of state</i>)	1-3			7/22
SE4A (<i>out of state</i>)	2-4			9/22
US Aging Policy Briefing (<i>out of state</i>)	1-3			3/23
SNAP Training	2	30		As required
CMS SHIP Training (<i>out of state</i>)	2-3			8/22
HCBS Conference (<i>out of state</i>)	2-3			8/22
AIRS Conference (<i>out of state</i>)	3-4			10/22, 4/23
ASA Conference (<i>out of state</i>)	2-4			4/23
NCOA Age + Action (<i>out of state</i>)	2-4			6/23
TCAD Volunteer Engagement Webinar Series	4			Monthly
Tennessee Federation for the Aging Conference	2-4	2-4		10/22
Tennessee Elder Justice Conference	2-4			5/23
SVTN Annual Training	2-3			As offered

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
Abbott, Ann	a. Age 60+ d. Resides in Rural Area f. Advocate for Older Persons m. General Public (County Representative)
Appelt, Otto	a. Age 60+ d. Resides in Rural Area e. Family Caregiver f. Advocate for Older Persons m. General Public (County Representative)
Arwood, Vic	a. Age 60+ d. Resides in Rural Area
Berry, David	d. Resides in Rural Area f. Advocate for Older Persons j. Business Community m. General Public (County Representative)

Members	Represents
Callaway, Jackie	a. Age 60+ f. Advocate for Older Persons m. General Public (County Representative)
Johnson, Peggy	a. Age 60+ d. Resides in Rural Area
Kling, Marcia	a. Age 60+ f. Advocate for Older Persons h. Advocate for Individuals with Disabilities j. Business Community m. General Public (City Representative)
Lewelling, Richard	a. Age 60+ d. Resides in Rural Area f. Advocate for Older Persons j. Business Community m. General Public (County Representative)
Randolph, Jacqueline	a. Age 60+ d. Resides in a Rural Area e. Family Caregiver f. Advocate for Older Persons
Reece, Regina	a. Age 60+ d. Resides in Rural Area f. Advocate for Older Persons m. General Public (County Representative)
Sapp, Suzanne	a. Age 60+ d. Resides in a Rural Area f. Advocate for Older Persons
Stockwell, Breanne	d. Resides in a Rural Area f. Advocate for Older Persons g. Service Provider for Older Persons j. Business Community
Tyler, Bobbie	a. Age 60+ b. Minority Age 60+ e. Family Caregiver f. Advocate for Older Persons h. Advocate for Individuals with Disabilities m. General Public (County Representative)
Valade, Dennis	a. Age 60+ d. Resides in Rural Area f. Advocate for Older Persons h. Advocate for Individuals with Disabilities

Members	Represents
Westmoreland, Jean	a. Age 60+ f. Advocate for Older Persons
Westmoreland, Robyn	f. Advocate for Older Persons

B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY 2019

(Up-dated annually)

Give Dates and Times of Scheduled Meetings

July 18, 2022 at 1:00 pm
September 19, 2022 at 1:00 pm
November 21, 2022 at 1:00 pm
January 23, 2023 at 1:00 pm
March 20, 2023 at 1:00 pm
May 15, 2023 at 1:00 pm

C. OFFICERS & OFFICE

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Jackie Callaway	Chair	
Dennis Valade	Vice-Chair	

D. ADVISORY COUNCIL BYLAWS

Attach Bylaws that show date of last review.

See Exhibit E-1.1

BY-LAWS
SOUTHEAST TENNESSEE ADVISORY COUNCIL ON
AGING AND DISABILITY

ARTICLE I
OFFICES AND SERVICE AREA

The name of this organization shall be the Southeast Tennessee Advisory Council on Aging and Disability, hereinafter referred to as the Council. Its central office shall be located at the Southeast Tennessee Development District, hereinafter referred to as Agency, at 1000 Riverfront Parkway, Chattanooga, TN, 37402, county of Hamilton.

The Council will serve the counties of Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie in the State of Tennessee.

ARTICLE II
OBJECTIVES

The objectives of the Council shall be to:

- A. Identify the needs and problems of the elderly, and adults with disabilities hereinafter referred to as service population
- B. Establish goals, objectives, and priorities for action
- C. Identify resources, which could be used to achieve goals, objectives and priorities
- D. Assist in determining the mechanism for utilizing resources to provide services
- E. Establish methods for prioritizing, evaluating, and monitoring programs
- F. Approve the Annual Area Plan

ARTICLE III MEMBERSHIP

Section 1. General Powers

The affairs and functions of the Council shall be managed by its members.

Section 2. Number, Qualifications and Tenure

The number of members of the Council shall not exceed 37. Each member must reside within the Service Area and be either a public or private representative of a Federal, State, or Local Agency or a representative of the service population. At least 51 percent of the membership shall be from the service population. Agencies receiving Administration on Aging funds and/or designated State of Tennessee funds will be allowed to recommend representatives as Ad-Hoc Council Members (without voting privileges). Tenure on the Council shall be for four years. Members may succeed themselves upon the approval of the members of the Council and the Agency administrative staff. Members will serve without compensation but may be reimbursed for mileage and/or parking as funds allow.

Section 3. Appointment and Vacancies

Membership will be confined to persons living within the boundaries specified in Article I. Members of the Council will be: Two Representatives from Bledsoe, Grundy, Marion, Meigs, Polk, Rhea, and Sequatchie Counties appointed by the County Mayor. Bradley County will have four members appointed by the County Committee on Aging. McMinn County will have four members appointed by the County Mayor. Hamilton County shall have six members: one appointed by the County Mayor and five appointed by the mayors of Walden, Signal Mountain,

Chattanooga, Lookout Mountain, Red Bank, Soddy Daisy, East Ridge, Ridgeside, Collegedale and Lakesite. The Commissioner representing the area on the Tennessee Commission on Aging and Disability and the AARP Representative shall also serve as Council members. A maximum of 7 members at large may be proposed by the Agency with such recommendations being individuals who have demonstrated leadership and interest in the field of aging and disability and approved by the Council membership; other agencies providing or having the potential to provide services to the service population will be represented on the Council with prior approval of the Council membership; and minority and disability representation at least in the proportion to the percentage of minority older population and adults with disabilities and recommended based upon demonstrated leadership in the field of aging and disabilities and approved by Council membership. The 7 members at large shall not exceed 2 persons from the same organization, business, or county to ensure diversity to the entire service area.

Council responsibilities and operation will be reviewed with each new member of the Council, and a copy of the By-Laws and documented procedures relevant to Council operation will be provided.

All Council members shall notify the Agency if he or she will be unable to attend a scheduled Council meeting. Any Council member shall be excluded from further participation in Council functions if he or she is absent from 3 consecutive regular meetings without just cause as defined in the Council's procedures. A Council member who is to be excluded from further participation shall be notified in writing

and may appeal the exclusion to the Council within 30 days of notification. The Council may overturn the exclusion based on the information provided.

The Agency staff will be responsible for filling vacancies in accordance with Section 3. Only one person per household may be a member of the Advisory Council.

Section 4. Regular Meetings

The Council shall meet on a schedule determined by the Council with the place and time being determined by the Chairperson. Written notification of the meeting will be given by the Agency.

Section 5. Special Meetings

Upon the written request of ten (10) members of the Council, or when the Chairperson deems it necessary, the Chairperson shall call a special meeting of the Council for the purpose of transacting any business designated in the call. The call for such special meeting shall be delivered to each member by mail at such address as he/she shall have previously designated not later than 10 days before the meeting. Telephone calls and/or electronic notification may be used as reminders but not in lieu of official written notification.

Section 6. Voting

Only official members shall have the right to vote. All votes shall be "vica voca" (the voice), except when a roll call vote has been requested by a voting member of the Council. Designated voting members are listed on the official Council membership list.

It is the responsibility of each Council member to notify the Council of any potential conflict of interest related to an issue under consideration as soon as such potential conflict becomes apparent to the member. Further participation in discussion or voting on the issue will then be in accordance with guidance from the Council.

Section 7. Action of Council

The rules contained in *Robert's Rules of Order, Revised* as published by the Scott-Forman Publishing Company, shall govern the proceedings of all meetings of the Council to the extent that such rules are not in conflict with these Bylaws.

1. The basic objective of the Council in dealing with relevant issues is to assure each member has the opportunity to verbally participate in the discussion with the purpose of arriving at a sound consensus that leads to the development of a Comprehensive Coordinated Delivery System for the service population.
2. The objective of reaching a sound consensus will be pursued by use of the best techniques of group discussion.
3. It is the guiding principle of this Council to make every reasonable effort to attain a unanimous decision on actions taken.

Section 8. Quorum

A quorum is 50% plus one of the voting members on the "Official Roll Call" of the Southeast Tennessee Advisory Council on Aging and Disability. A majority of members of the Council shall constitute a quorum for the purpose of conducting business. When a quorum is present, a majority of those present will decide all issues presented.

ARTICLE IV OFFICERS

Section 1. Number of Officers

Officers shall be appointed by the Executive Committee of the Board of Directors of the Southeast Tennessee Development District. The officers of the Council shall be a Chairperson and a Vice-Chairperson. Such other officers and assistant officers as may be deemed necessary may be elected or appointed by the Council. Officers shall be voting members of the Advisory Council.

Section 2. Term of Office

Each officer shall hold office until her/his successor shall have been duly appointed and shall have qualified or until her/his death or until he/she resigns or shall have been removed in the manner hereinafter provided.

Section 3. Removal

Any officer or agency may be removed by the Council whenever, in its judgment, the best interests of the Council and the people of its Service Area will be served thereby, for absenteeism as specified in Article III, Section 3, or if a named representative moves out of the service area.

Section 4. Vacancies

A vacancy in any office because of death, resignation, removal, disqualification, or otherwise may be filled for the unexpired portion of the term by the Executive Committee of the Southeast Tennessee Development District at the first meeting after the vacancy has occurred.

Section 5. Chairperson

The Chairperson shall preside over all meetings of the Council; establish the agenda for meetings in cooperation with the Director and staff of the Southeast Tennessee Area Agency on Aging and Disability; coordinate all affairs, programs, projects, and public relations activities; and appoint standing committees such as: Executive, Nominating, and Senior Center, and other committees as needed.

Section 6. Vice-Chairperson

The Vice-Chairperson shall preside over meetings in the Chairperson's absence; be responsible for the functioning of all committees; investigate any project not under jurisdiction of any committee; and perform other duties assigned by the Chairperson.

Section 7. Compensation

The officers shall serve without compensation.

**ARTICLE V
FISCAL YEAR**

The fiscal year of the Council shall begin the first day of July and end on the thirtieth day of June.

**ARTICLE VI
AMENDMENTS**

A By-Laws Committee of the Advisory Council will be named biannually at a regular meeting of each even year for the purpose of reviewing the By-Laws for any proposed

changes. Changes proposed by the By-Laws Committee will be mailed to each Council member two weeks prior to a regular meeting within an even calendar year for review and action at that meeting. The By-Laws may be amended by a two-thirds vote of a quorum of the Council members present at the meeting.

By-Laws may be amended more often, if needed, provided that the notification and quorum requirements noted above are met.

ARTICLE VII EFFECTIVE DATE

These Bylaws shall be effective upon their adoption.

ADOPTED: July 26, 1973

AMENDED: January 31, 1974
October 24, 1975
November 2, 1977
October 26, 1978
August 8, 1979
May 25, 1982
January 28, 2002
January 23, 2006
July 19, 2010
May 19, 2014
September 19, 2016
September 17, 2018
May 18, 2020

REVIEWED: July 18, 2016
September 17, 2018
May 18, 2020

Public Hearings on Area Plan

A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	March 14, 2022
Time(s) when hearing was held	11:00 am eastern
Place(s) where hearing was held	Southeast Tennessee Development District, Zoom and Conference Call
Was Place Accessible?	Yes
Type of Notice(s) or Announcement(s)	Notices were sent out to Advisory Council Members, Southeast Tennessee AARP representatives, and was posted on the SETAAD Facebook page.
Date(s) of Notices or Announcements (attach copy)	February 23, 2022

B. ATTENDANCE*

County	# of Advisory Council Members from County	Total from County**
Bledsoe	1	1
Hamilton	1	5
Marion	2	2
McMinn	1	1
Sequatchie	1	1
Total # Advisory Council Members in column 2	6	
Total Attendance*		10

* 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.

See Exhibit E-2.1

D. DESCRIPTION

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

NA

E. SUMMARY of PUBLIC COMMENTS

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

- An attendee asked about having local offices with information and resources, especially for caregivers. It was explained that senior centers funded by SETAAD serve as resource centers in their communities. After further discussion it was determined that the need described related more to improving processes among partners and having local resources for elder abuse/justice issues.
- An attendee asked about the change in funding between 4-year plans. The difference in amounts was not available at the time but could be researched and made available.
- An attendee commented on the need for affordable housing throughout the region that is supportive with wrap around services.
- An attendee commended the agency on their work.

F. SUMMARY of CHANGES

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

The following additions were made as a result of comments made during the Public Hearing.

- Strategy 1-4.9.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.
Measures/outcomes
 - i. At least one quarterly Senior Center training will cover elder abuse/justice services.
- Strategy 1-5.10.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.
Measures/outcomes
 - e. At least one quarterly Senior Center training will cover elder abuse/justice services.

Strategy 2-6.10. Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.

Measures/outcomes

- e. At least one quarterly Senior Center training will cover elder abuse/justice services.

Strategy 3-3.8. Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.

Measures/outcomes

- h. At least one quarterly Senior Center training will cover elder abuse/justice services.

NOTICE OF PUBLIC HEARING

SOUTHEAST TENNESSEE AREA AGENCY ON AGING AND DISABILITY

The purpose of the Public Hearing is to review the Southeast Tennessee four-year Area Plan for Aging & Disability including waivers being requested for Case Management, Nutrition, National Family Caregiver Support Program and Transportation.

The Area Plan is a requirement for programs and services funded by the Older Americans Act of 1965, as amended, and the Tennessee Commission on Aging & Disability. At these meetings, the public will have an opportunity to provide input that will be recorded in the Area Plan.

Monday, March 14, 2022
11:00 AM EST

IN-PERSON	VIRTUALLY VIA ZOOM
<p>Southeast Tennessee Development District</p> <p>1000 Riverfront Parkway Chattanooga, TN 37402</p>	<p>https://us02web.zoom.us/j/82577689822 Meeting ID: 825 7768 9822 Passcode: 750496</p> <p>Dial by your location +1 929 205 6099 US (New York) +1 312 626 6799 US (Chicago) Meeting ID: 825 7768 9822 Passcode: 750496</p>

THE PUBLIC IS WELCOME TO ATTEND





SOUTHEAST TENNESSEE AREA
AGENCY ON AGING AND DISABILITY

PUBLIC HEARING AGENDA

March 14, 2022

**1000 Riverfront Parkway
Chattanooga, TN
And available by Zoom and Conference Call**

AREA PLAN

July 1, 2022 through June 30, 2026

- I. Introductions**
- II. Older Americans Act and Services Funded Under the Act**
- III. Functions and Responsibilities of the Area Agency on Aging and Disability**
- V. The Area Plan**
 - A. Purpose and Time Period of the Area Plan
 - B. Why a Public Hearing is required
 - C. Review of Waivers
 - D. Review of Goals (National, State and Local)
 - E. Group Discussion
- VI. Adjourn**

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.

January 24, 2022

March 14, 2022

2. Attach an agenda of the Area Plan review meeting or describe the review process including any alternative measures that were taken to review the Area Plan due to COVID-19.

See Exhibit E-3.1

3. List of Advisory Council members in attendance at the review meeting or who were actively involved in the review process. If the plans were emailed to Advisory Council Members due to COVID-19 include those members who reviewed and process for accepting and reviewing comments received.

January 24, 2022

Ann Abbott, Otto Appelt, Vic Arwood, David Berry, Jackie Callaway, Cele Curtis, Marcia Kling, Richard Lewelling, Jacqueline Randolph, Suzanne Sapp, Bre Stockwell, Bobbie Tyler, Dennis Valade, Jean Westmoreland and Robyn Westmoreland

March 14, 2022

Vic Arwood, David Berry, Jackie Callaway, Peggy Johnson, Jacqueline Randolph, Bre Stockwell, Dennis Valade, Jean Westmoreland, Robyn Westmoreland and Kristi Wick

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

January 24, 2022

Questions were asked about TCAD indicating staffing and funding as significant challenges and how that affects SETAAAD. Two positions have been filled and currently there is one open CHOICES position. The ad will be re-worked for the position. SETAAAD has additional American Rescue Plan (ARP) funding through 2024, but funding is not adequate to meet the ongoing needs of the growing 60+ population.

Criss read the four goals of the state plan and noted how it changed from the previous plan.

Once there is more information a decision will be made regarding how to conduct public hearings in a safe manner that is accessible, whether it be in-person, virtual or both.

The Advisory Council continues to support objectives in the Area Plan related to senior centers and social/mental/financial health. Criss asked members to continue to think about any additional areas on which they would like to focus.

March 14, 2022

The Advisory Council reviewed the public comments discussed at the Public Hearing including how to access Adult Protective Services. A request was made to invite APS representatives to speak to the Advisory Council.

Advisory Council members suggested that SETAAAD could host a virtual senior center that could offer special programming once a month or quarterly and use breakout rooms during the virtual event with rooms for each senior center to promote events being held.

It was asked how those who are homebound could access and connect to technology. It was suggested that the Tech Goes Home project be adapted for homebound clients and utilize volunteers for one-on-one training.

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

The following comments were incorporated in the development of the Area Plan and additions were made as a result of comments made during the Advisory Council's review.

January 24, 2022

The Area Plan format had not been released at the time this meeting was held, however the Tennessee State Plan on Aging was reviewed and discussed for consideration of SETAAAD's Area Plan development. The Advisory Council prioritized areas of concern (Social Needs, Health/Healthcare Access and Transportation) to be specifically addressed during development of the Area Plan. It was determined that strategies to address these priorities should also address COVID-19 concerns.

March 14, 2022

The Advisory Council reviewed comments discussed at the Public Hearing and agreed with the need for improving processes among partners and making available local resources for elder abuse/justice issues.

- Strategy 1-4.9.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.
Measures/outcomes
i. At least one quarterly Senior Center training will cover elder abuse/justice services.
- Strategy 1-5.10.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.
Measures/outcomes
e. At least one quarterly Senior Center training will cover elder abuse/justice services.
- Strategy 2-6.10.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.
Measures/outcomes
e. At least one quarterly Senior Center training will cover elder abuse/justice services.
- Strategy 3-3.8.** Ensure senior center directors understand elder abuse/justice services and maintain the information as a resource to be shared.
Measures/outcomes
h. At least one quarterly Senior Center training will cover elder abuse/justice services.

The Advisory Council agreed that the objectives and strategies as written supported their recommendation for virtual programming and technology access and connectivity.

**Southeast Tennessee Advisory
Council on Aging and Disability**

January 24, 2022

1:00 pm

Phone Number: 1-800-201-2375

Participant Passcode: 996562

Please mute your phone until called upon. If your phone does not have a mute button, you can press *6 on your phone to mute/unmute yourself.

- | | | |
|-------|--|-----------------|
| I. | Welcome and Call to Order | Jackie Callaway |
| II. | Moment of Silence | |
| III. | Roll Call | Jamie Tyson |
| IV. | Approval of Minutes | Jackie Callaway |
| V. | The Area Plan | SETAAAD Staff |
| | a. The Basics – Older Americans Act | |
| | b. Advisory Council Input for Area Plan Update | |
| VI. | Director's Report | Criss Grant |
| | a. Tech classes | |
| | b. Tutoring services | |
| VII. | Old Business | Jackie Callaway |
| VIII. | New Business | Jackie Callaway |
| IX. | Announcements | Jackie Callaway |
| X. | Adjourn | Jackie Callaway |

Next Meeting: March 14, 2022

**Southeast Tennessee Advisory
Council on Aging and Disability**

March 14, 2022

1:00 pm

<https://us02web.zoom.us/j/82577689822>

Meeting ID: 825 7768 9822

Passcode: 750496

Or

Dial by your location

+1 929 205 6099 US (New York)

- | | | |
|-------|--|-----------------|
| I. | Welcome and Call to Order | Jackie Callaway |
| II. | Moment of Silence | |
| III. | Roll Call | Jamie Tyson |
| IV. | Approval of Minutes | Jackie Callaway |
| V. | The Area Plan | SETAAAD Staff |
| | a. Advisory Council Input for Area Plan Update | |
| VI. | Director's Report | Criss Grant |
| VII. | TCAD Representative Report | Dr. Kristi Wick |
| VIII. | Old Business | Jackie Callaway |
| IX. | New Business | Jackie Callaway |
| X. | Announcements | Jackie Callaway |
| XI. | Adjourn | Jackie Callaway |

Next Meeting: May 16, 2022

**Request for Waiver for FY2023-2026
Southeast Tennessee AAAD
DIRECT PROVISION OF SERVICES PROVIDED BY OLDER AMERICANS ACT
FUNDING**

Please check the service(s) for which the AAAD is requesting waiver(s) to provide the service(s) directly instead of through contracts with area service providers. Then, answer the related questions under each service checked.

X **Case Management** (also known as Service Coordination or Options Counseling)

1. List all agencies in the PSA that provide this service to elderly persons.
SETAAAD staff and Advisory Council have been unable to identify any agencies still in existence that provide conflict-free Case Management (CM). Service Coordination (SC) is provided by several agencies and is specific to the plan of care developed for their clients.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
CM/SC appears to be non-existent in the PSA, the AAAD is the only agency serving elderly and adults with disabilities that does not provide the in-home services for which CM/SC is provided; therefore, eliminating any conflict.
3. Explain how this service is directly related to the AAAD's administrative function.
The AAAD is charged with the overall implementation and coordination of home and community-based services (HCBS) provided through: OPTIONS for Community Living, National Family Caregiver Support Program, and Older Americans Act Title III-B Homemaker/Title III-C Home-Delivered Meals. The AAAD has a centralized, toll-free line where people are initially screened for eligibility for all HCBS programs, including TennCare's CHOICES in Long Term Care Program. Information & Assistance Specialists provide initial phone screenings, and HCBS Options Counselors provide in-home assessments and reassessments for these programs. All HCBS staff are under the general supervision of the AAAD Director (administration). This structure within the AAAD allows for staff to maintain the best interest of the consumer to promote independent living, while evaluating program goals and consumer benefits.
4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out on a unit cost contract. Include the AAAD cost per client for Case Management Services.
In FY21, the AAAD served 1,796 clients at an annual average cost of \$337 per client for 8.7 units of case management. The SETAAAD was unable to determine a unit cost for comparable services due to lack of conflict-free CM/SC providers in the PSA.

X **Nutrition Services Administration**

(Note: Nutrition Site Waivers are no longer required because 2015 State Law now requires a minimum of 10 participants at each site. This State Law cannot be waived; sites with fewer participants must be closed.)

1. List all agencies in the PSA that provide this service to elderly persons.
There are no other agencies in Southeast Tennessee providing the Title III Nutrition Program.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
SETAAAD currently serves as the Title III Nutrition Provider throughout the 10-county PSA, which is adequate to meet the need. There is currently no waiting list for Home Delivered Meals.
3. Explain how this service is directly related to the AAAD's administrative function.
If during the RFPA process, no other agency applies to serve as the Nutrition Provider, SETAAAD will ensure Title III congregate and home delivered meals are available to older adults throughout the PSA. SETAAAD is prepared to meet this need by continuing to serve as the Nutrition Provider for Southeast Tennessee.
4. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.
SETAAAD has nearly 20 years of experience directly managing the daily operations of the Nutrition Program. This includes: oversight of the meal provider to ensure cost effective, high quality meals; selecting congregate and home delivered sites to ensure availability and accessibility; and data collection and reporting to ensure compliance with state and federal requirements.

 Ombudsman

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain why it is a best practice for the AAAD to provide this service directly.

X **National Family Caregiver Support Program**

(Note: NFCSP provides supportive services such as information and assistance, case management, outreach, individual counseling, support groups, caregiver training, and respite care and supplemental services. AAADs that provide information and assistance, case management, outreach, individual counseling, support groups, and caregiver training directly must complete a waiver.)

SETAAAD directly provides all NFCSP services with the exception of individual counseling.

1. List all agencies in the PSA that provide this service to elderly persons.

No other agency provides these services in all ten counties of the SETAAAD PSA. Additionally, the AAAD is designated as the Aging and Disability Resource Center (ADRC) for this region of Tennessee. Inquiries for these services in our area are directed to SETAAAD.

2. Explain how the current level of service in the PSA is inadequate to meet the need. SETAAAD has served as the NFCSP provider throughout the 10-county PSA since the program's inception which is adequate to meet the need of those served. No other agency in Southeast Tennessee provides the level or combination of services for caregivers in all ten counties of our region.
3. Explain how this service is directly related to the AAAD's administrative function. As the ADRC/SPOE our toll-free I&A line is staffed by trained specialists who can provide everything from general information about community resources to completing a comprehensive screening for determination of programs and services best able to meet identified needs, including NFCSP.
4. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.
No other agency in Southeast Tennessee provides the level or combination of services for caregivers in all ten counties of our region. SETAAAD has an established provider network for Options and Title III HCBS. Options counselors from all programs work together to ensure client needs are met. If we contracted for these services then each caregiver would have to contact multiple sources for information and assistance. This creates an unnecessary burden for caregivers who are already taxed and stressed. By providing these services we are a one-stop shop that streamlines the entire process for all involved.

Legal Assistance

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the service capacity in the PSA is inadequate to meet the need.
3. Explain why the Legal Services Corporation funded agency serving the region does not have the capacity to meet the need.

Senior Center/Office on Aging

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.

X Other Transportation – MyRide Volunteer Assisted Transportation

1. List all agencies in the PSA that provide this service to elderly persons.
While there are transportation providers in the PSA, none provide door through door volunteer assisted transportation.
2. Explain how the current level of service in the PSA is inadequate to meet the need.

As reported in the statewide Older Adults Survey, there is a tremendous need for affordable transportation options. SETAAAD has replicated operations in Southwest and designated one full-time Transportation Coordinator.

3. Explain how this service is directly related to the AAAD's administrative function.
It is the responsibility of the SETAAAD to ensure needed services are available to older adults through innovative programs that support health and independence.
4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out.
The use of volunteers helps to ensure the program is cost effective.

SIGNATURES:

Cris Grant
AAAD Director

April 1, 2022
Date

Devin Jones
Chief Administrative Officer of Grantee Agency

April 1, 2022
Date

Jeekie Callaway
Advisory Council Chairperson

April 1, 2022
Date

**Request for Waiver for FY 2023-2026
Southeast Tennessee AAAD
FIVE DAY REQUIREMENT**

Background: The Older Americans Act requires that nutrition projects provide at least one meal per day for five or more days per week. TCAD, as State Unit on Aging, may authorize a lesser frequency under certain circumstances (42 USC 3030e; 42 USC 3030f). TCAD's implementation of this requirement is as follows:

- Sites located in counties containing only rural-designated areas (see Table 1 below) may serve meals less than five days per week by requesting a waiver from the site.
- Sites located in counties containing urban-designated areas (see Table 2 below) may serve meals less than five days per week provided that meals are served five days per week by the combined operations of all sites within the county.

If an AAAD wishes to request a waiver of the five day requirement for any of its sites per the criteria outlined above, please note in Column A: *Requesting Five Day Waiver for Site* of the Area Plan Nutrition Site Listing spreadsheet.

SIGNATURES:

Ciss Grant April 1, 2022
AAAD Director Date

Beth Jones April 1, 2022
Chief Administrative Officer of Grantee Agency Date

Jeekie Callaway April 1, 2022
Advisory Council Chairperson Date

ASSURANCES
Older Americans Act (2020) Assurances of Compliance

AREA PLANS

Sec. 306. (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, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual to older individual work), 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 and behavioral 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 with 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 re- siding 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, specifically including survivors of the Holocaust; 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 and behavioral health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral 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;
 - (H) in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and
 - (I) to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals;
- (7) provide that the area agency on aging shall, consistent with this section, facilitate the areawide 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;
 - (ii) and 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—

(A) 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 2019 in carrying out such a program under this title; and

(B) funds made available to the area agency on aging pursuant to section 712 shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in section 712;

(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;
- (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;
- (18) provide assurances that the area agency on aging will collect data to determine—
- (A) the services that are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019; and
 - (B) the effectiveness of the programs, policies, and services provided by such area agency on aging in assisting such individuals; and
- (19) provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019.
- (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;
- (K) protection from elder abuse, neglect, and exploitation;
- (L) assistive technology devices and services; and
- (M) 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.

(g) Nothing in this Act shall restrict an area agency on aging from providing services not provided or authorized by this Act, including through—

- (1) contracts with health care payers;
- (2) consumer private pay programs; or
- (3) other arrangements with entities or individuals that increase the availability of home and community-based services and supports.

SEC. 374. MAINTENANCE OF EFFORT.

Funds made available under this part 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

Southeast Tennessee Area Agency on Aging and Disability hereby gives full assurance that every effort will be made to comply with the regulations of the Older Americans Act.

SIGNATURES

Cris G. Gant
AAAD Director

Date April 1, 2022

Devin Jones
Grantee Agency Director

Date April 1, 2022

Availability of Documents

Southeast Tennessee 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 April 1, 2022



Grantee Agency Director

Date April 1, 2022

Title VI of the Civil Rights Act of 1964 Compliance

The Southeast Tennessee 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 Southeast Tennessee Area Agency on Aging and Disability.

Prohibited practices include:

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

The Southeast Tennessee 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

Cris Grant
AAAD Director

Date April 1, 2022

Bevin Jones
Grantee Agency Director

Date April 1, 2022

ADDITIONAL DOCUMENTS (*Attached*)

Exhibit Number

Title of Exhibit

H-1	Budget Area Plan
H-2	Personnel Area Plan
H-3	List of Subcontracting Agencies (draft)
H-4	List of Nutrition Sites (draft)

SETAAAD Area Plan Revision - OPTIONS 2.0 Funding

1. Complete the following table with current waitlist information:

Number of Individuals on OPTIONS Category A Waiting List	131
Number of Individuals on OPTIONS Category B Waiting List	201

2. Complete the following table with overall OPTIONS 2.0 funding projection:

	FY 2023 – Projected (Served/Units)
State – Options Allocation Amount	\$1,062,700
# Served	295
Units of Service	55,824

Describe the methodology for the projections listed above.

The projections above are based on average service utilization rates plus accretion and deletion in the number of clients.

3. OPTIONS 2.0 funding is intended to serve those currently on both the category A and B waiting lists for services, please describe your plan for addressing the individuals on the waiting list.

SETAAAD has implemented TCAD’s wait list policy and continues to evaluate best practices for maintaining accurate waiting lists which are updated at least annually. Consumers who may need more service than can be provided by OPTIONS are referred to the CHOICES Program. Although individuals are referred to other community resources and programs, needs are still unmet, and individuals are added to the wait list.

SETAAAD will no longer maintain a wait list for Title IIIB home and community-based services (HCBS). The ten percent maintenance of effort for IIIB in-home priority services will be used to provide services beyond respite for clients in the Alzheimer’s Respite Pilot. All referrals for HCBS will be added to the OPTIONS wait list.

SETAAAD has an established method that includes regularly evaluating care plan costs and reviewing program accretions and deletions to determine the monthly average for each so

that individuals are added to services based on priority score. Caseloads are managed within allocated funds.

4. Please outline overall strategies or plans that your AAAD will make to ensure that funds for both OPTIONS and OPTIONS 2.0 are maximized to ensure that funds are expended within the state fiscal year.

SETAAAD Options Counselors will continue to make regular follow up calls and reassess no less than yearly to determine care plan status based on needs. Care plans will be adjusted to ensure services provided are adequate to meet client needs while staying within budgeted allowable amounts. Options Counselors will continue to enroll new clients as funding allows. Financial reports will be monitored each month to ensure OPTIONS and OPTIONS 2.0 funds are spent by the end of FY 2023.

During the pandemic, SETAAAD provided additional services under the MDD that proved beneficial to clients, for example lift chairs, incontinence supplies, bedside commodes, therapeutic mattresses and home repairs. SETAAAD will continue providing such services using OPTIONS 2.0 funds.

5. If infrastructure changes need to occur with OPTIONS 1.0 funding, as a result of the additional OPTIONS 2.0 funding, please outline those changes below:

Infrastructure changes were noted in the Personnel Listing for the Area Plan. It is undetermined at this time if additional changes will be needed.

6. If additional types of services will be offered outside of Personal Care, Homemaker, In-home Respite, and Adult Day Care, please list additional services, projected budget and service amounts. Complete the following table:

Type of Service	FY 2023 – Projected (Budget Amount)	FY 2023 – Projected (Persons Served)	FY 2023 – Projected (Units Served)
Assistive Technology	\$18,750	60	75
Grocery Shopping	\$21,250	70	850
Home Modifications/Repair	\$36,000	10	10
Housing/Utility Assistance	\$21,250	30	30
Medical Equipment and Supplies (i.e. lift chairs, incontinence supplies, bedside commodes, therapeutic mattresses)	\$82,900	85	155
Transportation/Attendant Care	\$5,300	25	212
Chore Services-Team Clean	\$21,250	80	950

Describe the methodology for the projections listed above.

- Assistive Technology: Device (i.e., talking reminder clocks, medication dispensers, robotic pets, etc.) costing \$250 on average
- Grocery Shopping: Provides 12 shopping trips for 70 individuals
- Home modifications/home repair: Provided on a limited basis up to the care plan amount of \$7,000 to keep an individual, who declines regular in-home services or a provider cannot be brokered, safely in their home. It is anticipated the majority of repairs would be much less than \$7,000.
- Housing/Utility Assistance: Up to \$1,000 one-time assistance with deposits, rent, mortgage and/or utilities
- Medical Equipment and Supplies (i.e., lift chairs, incontinence supplies, bedside commodes, therapeutic mattresses): Based on prior year expenditures for equipment and supplies ranging in cost from \$75 - \$1,700.
- Transportation/Attendant Care: 4 hours twice a year for 25 individuals.
- Chore Services-Team Clean: One-time team cleaning services or other monthly chore services for 80 individuals.