

Chattanooga Area Regional Council of Governments  
Southeast Tennessee Development District



CHATTANOOGA AREA REGIONAL COUNCIL OF GOVERNMENTS/  
SOUTHEAST TENNESSEE DEVELOPMENT DISTRICT

RESOLUTION 2019-4

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 2020 update of the FY 2019-2022 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 member of the Executive Committee endorse and support the Goals and Objectives delineated in the aforementioned plan.

Adopted this the 26<sup>th</sup> day of March 2019.

  
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D. Gary Davis, Chairman

## SUBMITTAL PAGE

(X) Plan Update for July 1, 2019 - June 30, 2020

(X) Amendment (Date): April 1, 2019

This Area Plan for Programs on Aging and Disability is hereby submitted for the Southeast 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, program planning, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature: Ciss Grant Date: 3-29-19  
Area Agency Director

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

Signature: Heckie Callaway Date: March 15<sup>th</sup>, 2019  
Chair, Area Agency Advisory Council

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

Signature: Beth Jones Date: 3/26/2019  
Director, Grantee Agency

Signature: D. Langford Date: 3/26/2019  
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*

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Southeast Tennessee Area Agency  
on Aging and Disability

for the 10 Counties of the  
Southeast Tennessee Development District

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

## Plan for Program Development and Coordination

SETAAAD is proposing to use \$66,921 in Title III-B direct service funds to pay for Program Development and Coordination during FY 2020. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents 9% 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 and coordinate community programs that focus on healthy aging.

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

**Strategy 2.** Continue leadership of the CRHIC to improve the health and well-being of older adults by reducing avoidable hospital admissions and readmissions, improving medication safety/management and promoting care coordination.

**Strategy 3.** Support community partners who provide Diabetes Self-Management Program (DSMP) and Chronic Disease Self-Management Program (CDSMP) by maintaining current leader capacity.

**Strategy 4.** Lead or support efforts to improve falls prevention among older adults.

**Strategy 5.** Serve on the Senior Health and Aging Committee of the Regional Health Council.

**Strategy 6.** Coordinate SETN Senior Brain Games and promote other brain health activities.

**Strategy 7.** Lead in planning and implementation of a Regional Aging Conference.

**Strategy 8.** Continue Veteran's Directed Home and Community Based Services (VD-HCBS) with one designated staff member as the case manager.

**Strategy 9.** Serve on the Southeast BlueCare Community and Health Equity Advisory Panel.

**Strategy 10.** Provide staff to support CRHIC efforts in the following focus areas:

- End of Life/Palliative Care and Advance Directives
- Sepsis: Prevention and Early Identification
- Falls Prevention
- Representation on statewide Opioid workgroup

- Strategy 11.** Continue serving on the Elder Justice Coalition and the Coordinated Community Response (CCR) team hosted by the Family Justice Center.
- Strategy 12.** Continue attending Regional Health Councils in each county of the PSA.
- Strategy 13.** Serve on Chattanooga Health Disparities Task Force.
- Strategy 14.** Participate in social media campaigns that promote healthy living among older adults.
- Strategy 15.** Continue serving on the planning committee for the annual Book of Life - Living the Final Chapters conference.

**Objective 2.** Expand MyRide TN – Volunteer Assisted Transportation to the Southeast region.

- Strategy 1.** Identify community partners that can assist with expansion of volunteer transportation.
- Strategy 2.** Actively engage with community partners to identify volunteers.
- Strategy 3.** Continue serving on the Human Services Committee of the Transportation Planning Organization.
- Strategy 4.** Support a SETAAAD staff member as the Transportation Coordinator.
- Strategy 5.** Determine the best method for selecting additional locations.

**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.** Continue hosting 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.** Serve on the Southeast BlueCare Community and Health Equity Advisory Panel.
- Strategy 7.** Serve on the Senior Health and Aging Committee of the Regional Health Council.
- Strategy 8.** Continue partnership with the University of Tennessee at Chattanooga to provide student Internship opportunities within the AAAD.

- Strategy 9.** Participate in networking opportunities hosted by community partners (i.e. Senior Directory, Tennessee Society of Healthcare Social Workers, etc.).
- Strategy 10.** Continue serving on the Elder Justice Coalition hosted by the Family Justice Center.
- Strategy 11.** Continue partnership with APS through M-Team meetings and the Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program.
- Strategy 12.** Continue participation with Vulnerable Adult Protective Investigative Teams (VAPIT) to continue building relationships with District Attorneys, APS, and local law enforcement across the PSA.
- Strategy 13.** Serve on the Mayor's Council on Aging with the City of Chattanooga.
- Strategy 14.** Continue partnership 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 15.** Partner with the University of Tennessee at Chattanooga Department of Health & Human Performance to provide field-based experiences for students seeking a Master's in Public Health (MPH).

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

(Please limit your response to 3 pages)

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

### **Older Americans Act Funding**

#### ❖ Title IIIB Supportive Services:

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. This strategic approach to case management ensures that as clients are reassessed their service plans are reviewed and updated according to their needs in the most cost-effective manner based on the availability of funds. In addition, contracted providers continue to serve the needs of individuals within the PSA ensuring access to congregate meals with transportation, legal and ombudsman services.

Senior centers were supported using Title IIIB funds to implement innovative programming.

The City of Whitwell Senior Center was provided funding for grant that has allowed center participants to take important trips to the grocery store, pharmacy, doctors' appointments, and increased participation in senior center activities. Visibility of the van around the city of Whitwell has increased awareness about the senior center.

Due to our efforts in partnership with AARP and others, the City of Chattanooga's Mayor appointed a Council on Aging and Livability. The purpose of the Council is to ensure senior voices are heard and that Chattanooga is aging friendly.

#### ❖ Title IIIC Nutrition Services:

The SETAAAD continues to research 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.

- Successfully implemented changes to the nutrition program including securing a reduced meal rate, restoring previous reductions to congregate meal sites and service days, implementing pre-plated meals for all nutrition sites, thereby reducing operational costs and increasing food safety.
- Success of the Nutrition Program would not be possible without volunteers. 349 volunteers have served 10,630 hours within the first half of FY19. Volunteers deliver meals, serve at Congregate Sites, assist with fundraising events, provide safety checks, and provide opportunities for socialization for our clients who have no family or lack support.

- 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.
- ❖ Title IIID Disease Prevention & Health Promotion:
  - The SETAAAD has offered 7 evidence-based health promotion workshops serving approximately 81 unduplicated persons thus far in FY19 and are planning to conduct or support additional workshops. The impact of these programs can be seen in one's ability to better manage their own health care. Additional staff members and partners have been trained for a total of six certified in one or more of the following health programs: Stanford Medical University's Chronic Disease Self-Management Program, Diabetes Self-Management Program, Maine Health Care's Matter of Balance – Falls Prevention Program, and Powerful Tools for Caregivers.
  - We have added UTC as a partner to assist in delivering Falls Prevention programs by hosting an Occupational Therapy Intern.
- ❖ Title III E 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. Caregivers who are equipped with information about services and support often report they can better manage care for their loved one and care for themselves.

  - The NFCSP continues to offer a Family Caregiver Support Group that meets two times per month. Caregivers attend to gain knowledge on how to better manage stress and cope with challenges of caregiving.
  - Additional leaders were trained in *Powerful Tools for Caregivers* during FY19, including the NFCSP Coordinator.
  - 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.
- ❖ Title VII Elder Rights
 

SETAAAD continues to look for opportunities to support increased awareness and better understanding about the different types of elder abuse and ways to prevent them including the following:

  - The SETAAAD partners with the Chattanooga Hamilton County Family Justice Center (FJC) to coordinate and enhance court, law enforcement and community organizational responses for older community members who are experiencing abuse later in life. SETAAAD participates in activities related to their grant through the Department of Justice's Office on Violence Against Women, including developing a Coordinated Community Response (CCR) team for service providers of elderly and people with disabilities to identify gaps in services as well as implementing cross-training for victim service providers.
  - SETAAAD supported five Senior Center Directors to attend the Tennessee Federation for the Aging Conference in Pigeon Forge, Tennessee on November

27-29, 2018. The Directors participated in workshop sessions that focused on Elder Abuse Prevention and Awareness such as the Collaborative Response to Elder and Vulnerable Abuse program, The Many Faces of Medicare Fraud in Tennessee, and The Tennessee Elder Justice Coalition

- SETAAAD is a Title Sponsor for *The Book of Life Conference 2019 - Living the Final Chapters, Grief and Resilience*: A unique all-day training conference designed to equip area faith leaders and medical providers in offering holistic care at the end of life.

### **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 67 individuals in 8 counties. The Public Guardian continues to participate on the Vulnerable Adult Protective Investigation Team (VAPIT).
- A new Public Guardian Assistant has been hired effective April 1, 2019. The job description has been updated to include volunteer recruitment activities
- The Public Guardian attended the National Guardianship Association's 2018 conference.

### **Other**

#### ❖ SHIP:

- SE TN SHIP continued to strengthened partnership with Memorial Hospital, Erlanger Hospital, Health Department and local senior centers. SHIP expanded partnerships with Department of Human Services office to all 10 counties of our service region. DHS staff are trained as Level II Counselors and assists with Medicare Savings Program applications. SHIP staff and DHS supervisors work closely to improve seamless assistance for Medicare beneficiaries.
- SE TN hired a new SHIP Coordinator who has extensive experience working with Medicare and Medicare plan options. The experience of the new coordinator will assist SE TN SHIP in continuing to achieve performance measures set forth by TCAD.
- Currently SE TN SHIP has 18 active host sites where beneficiaries can sit with a counselor one-on-one to discuss Medicare plan options.
- 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.
- To reach a greater portion of area low-income and minority Medicare beneficiaries, SHIP partnered with two public transportation providers, Chattanooga Area Regional Transportation Authority (CARTA) and Southeast

Tennessee Human Resources Agency (SETHRA) 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) and on SETHRA vans that serve the 9-county area outside of Hamilton County. A large advertisement sign with the SHIP statewide phone number was placed in the interior of 10 CARTA buses.

## **FY 2019 Highlight of Accomplishments from Other Funding Sources**

(Please limit your response to 3 pages)

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

### **AOA-ALZHEIMER'S DISEASE PROGRAM INITIATIVE (ADPI)**

SETD/SETAAAD was awarded one million dollars through a grant/cooperative agreement with ACL. The three-year project, Capitalizing on Remaining Abilities of People with ADRD in Southeast Tennessee, will expand upon existing services to improve the quality of life for people with Alzheimer's disease and related dementia (ADRD), people with intellectual and developmental disabilities (IDD) with or at-risk for ADRD, and their caregivers. The project will be accomplished in partnership with the Orange Grove Center for Aging, Dementia and Longevity and the Alzheimer's Association Mid-South Chapter. The goal of this project is to improve the dementia capability of the community by delivering a system of services and supports designed to capitalize on a person's remaining abilities.

### **COMMUNITY FOUNDATION OF GREATER CHATTANOOGA**

Received funds in the amount of \$8,341.00 to provide meals to Seniors living within the inner-city area of Chattanooga.

### **MEALS ON WHEELS AMERICA**

For the tenth year running, the Meals on Wheels network participated in the Subaru Share the Love Event. From November 15, 2018 to January 2, 2019, 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.

The Southeast Tennessee Area Agency on Aging and Disability (SETAAAD) received a \$2,500.00 grant from Meals on Wheels America to support its client pet program, PAWS (Providing for Animals of Wonderful Seniors.) Funding was used to provide food, supplies and care for the pets of area clients, which can often be a financial and physical challenge for clients to do so on their own. In total, Meals on Wheels America has granted over \$200,000 to nearly 100 local Meals on Wheels programs through the *Meals on Wheels Loves Pets* initiative this year. Funding is made possible in part through a donation from the former Banfield Charitable Trust. To date, the grant program has distributed more than \$2.4 million in funding and pet food donations.

### **WORLD CHANGERS**

For the sixth year, SETAAAD/SETD partnered with World Changers to "Pack the Pantry" of Meals on Wheels recipients in Hamilton County. World Changers, founded in 1990, is a Christian organization that serves communities across North America by improving the homes of people who are unable to do so themselves. For two weeks, youth groups from all over the United States worked throughout the day rehabbing

homes in the Chattanooga area. Five hundred twenty-eight youth volunteers from World Changers and along with agency staff donated two evenings during those week-long projects to deliver groceries and friendly visits to one hundred fourteen Meals on Wheels recipients.

### **SANTAS FOR SENIORS**

*Santas for Seniors* was successful for the fourth 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. More than 1,200 gift bags were distributed to home delivered and congregate meal recipients across the Southeast Tennessee Region. Banks, churches, physician's offices, local retail stores, local Police Departments, and private businesses donated items for the bags.

### **HOME FIRE CAMPAIGN**

Each year, the Red Cross responds to an average of more than 62,000 disasters, the vast majority of which are home fires. On average, 7 people die every day from a home fire, most impacting children and elderly. 36 people suffer injuries as a result of home fires every day. Over \$7 billion in property damage occurs every year. The organization's Home Fire Campaign, conducted nationally in partnership with local fire-prevention agencies, seeks to increase the use of smoke alarms in neighborhoods with higher numbers of home fires; the program also encourages all Americans to develop and practice fire-escape plans.

The Red Cross continues to partner with SETAAAD to provide smoke detectors in the homes of Seniors throughout the 10-county service area. Volunteers, coordinators, and staff are trained on proper installation of smoke detectors.

### **TENNCARE CHOICES**

The Bureau of TennCare contracts with the SETAAAD to assist individuals applying for long term services and supports (LTSS) in their home or in a nursing home. SETAAAD staff conduct screenings, customer satisfaction surveys, face-to-face visits, Choice counseling, submit Pre-Admission Evaluation (PAE) documentation and Medicaid applications. Staff also serve as Community Living Supports (CLS) Ombudsman to assist LTSS members transitioning from nursing facility to community.

Choices has completed 561 home visits and 889 screenings for Choices through the end of January 2019.

### **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 additional services such as financial assistance, respite, and Whole Family Enrichment Activities. The families also receive case management, legal advocacy, community resource information, support group meetings, and referrals.

## 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.** Provide Information and Assistance services that are easily accessible through telephone, email, and the internet.

- Strategy 1.** Provide free and confidential information and assistance to individuals calling 1-866-836-6678/423-424-4256 in Southeast Tennessee.
- Strategy 2.** Identify additional information resources throughout the PSA.
- Strategy 3.** Maintain and update SETAAAD Resource Data.
- Strategy 4.** Provide information and updates for Statewide Resource Directory.
- Strategy 5.** Ensure that all I&A staff continue to be Alliance of Information and Referral Systems (AIRS) certified.
- Strategy 6.** Continue partnership with Senior Directory.
- Strategy 7.** Evaluate and update AAAD content in Senior Directory to ensure timely and accurate information.
- Strategy 8.** Advertise the I&A phone number throughout the region.

#### **Measures/outcomes**

- a. Assist 9,500 callers through the I&A line by June 30, 2020.
- b. At least monthly, research resources throughout the PSA.
- c. AAAD information will be published in two editions of the Senior Directory in FY20.
- 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, 2020.

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

- Strategy 1.** SETAAAD will provide opportunities for OPTIONS counselors and providers to participate in joint training designed to increase collaboration, resource sharing, and understanding of agency services.
- Strategy 2.** Review and improve case management processes including development and implementation of Action Plans that involve the individual and their family members, in-home assessment scheduling, six-month follow-up calls, and documentation in SAMS.

- Strategy 3.** Participate in AAAD case manager work groups coordinated by TCAD to review and revise policies and procedures for Action Plans.
- Strategy 4.** Ensure providers are delivering, documenting and invoicing for services as authorized and in accordance with OAA and State requirements.
- Strategy 5.** Action plans will be reviewed to determine the need for additional services.

**Measures/outcomes**

- a. SETAAAD will conduct at least one joint training by June 30, 2020.
- b. SETAAAD will conduct regular reviews of provider case notes and invoices.
- c. SETAAAD QA staff will conduct provider monitoring as required in FY20.
- d. Staff will attend TCAD case manager work group meetings as scheduled in FY20.
- e. Services will be increased as needs are identified.

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

- Strategy 1.** Continue and expand a sustainable volunteer assisted transportation program.
- Strategy 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 3.** Provide information to TCAD about transportation programs and mobility options in Southeast Tennessee.
- Strategy 4.** Support community partners that provide senior transportation.

**Measures/Outcomes**

- a. Volunteer Assisted Transportation will be implemented in at least three Southeast Tennessee counties by June 2020.
- b. Staff will attend meetings of the Chattanooga Transportation Planning Organization's Human Resources Committee as scheduled in FY20.
- c. Transportation data will be submitted to TCAD as requested.
- d. Staff will identify partnership opportunities to support senior transportation.

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

- Strategy 1.** Encourage senior centers to utilize technology and innovative outreach methods to increase the center's reach and serve more individuals.

- Strategy 2.** Encourage senior centers to outreach to isolated seniors through various formal and informal sources of referrals including local police department, fire departments, social service organizations, faith-based organizations, family, peers, senior housing complexes, and media.
- Strategy 3.** Encourage senior centers to increase intergenerational programming.
- Strategy 4.** Ensure senior centers are made aware of funding opportunities for creative arts programming.
- Strategy 5.** Encourage every senior center to sponsor a team for annual statewide Senior Brain Games competition.

**Measures/outcomes**

- a. At least one quarterly Senior Center training will cover the use of technology (i.e. Facebook, Instagram, Survey Monkey, etc.) in FY20.
- b. Survey senior centers to determine the level of capacity and willingness for use of technology by December 31, 2019.
- c. Majority of senior centers with a Facebook page or group will provide links to other resources and apps in FY20.
- d. SETAAAD will award at least one Intergenerational Innovation grant, to be determined by vote of the Advisory Council.
- e. Each senior center will outreach to at least one first responder agency (sheriff, police, fire department, churches, etc.) and educate regarding AAAD and senior center services by June 30, 2020.
- f. SETAAAD will forward available grant opportunities to senior center directors in FY20.

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

- Strategy 1.** Continue serving on the Elder Justice Coalition hosted by the Family Justice Center.
- Strategy 2.** Work with Family Justice Center to create or enhance services for older community members who are experiencing abuse later in life with funding from the Department of Justice's Office on Violence Against Women.
- Strategy 3.** 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 4.** Disseminate educational materials for "Keeping Tennessee Seniors Safe" in partnership with the Consumer Protection and Advocate Division of the Tennessee Attorney General's Office.
- Strategy 5.** Through partnership with AARP provide opportunities for seniors to learn about the Fraud Watch Network.

**Measures/outcomes**

- a. Staff will attend Elder Justice Coalition and CCR meetings as scheduled in FY20.
- b. Scam alert brochures will be readily available throughout FY20.
- c. Participate in FJC conference *Trauma-Informed Responses to Elder Abuse* in October FY20.

*Title III C*

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

- Strategy 1.** SETAAD will continue to seek innovative ways to provide cost effective meals in a manner that is flexible and responsive to consumer needs and preferences.
- Strategy 2.** Expand partnerships with local public and private sectors to ensure awareness of service opportunities available.
- Strategy 3.** Continue partnership with the Retired and Senior Volunteer Program to recruit volunteers to deliver meals.
- Strategy 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 5.** Develop marketing material specific to volunteer recruitment.
- Strategy 6.** Continue to use increased federal dollars to maintain direct service capacity for congregate and home-delivered meals.

**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 FY20.
- b. By June 2020, distribute volunteer recruitment marketing material.
- c. At least one quarterly Nutrition Site Coordinator training will cover successful strategies for recruiting, training, and utilizing volunteers by June 30, 2020.
- d. Continue to serve clients added in response to additional funds provided in FY19 throughout FY20.

*Title III D*

**Objective 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.** Develop new and strengthen existing partnerships to expand evidence-based programming in Southeast TN.
- Strategy 2.** Research additional evidence-based programming with emphasis on falls prevention.
- Strategy 3.** Identify contract staff to assist with sustaining evidence-based programs in the region.

- Strategy 4.** Support community partners who provide Diabetes Self-Management Program (DSMP) and Chronic Disease Self-Management Program (CDSMP) by maintaining current leader capacity.
- Strategy 5.** Continue providing Powerful Tools for Caregivers in Southeast TN.
- Strategy 6.** Support TCAD efforts to implement the Stay Active and Independent for Life (SAIL) program in the region.
- Measures/outcomes**
- a. At least two evidenced-based programs will be coordinated with partners by June 30, 2020.
  - b. The number of consumers participating in evidence-based training will be reported in the SAMS database at the conclusion of each program.
  - c. SETAAAD will provide reimbursement related to leader costs for regional SAIL volunteers.

*Title III E*

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

- Strategy 1.** Participate in TCAD quarterly phone calls with AAAD staff who oversee the National Family Caregiver Support Program (NFCSP) to discuss specific caregiving issues and how to best support the needs of caregivers facing these issues.
- Strategy 2.** Implement innovative ideas and models identified by TCAD to support family caregivers specifically around respite services.
- Strategy 3.** Continue providing Powerful Tools for Caregivers in Southeast TN.
- Strategy 4.** Continue to support the Tennessee Valley Region Relative Caregiver Program (RCP) that assists grandparents and other relative caregivers (age 55 and older) providing care for children under the age of 18.
- Strategy 5.** Ensure NFCSP case management and respite services are accessible, delivered efficiently and as authorized and in accordance with OAA and State requirements.
- Strategy 6.** Partner with Alzheimer's Association to host conferences that provide information on caregiving.
- Strategy 7.** Continue to provide family caregiver support groups.
- Strategy 8.** Partner with other community organizations to provide caregiver support and education.
- Measures/outcomes**
- a. Staff will participate quarterly in TCAD phone calls as scheduled in FY20.
  - b. SETAAAD will provide at least one Powerful Tools for Caregivers workshop by June 30, 2020.
  - c. SETAAAD will conduct regular reviews of provider case notes and invoices throughout FY20.

- d. SETAAD QA staff will conduct provider monitoring as required in FY20.
- e. Support appropriate RCP activities through NFCSP funding in FY20.
- f. Staff will identify partnership opportunities to support additional community caregivers.
- g. Sustain caregivers currently served through National Family Caregiver Support Program in FY20.

*Title VII*

**Objective 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.** Ensure data entered into the Ombudsmanager database is timely and accurately recorded.
- Strategy 2.** Conduct long-term care facility visits as required.
- Strategy 3.** Maintain a Volunteer Ombudsman Representative (VOR) program.
- Strategy 4.** Comply with updated Volunteer Ombudsman Representative (VOR) manual and training materials.
- Strategy 5.** Participate in volunteer on-line and face-to-face training led by the State Long-term Care Ombudsman.
- Strategy 6.** Participate in Regional Survey Team meetings as required.
- Strategy 7.** Attend Vulnerable Adult Protective Investigative Teams (VAPIT) as requested.
- Strategy 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 1.
- b. Quarterly visits will be conducted with each required facility within the district in FY20.
- c. Quarterly, the District LTC Ombudsmen will attend Regional Survey Team meetings in the East grand region in FY20.

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

- Strategy 1.** Provide comprehensive civil legal assistance free of charge to seniors age 60 and above.
- Strategy 2.** Leverage the private bar for referrals and pro bono opportunities to serve seniors.
- Strategy 3.** Means testing shall not be permitted in the provision of legal services.

**Measures/outcomes**

- a. Contracted legal services will provide a minimum of 450 hours of case work in FY20.

- b. The contracted legal service provider will assist at least 125 unduplicated individuals in FY20.
- c. The contracted legal service provider will refer no less than 35 individuals to the Pro Bono Project in FY20.

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

- Strategy 1.** Maintain a designated SETAAAD staff member as the Quality Assurance (QA) Coordinator.
- Strategy 2.** Create a schedule that tracks program and fiscal monitoring activities.
- Strategy 3.** Utilize TCAD approved monitoring tools to conduct QA visits.
- Strategy 4.** Conduct regular provider training.
- Strategy 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 FY20.
- b. SETAAAD QA staff will conduct provider monitoring as required in FY20.

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

**Objective 1.** Expand MyRide TN – Volunteer Assisted Transportation in the Southeast region.

- Strategy 1.** Identify community partners that can assist with expansion of volunteer transportation.
- Strategy 2.** Actively engage with community partners to identify volunteers.
- Strategy 3.** Continue serving on the Human Services Committee of the Transportation Planning Organization.
- Strategy 4.** Designate a SETAAAD staff member as the Transportation Coordinator.
- Strategy 5.** Determine the best method for selecting additional locations.

**Measures/Outcomes**

- a. Volunteer Assisted Transportation will be implemented in at least three Southeast Tennessee counties by June 2020.
- b. Staff will attend meetings of the Chattanooga Transportation Planning Organization’s Human Resources Committee as scheduled in FY20.
- c. Staff will identify partnership opportunities to support senior transportation.

**Objective 2.** Advocate for affordable, accessible housing with supportive services.

- Strategy 1.** Provide appropriate referrals to SETDD and other housing programs through THDA and ECD including the Emergency Repair for the Elderly (ERP) and CDBG HOME programs.
- Strategy 2.** Assist SETDD's Community Development Staff to seek funding and apply for grants to develop senior affordable housing.
- Strategy 3.** Promote the need of alternative housing and service models.
- Strategy 4.** Promote universal design principals.
- Strategy 5.** Encourage public and private development of suitable housing for older citizens and citizens with disabilities, designed and located consistent with their special needs and available at costs they can afford.
- Strategy 6.** Continue partnership with the Family Justice Center to explore opportunities for emergency housing.
- Strategy 7.** Maintain participation on community coalitions that address housing issues in the region.
- Strategy 8.** Ensure I&A staff remain up to date on housing and home modification resources available to assist seniors.

**Measures/outcomes**

- a. Staff will participate in meetings with the Family Justice Center as scheduled in FY20.
- b. Staff will represent SETAAAD at community meetings convened to discuss affordable, accessible housing needs as scheduled in FY20.

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

- Strategy 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.** 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 3.** Continue partnership with Department of Human Services to assist seniors and adults with disabilities apply for Medicare Savings Programs (MSP).
- Strategy 4.** Work with community partners to assist Medicare beneficiaries apply for Low Income Subsidy (LIS).
- Strategy 5.** Through partnership with AARP provide opportunities for seniors to learn about Financial Resilience.
- Strategy 6.** Disseminate educational materials for "Keeping Tennessee Seniors Safe" in partnership with the Consumer Protection and Advocate Division of the Tennessee Attorney General's Office.

**Strategy 7.** 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 TCAD for the SNAP Benefit program in FY20.
- b. SETAAAD will achieve the performance measures set forth by TCAD for SHIP in FY20.
- c. Staff and volunteers will participate in update training on financial assistance programs by June 30, 2020.

**Objective 4.** Advocate for and promote dental care for older adults in Southeast Tennessee.

**Strategy 1.** Advocate for older adults during meetings to update the Tennessee Department of Health's State Oral Health Plan.

**Strategy 2.** Advocate for older adults during community meetings addressing the issue of oral health.

**Strategy 3.** Participate in TCAD's efforts to bring together state programs, dental programs, and others to discuss access, affordability, and other issues and potential solutions concerning dental care.

**Measures/outcomes**

- a. Attend State Oral Health Plan meetings as requested by TN Department of Health in FY20.
- b. Staff will represent SETAAAD at community meetings convened to discuss oral health as scheduled in FY20.

**Objective 5.** Collaborate with community partners to identify opportunities to reduce food insecurity among older adults.

**Strategy 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.** 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, AARP Fresh Savings program).

**Strategy 3.** Identify partners for additional congregate sites to expand nutrition program as funding allows.

**Strategy 4.** Ensure the nutrition program is accessible, cost effective and delivered efficiently to serve the greatest number of older adults possible.

**Measures/outcomes**

- a. SETAAAD will achieve the goals set forth by TCAD for the SNAP Benefit program in FY20.
- b. Negotiate an affordable rate with contracted meal provider for FY20.

**Objective 6.** Support efforts for age-friendly and livable communities.

- Strategy 1.** Support local AARP initiatives that promote age-friendly and livable communities.
- Strategy 2.** Support efforts of SETDD planners to promote transportation mobility and accessible public spaces.
- Strategy 3.** Continue serving on the Human Services Committee of the Transportation Planning Organization.
- Strategy 4.** Continue Partnership with American Red Cross to install smoke alarms, provided through the Home Fire Campaign, in the homes of seniors throughout the PSA.
- Strategy 5.** Work with senior centers and other groups to encourage events that promote intergenerational activities.
- Strategy 6.** Continue serving on the Chattanooga Mayor's Council on Aging and Livability.

**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 FY20.
- b. Staff will participate in meetings of the Human Services Committee as scheduled in FY20.
- c. Install 100% of smoke alarms identified as needed in FY20.
- d. Staff will participate in meetings of the Chattanooga Mayor's Council on Aging and Livability as scheduled in FY20.

**Objective 7.** Support community partner responses to elder abuse, neglect, and exploitation.

- Strategy 1.** Continue Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program in partnership with Adult Protective Services (APS), law enforcement and District Attorneys within PSA.
- Strategy 2.** Continue serving on the Elder Justice Coalition hosted by the Family Justice Center.
- Strategy 3.** Work with Family Justice Center to create or enhance services for older community members who are experiencing abuse later in life with funding from the Department of Justice's Office on Violence Against Women.
- Strategy 4.** 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 5.** Disseminate educational materials for "Keeping Tennessee Seniors Safe" in partnership with the Consumer Protection and Advocate Division of the Tennessee Attorney General's Office.
- Strategy 6.** Continue participation on APS M-Team meetings.
- Strategy 7.** Continue participation with Vulnerable Adult Protective Investigative Teams (VAPIT) to continue building relationships with District Attorneys, APS, and local law enforcement across the PSA.

- Strategy 8.** SETAAAD will continue to report health care fraud, errors, and abuse to Senior Medicare Patrol (SMP).
- Strategy 9.** Through partnership with AARP provide opportunities for seniors to learn about the Fraud Watch Network.

**Measures/outcomes**

- a. SETAAAD will achieve the goals set forth by TCAD for the CREVAA program by June 30, 2020.
- b. Staff will attend Elder Justice Coalition and CCR meetings as scheduled in FY20.
- c. Scam alert brochures will be readily available throughout FY20.
- d. Staff will attend APS M-Team meetings as scheduled in FY20.
- e. Staff will attend VAPIT meetings as scheduled in FY20.
- f. Participate in FJC conference *Trauma-Informed Responses to Elder Abuse* in October FY20.

**Objective 8.** Cultivate partnerships with agencies that support underserved populations to promote services available through the AAAD.

- Strategy 1.** Implement statewide training resources provided by TCAD for I&A, senior center directors and service providers about inclusive service for the LGBTQ Community.
- Strategy 2.** Work with LGBTQ Community Partners for local resources.
- Strategy 3.** Increase outreach and communication efforts aimed at non-English speaking populations.
- Strategy 4.** Continue utilizing translated outreach tools for circulation with Spanish speaking consumers.
- Strategy 5.** Ensure efforts are made to include minority populations in health promotion activities, outreach, and partnerships.
- Strategy 6.** Continue to monitor reported data to ensure consumers represent the general population of the area.
- Strategy 7.** 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 FY20.
- b. SETAAAD staff will continue participating in LaPaz meetings and networking events as scheduled in FY20.
- c. SETAAAD will continue supporting and staff will attend the Annual Minority Health Fair in August 2019.
- d. Reports will reflect diversity in the consumers served.

**Objective 9.** Collaborate with community partners to advocate for Tennessee's older Veterans.

- Strategy 1.** Continue Veteran's Directed Home and Community Based Services (VD-HCBS) with one designated staff member as the case manager.

- Strategy 2.** Continue participation on the Southeast Tennessee Veteran's Coalition.
- Strategy 3.** 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 TCAD update training about VA referral programs as scheduled in FY20.
- b. Staff will attend SETN Veteran's Coalition meetings as scheduled in FY20.

**Objective 10.** Continue leadership of the Chattanooga Regional Health Innovation Coalition (CRHIC) which brings together over 40 partner organizations for the purpose of improving the health and well-being of older adults. The scope of work includes reducing avoidable hospital admissions and readmissions, medication safety/management and care coordination.

- Strategy 1.** Work with CRHIC leadership to coordinate regular meetings.
- Strategy 2.** Identify resources that promote evidence-based interventions and best practices.
- Strategy 3.** Provide staff to support CRHIC efforts in the following focus areas:
- o End of Life/Palliative Care and Advance Directives
  - o Sepsis: Prevention and Early Identification
  - o Falls Prevention
  - o Representation on statewide Opioid workgroup

**Measures/outcomes**

- a. Staff will coordinate quarterly meetings for the CRHIC in FY20.

**Objective 11.** Lead or support efforts to improve falls prevention among older adults.

- Strategy 1.** Support the Falls Prevention Workgroup under the CRHIC to address falls prevention initiatives for the region.
- Strategy 2.** Participate in the TCAD statewide Falls Prevention calls.
- Strategy 3.** Encourage members of the Falls Prevention Workgroup under the CRHIC to participate in the TCAD quarterly, statewide Falls Prevention call.
- Strategy 4.** Support evidence-based Falls Prevention programs as identified by TCAD.
- Strategy 5.** Through partnership with AARP, provide opportunities for seniors to learn about the HomeFit program.

**Measures/outcomes**

- a. Staff will participate quarterly in TCAD statewide Falls Prevention calls as scheduled in FY20.
- b. Staff will coordinate regular meetings of Falls Prevention Workgroup under the CRHIC in FY20.

**Objective 12.** Increase awareness of Medicare preventive services.

**Strategy 1.** Share Medicare preventive services information during SHIP and other community outreach events.

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

**Measures/outcomes**

- a. Staff will have Medicare preventive services information available for distribution throughout FY20.

**Objective 13.** Provide information about suicide prevention resources.

**Strategy 1.** Ensure staff are trained in QPR (Question – Persuade – Refer) curriculum.

**Strategy 2.** Determine opportunities to raise awareness about suicide prevention.

**Strategy 3.** Promote the message that help is available.

**Strategy 4.** Train aging network staff in the QPR (Question – Persuade – Refer) curriculum.

**Measures/outcomes**

- a. New staff will receive information about QPR during orientation as scheduled throughout FY20.
- b. Conduct suicide prevention social media campaign by June 30, 2020.
- c. At least one quarterly Senior Center training will cover QPR by June 30, 2020.

**Objective 14.** Collaborate with community partners through SHIP to provide consumers objective, one-on-one counseling and assistance with Medicare, Medicaid and other health insurance.

**Strategy 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.** Share Medicare information during SHIP and other community outreach events.

**Strategy 3.** Disseminate Medicare preventive services flyer as updated by TCAD.

**Strategy 4.** Continue partnership with Department of Human Services to assist seniors and adults with disabilities apply for Medicare Savings Programs (MSP).

**Strategy 5.** Work with community partners to assist Medicare beneficiaries apply for Low Income Subsidy (LIS).

**Strategy 6.** Coordinate annual training and recognition for SHIP volunteers.

**Strategy 7.** Implement an outreach campaign during open enrollment.

**Measures/outcomes**

- a. SETAAD will achieve the performance measures set forth by TCAD for SHIP in FY20.

- b. Staff will have Medicare preventive services information available for distribution throughout FY20.
- c. 100% of SHIP staff and volunteers will receive annual training as required by June 30, 2020.

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

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

- Strategy 1.** SETAAD will provide opportunities for OPTIONS counselors and providers to participate in joint training designed to increase collaboration, resource sharing, and understanding of agency services.
- Strategy 2.** Review and improve case management processes including development and implementation of Action Plans that involve the individual and their family members, in-home assessment scheduling, six-month follow-up calls, and documentation in SAMS.
- Strategy 3.** Participate in AAAD case manager work groups coordinated by TCAD to review and revise policies and procedures for Action Plans.
- Strategy 4.** Ensure providers are delivering, documenting and invoicing for services as authorized and in accordance with State requirements.

**Measures/outcomes**

- a. SETAAD will conduct at least one joint training by June 30, 2020.
- b. SETAAD will conduct regular reviews of provider case notes and invoices.
- c. SETAAD QA staff will conduct provider monitoring as required in FY20.
- d. Staff will attend TCAD work group meetings.

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

- Strategy 1.** Educate court officials and community partners about the Public Guardianship program.
- Strategy 2.** Implement required forms provided by TCAD.
- Strategy 3.** Maintain data spreadsheets that track Public Guardianship activities and timelines.
- Strategy 4.** Expand volunteer program.

**Measures/outcomes**

- a. Public Guardian information will be provided to each Clerk & Master annually by June 30, 2020.
- b. Spreadsheets will be monitored and updated monthly throughout FY20.
- c. Increase the number of program volunteers by June 30, 2020.

**Objective 3.** Ensure senior center services are accessible and delivered efficiently.

- Strategy 1.** Encourage senior centers to utilize technology and innovative outreach methods to increase the center's reach and serve more individuals.
- Strategy 2.** Encourage senior centers to outreach to isolated seniors through various formal and informal sources of referrals including local police department, fire departments, social service organizations, faith-based organizations, family, peers, senior housing complexes, and media.
- Strategy 3.** Encourage senior centers to increase intergenerational programming.
- Strategy 4.** Ensure senior centers are made aware of funding opportunities for creative arts programming.
- Strategy 5.** Encourage every senior center to sponsor a team for annual statewide Senior Brain Games competition.

**Measures/outcomes**

- a. At least one quarterly Senior Center training will cover the use of technology (i.e. Facebook, Instagram, Survey Monkey, etc.) in FY20.
- b. Survey senior centers to determine the level of capacity and willingness for use of technology by December 31, 2019.
- c. Majority of senior centers with a Facebook page or group will provide links to other resources and apps in FY20.
- d. SETAAAD will award at least one Intergenerational Innovation grant, to be determined by vote of the Advisory Council.
- e. Each senior center will outreach to at least one first responder agency (sheriff, police, fire department, churches, etc.) and educate regarding AAAD and senior center services by June 30, 2020.
- f. SETAAAD will forward available grant opportunities to senior center directors in FY20.

**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, health care access, and long-term care.**

**Objective 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 1.** Provide free and confidential information and assistance to individuals calling 1-866-836-6678/423-424-4256 in Southeast Tennessee.
- Strategy 2.** Serve as the Single Point of Entry (SPOE) for Long Term Services and Supports (LTSS).

- Strategy 3.** Identify additional information resources throughout the PSA.
- Strategy 4.** Maintain and update SETAAAD Resource Data.
- Strategy 5.** Ensure that all I&A staff continue to be AIRS certified.
- Strategy 6.** Continue partnership with Senior Directory.
- Strategy 7.** Evaluate and update AAAD content in Senior Directory to ensure timely and accurate information.
- Strategy 8.** Advertise the I&A phone number throughout the region.

**Measures/outcomes**

- a. Assist 9,500 callers through the I&A line by June 30, 2020.
- b. Assist 1,500 consumers through SPOE by June 30, 2020.
- c. At least monthly, research resources throughout the PSA.
- d. AAAD information will be published in two editions of the Senior Directory in FY20.
- 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, 2020.

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

- Strategy 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.** Assist elder and vulnerable adult victims of abuse with services provided through the CREVAA program in partnership with Adult Protective Services (APS), law enforcement and District Attorneys within PSA.
- Strategy 3.** 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.** Continue partnership with Department of Human Services to assist seniors and adults with disabilities in applying for Medicare Savings Programs (MSP).
- Strategy 5.** Work with community partners to assist Medicare beneficiaries in applying for Low Income Subsidy (LIS).
- Strategy 6.** Assist individuals in applying for CHOICES LTSS.
- Strategy 7.** Assist older adults and adults with disabilities to remain in their own homes by providing services through Options for Community Living.
- Strategy 8.** Assist homebound older adults by providing home delivered meals.
- Strategy 9.** Assist older adults to remain in their own homes by providing services through Title IIIB of the OAA.

**Strategy 10.** Assist caregivers caring of older adults and persons with dementia by providing respite services through the National Family Caregiver Support Program.

**Measures / outcomes**

- a. SETAAAD will achieve the goals set forth by TCAD for the SNAP program in FY20.
- b. SETAAAD will achieve the goals set forth by TCAD for the CREVAA program in FY20.
- c. SETAAAD will achieve the performance measures set forth by TCAD for SHIP in FY20.
- d. 100% of SHIP staff and volunteers will receive annual training as required by June 30, 2020.

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

**Strategy 1.** Utilize the “The State of Aging in Tennessee: A County by County Snapshot” to demonstrate issues affecting older adults.

**Strategy 2.** Participate in social media campaigns that focus on aging issues.

**Strategy 3.** Promote statewide webinars about aging issues.

**Strategy 4.** Continue to update and make improvements to the SETAAAD webpage.

**Strategy 5.** Utilize the TCAD Community Resource Guide to educate legislators, media and potential new partners about various aging topics.

**Strategy 6.** Evaluate and update AAAD content in Senior Directory to ensure timely and accurate information.

**Strategy 7.** Represent the needs of seniors by serving on community partner councils, coalitions and committees.

**Strategy 8.** Continue partnership with the University of Tennessee at Chattanooga to provide student internship opportunities within the AAAD.

**Measures/outcomes**

- a. Promote at least four social media campaigns by June 30, 2020.
- b. AAAD information will be published in two editions of the Senior Directory in FY20.
- c. SETAAAD staff will attend BlueCare Advisory Panel meetings as scheduled in FY20.
- d. SETAAAD staff will attend Elder Justice Coalition and CCR meetings as scheduled in FY20.
- e. SETAAAD staff will attend Senior Health and Aging Committee meetings as scheduled in FY20.
- f. SETAAAD staff will attend Chattanooga Health Disparities Task Force meetings as scheduled in FY20.

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

- Strategy 1.** Continue leadership of the CRHIC to improve the health and well-being of older adults by reducing avoidable hospital admissions and readmissions, improving medication safety/management and promoting care coordination.
- Strategy 2.** Through partnership with AARP, provide opportunities for seniors to learn about Financial Resilience.
- Strategy 3.** Support local AARP initiatives that promote age-friendly and livable communities.
- Strategy 4.** Educate SNAP applicants about using AARP's Fresh Savings program which encourages selection of fresh fruits and vegetables.
- Strategy 5.** Through partnership with AARP, provide opportunities for seniors to learn about the Fraud Watch Network.
- Strategy 6.** Through partnership with AARP, provide opportunities for seniors to learn about the HomeFit program.
- Strategy 7.** Support community partners who provide Diabetes Self-Management Program (DSMP) and Chronic Disease Self-Management Program (CDSMP) by maintaining current leader capacity.
- Strategy 8.** Coordinate SETN Senior Brain Games and promote other brain health activities.
- Strategy 9.** Participate in planning and implementation of a Regional Aging Conference.
- Strategy 10.** Lead or support efforts to improve falls prevention among older adults.
- Strategy 11.** Plan or support conferences, health fairs and other educational opportunities for older adults, caregivers and professionals to be informed about relevant aging issues.
- Strategy 12.** Assist in efforts to raise awareness about end of life care and advanced directives.

**Measures/outcomes**

- a. Staff will coordinate quarterly meetings for the CRHIC in FY20.
- b. Host quarterly AAAD/AARP-Tennessee Partnering Opportunities meetings in FY20.
- c. SETAAAD will provide staff to support CRHIC workgroups in FY20.
- d. SETAAAD will continue supporting and attending the Minority Health Fair in FY20.
- e. SETAAAD will designate staff to coordinate SETN Senior Brain Games in FY20.

## Program Planning for FY 2020

### Information & Assistance

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

- Attending and providing support for health fairs within the PSA, particularly the Chattanooga Minority Health Fair that has attendance of over 3,000 individuals.
- Attending 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.
- Hosting SHIP counseling sites
- Conducting face-to-face SNAP application assistance

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

- Complete the following table:

	FY 2018	FY 2019 – Projected (Served/Units)	FY 2020 – Projected (Served/Units)
<b>State – Options Allocation Amount</b>	\$1,074,000	\$1,074,000	\$1,074,000
<b># Served</b>	261	270	270
<b>Units of Service</b>	51,540.5	52,035	52,500

2. Complete the following table:

	<b>FY 2018</b>	<b>FY 2019 – Projected (Served/Units)</b>	<b>FY 2020 – Projected (Served/Units)</b>
<b>Federal – Title IIIB (In-home Services) Allocation Amount</b>	\$145,064	\$189,017	\$124,200
<b># Served</b>	133	160	127
<b>Units of Service</b>	8,797	9,211	6,052

3. Describe the methodology for the projections listed above.  
The projections above are based on average utilization rates.

4. Complete the following table:

<b>Number of Individuals on OPTIONS Waiting List</b>	438
<b>Number of Individual on Title IIIB Waiting List</b>	982

5. Describe your plan for addressing the individuals on the waiting list.  
SETAAAD 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 our waiting lists continue to grow.

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.

Our plan will be revised as appropriate when TCAD finalizes waitlist procedures.

6. What are your projections for the number of individuals on the waiting list for FY 2020?  
We anticipate our waiting list to decrease based on new procedures being implemented through a TCAD Program Instruction.

## **Title IIIC Nutrition Services**

1. Complete the following table:

<b>Provider</b>	<b>IIC Allocation</b>	<b>NSIP Allocation</b>	<b>Total Amount of Contract</b>	<b># Congregate Meal Sites</b>	<b># Projected Congregate Meals Served in FY 2020</b>	<b>#Projected Home Delivered Meals Served in FY 2020</b>
SETAAAD	1,044,700	149,500	1,194,200	14	81,142	130,590

2. Complete the following table:

<b>Service</b>	<b>Amount IIC Allocated</b>
Nutrition Counseling	\$0
Nutrition Education	\$750
Other Services (Describe): NA	\$0

3. 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 works closely with the current 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 strive 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.

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

We have a plan in place that ensures congregate sites will not suffer funding shortfalls, unless expected allocations are not provided. If that happened, many factors would contribute to a final decision on how to best handle the situation. Rural sites with less access to other means of socialization and resources would be given priority. Every effort would be made to ensure decisions were made in the best interest of consumers. Some possible solutions may be as follows:

- Encourage and assist sites to identify community support and involvement (i.e. asking businesses or churches to sponsor meals once a week, month, etc.)
- Meet with Advisory Council to seek input on ideas and suggestions on how to handle the situation within their own communities
- Reduction of service days until supplemental funds could be identified
- Consideration could be given to waiving certain requirements in order to take advantage of other funding and resources available in order to meet needs

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

Site coordinators are encouraged to write comments on delivery tickets daily in an effort to communicate consumers' likes and dislikes. Home delivered consumers are surveyed during their annual assessment and semi-annual call by the Options Counselor. Congregate meal participants are 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 in consumer comments.

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

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 ten sites located in rural counties. At this time, we do not plan to make any changes to existing congregate meal site locations.

7. Describe your plan to ensure that services will not be disrupted in an emergency situation. Clients receive "emergency meals" to have on hand during weather related 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.

## **Guardianship:**

1. Describe the agency's plan to continue efforts to build relationships with district probate Judges/Chancellors to ensure appropriate cases are referred to the PG Program.  
The Public Guardianship Program regularly provides printed materials to all Chancellors and Chancery Court officials in the 10-county service area to educate judicial staff on the guidelines of the program thereby assuring that appropriate individuals are referred. PG staff regularly communicate with health care providers serving program clients. As a result, these providers request PG Program services through the court system for appropriate individuals. Staff at Adult Protective Services and Legal Aid of East Tennessee are also provided guidelines of the program.
2. Describe the agency's plan to maintain or increase the number of volunteers.  
The Public Guardianship Program has maintained its current volunteer base. Ten individuals serve in various capacities, i.e. advisory council members, friendly visitors, and court-appointed Volunteer Guardians. PG staff make presentations to social work and civic organizations to assure that district residents are made aware of volunteer opportunities.

Volunteer recruitment responsibilities to the Public Guardian Assistant job description.

## **National Family Caregiver Support Program (NFCSP) – Title IIIE**

1. Prioritize the 5 top caregiver needs in your area and describe how the NFCSP will respond to those needs.  
According to Westat's *Outcome Evaluation of the National Family Caregiver Support Program* the services caregivers found to be the most helpful were as follows:
  - Respite care
  - Caregiver education and training, individual counseling, support groups
  - Supplemental services
  - Assistance accessing supportive services
  - Information about available servicesSETAAAD will respond appropriately as funds are available and needs are identified or requests for services are made.
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, adult day care, personal care, and homemaker service. SETAAAD is actively pursuing nursing facility contracts within the PSA to assure accessible in-patient respite. Action plans are designed to leverage services in a manner that provides opportunity for respite. For example, on days when personal

care and homemaker services are already being provided, additional time is authorized and reimbursed at the respite rate.

- **Caregiver education and training, individual counseling, support groups**  
SETAAAD has trained additional staff and partners to lead Powerful Tools for Caregivers and will be expanding the program to new caregiver populations, i.e. caregivers for those with intellectual or developmental disability. SETAAAD continues to seek partners and venues to host caregiver educational workshops, ensuring that caregivers are informed about workshops through public service announcements and postings on Facebook and the website. Currently we have support group that meets twice a month.
- **Supplemental services**  
If transportation is identified as a need, the Action Plan will include MyRide services where available.
- **Assistance accessing supportive services**  
The FCSP Coordinator ensures families that live within counties served by MyRide are connected to the service. They also assist with SNAP and other benefit applications.
- **Information about available services**  
The FCSP Coordinator shares resources with caregivers as they come available. Information regarding SNAP benefits, MyRide, SHIP, etc. are also shared during the annual assessment and as needed during quarterly phone calls.

### **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 protection of income and assets. Specifically, we represent many senior citizens who have been sued in court for debts. Our goal is to prevent a judgment being taken against the client or, in the alternative, to minimize the impact on the income and assets of the senior citizen if a judgment is taken against him or her.
2. Does the legal priority with the greatest number of cases represent the greatest need or is there another legal priority with fewer cases that should to be addressed through education efforts?  
The legal priority answered in questions 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: Minority in Poverty; Rural; and

Frail/Disabled. The numbers served in those three populations may be increased by targeted outreach in those communities. Legal Aid of East Tennessee targets 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. Legal Aid of East Tennessee targets 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. Legal Aid of East Tennessee also targets the Rural population by offering to speak at events in Rural Counties. Legal Aid of East Tennessee targets 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?

Legal Aid of East Tennessee may increase service to those identified populations by reaching out to individuals and groups in those communities. Legal Aid of East Tennessee will direct its resources as necessary to ensure that the identified legal priority needs in the public service area are being met. SETAAAD invites Legal Aid of East Tennessee to participate in identified outreach activities.

### **Ombudsman**

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

There are no additional goals beyond the scope of services outlined in contract #01574.

**Senior Centers**

1. Complete the following table:

<b>Senior Center</b>	<b>#Participants</b>	<b>#Low-Income</b>	<b>#Minority</b>	<b>#Rural</b>	<b># English Limitation</b>
Bledsoe County Senior Center	79	31	7	74	0
Bradley/Cleveland Senior Activity Center	129	79	15	31	2
Meigs Senior Activity Center	49	16	1	49	0
Eastgate Senior Activity Center	615	29	391	53	0
Gruetli-Laager Senior Center	52	18	1	50	0
McMinn Senior Activity Center	802	66	26	520	1
Copperbasin Senior Activity Center	65	12	2	48	0
Rhea Richland Senior Center	81	23	3	77	0
Sequatchie County Senior Citizens Center	52	21	1	49	0
Whitwell Senior Center	27	5	0	26	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 and print media most used by the target populations.

**Emergency Preparedness**

1. Name of Staff Person on the local emergency management team: Terry Woods

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:

	<b>FY 18</b>	<b>FY19 – Projected</b>	<b>FY20 - Projected</b>
<b># Client Contacts</b>	14,167	10,772	10,772
<b># of Consumers Reached Through Outreach Events</b>	12,830	10,772	10,772
<b># of Client Contacts Under Age 65</b>	2,583	2,104	2,104
<b># of Hard to Reach Client Contacts</b>	6,028	3,240	3,240
<b># Of Enrollment Contacts</b>	12,830	10,772	10,772
<b># of Low Income/Medicare Savings Enrollment Assistance Contacts</b>	2,650	1,210	1,210

2. Describe your efforts to increase the number in each column in the table above.
- In September 2018, SHIP provided Level III Counselor training for 6 persons.
  - SE TN SHIP continues partner with Memorial Hospital, Erlanger Hospital, Health Department and local senior centers. SHIP expanded partnerships with Department of Human Services office to all 10 counties of our service region. DHS staff are trained as Level II Counselors to assist with Medicare Savings Program applications.
  - Currently SE TN SHIP has 18 active host sites where beneficiaries can sit with a counselor one-on-one to discuss Medicare plan options.
  - For a second 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.
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.
- SHIP has host sites across Southeast Tennessee, and holds memorandums of understanding with area government agencies, senior centers, community centers, churches, and health organizations, all of whom serve ethnic, disabled, and hard-to-reach populations. Also, two bilingual SETAAAD I&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 attendance of over 8,000 individuals. As well as attending senior expos and

making presentations to groups throughout the PSA including La Paz, an organization dedicated to serving Chattanooga's Latino population.

- To reach a greater portion of area low-income and minority Medicare beneficiaries, SHIP partnered with two public transportation providers, Chattanooga Area Regional Transportation Authority (CARTA) and Southeast Tennessee Human Resources Agency (SETHRA) 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) and on SETHRA vans that serve the 9-county area outside of Hamilton County. A large advertisement sign with the SHIP statewide phone number was placed in the interior of 10 CARTA buses.
- SE TN SHIP will utilize local minority print and radio outlets as outreach to underserved populations.

## Targeting Status Report

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

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

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
<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 has increased from 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. SETAAAD is a major sponsor of the Minority Health Fair. Over 4,000 individuals attended the 16<sup>th</sup> annual event in August 2018.</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 76 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. SETAAAD is a major sponsor of the Minority Health Fair. Over 4,000 individuals attended the 16<sup>th</sup> annual event in August 2018.</p>

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Target low income persons with limited English proficiency who need Single Point of Entry services.	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> .
Reach out to low-income minority as well as non-minority rural residents with workshops and information about AAAD services.	The SETAAAD partnered with the Sequachee Valley Electric Coop (SVEC) in providing four workshops with classes and information about AAAD services as part of SVEC's Senior Expo series in four of our rural counties. AAAD staff presented SNAP and Relative Caregiver Programs. SETAAAD is a major sponsor of the Minority Health Fair. Over 4,000 individuals attended the 16 <sup>th</sup> annual event in August 2018.
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. The SETAAAD partnered with the Sequachee Valley Electric Coop (SVEC) in providing four workshops with classes and information about AAAD services as part of SVEC's Senior Expo series in four of our rural counties. AAAD staff presented SNAP and Relative Caregiver Programs.
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 organized 7 evidenced-based programs, of which, 1 were conducted in the senior center of rural counties.

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Reach the targeted populations with education and counseling regarding Medicare and other insurance benefits along with assistance in obtaining medications not covered by insurance.	The SHIP staff targeted rural populations through county host sites and low-income minority populations through host sites that serve a large number of African Americans (Eastgate Senior Center). To reach a greater portion of area low-income and minority Medicare beneficiaries, SHIP partnered with two public transportation providers, Chattanooga Area Regional Transportation Authority (CARTA) and Southeast Tennessee Human Resources Agency (SETHRA) 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) and on SETHRA vans that serve the 9-county area outside of Hamilton County. A large advertisement sign with the SHIP statewide phone number was placed in the interior of 10 CARTA buses. SETAAAD is a major sponsor of the Minority Health Fair. Over 4,000 individuals attended the 16 <sup>th</sup> annual event in August 2018.

\* Last complete 12-month period.

## Targeting Plan, Title VI

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

1. Organization of the Civil Rights Office – Describe the organization and staffing of your agency’s Civil Rights/Title VI unit. Outline the duties and responsibilities of the Title VI Coordinator.

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 18	FY 19 - Projected
Total Individuals Served	17,211	18,416
Total Minority Individuals Served	2,429	2,599

3. Describe the manner in which persons with limited English proficiency are served by the agency.
4. Services for individuals with limited proficiency or who are non-English speaking will be provided by bi-lingual employees, partner agency staff, or telephone language interpretative services.
5. 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.

- 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

- 6. 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 37 contractors, of which, 3 are minority owned which is 8% of the total. The total dollar amount expended with contractors in FY18 was \$2,37,053.07. The total dollar amount expended with minority contractors was \$159,339.59 or 7% of the total. FY19 YTD (latest financial report 2/28/19) the total dollar amount expended with contractors was \$2,066,050.60. The total dollar amount expended with minority contractors was \$141,085.75 or 7% of the total expended.

- 7. 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.

8. There is a need for a clear understanding of the demographic diversity of a region and methods to provide information and education to the underserved populations even when there are waiting lists, there are other opportunities/resources unknown to these groups. List the strategies to achieve this outreach within those identified communities.
  - a. Describe how the Area Agency plans and coordinates activities to disseminate information about services and programs to minority populations in the planning and service area?
    - The AAAD collaborates with community service programs 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 local residents. In particular, the Chattanooga Minority Health Fair that has reported attendance of over 8,000 individuals.
    - 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 FY18 and to date in FY19 the AAAD contracted or executed an MOU with 3 minority owned businesses to provide an array of services for seniors and adults with disabilities.
    - Minority persons make up 5% of the membership of the AAAD Advisory Council.
    - Minority individuals compose 11% of the AAAD staff. 100% percent of minority staff members are female.

- As indicated in the county data (Exhibit A-2) there are 17,726 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 (see Exhibit B-6.1), senior citizens (see Exhibit B-6.2), and low-income residents (see Exhibit B-6.3). 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.

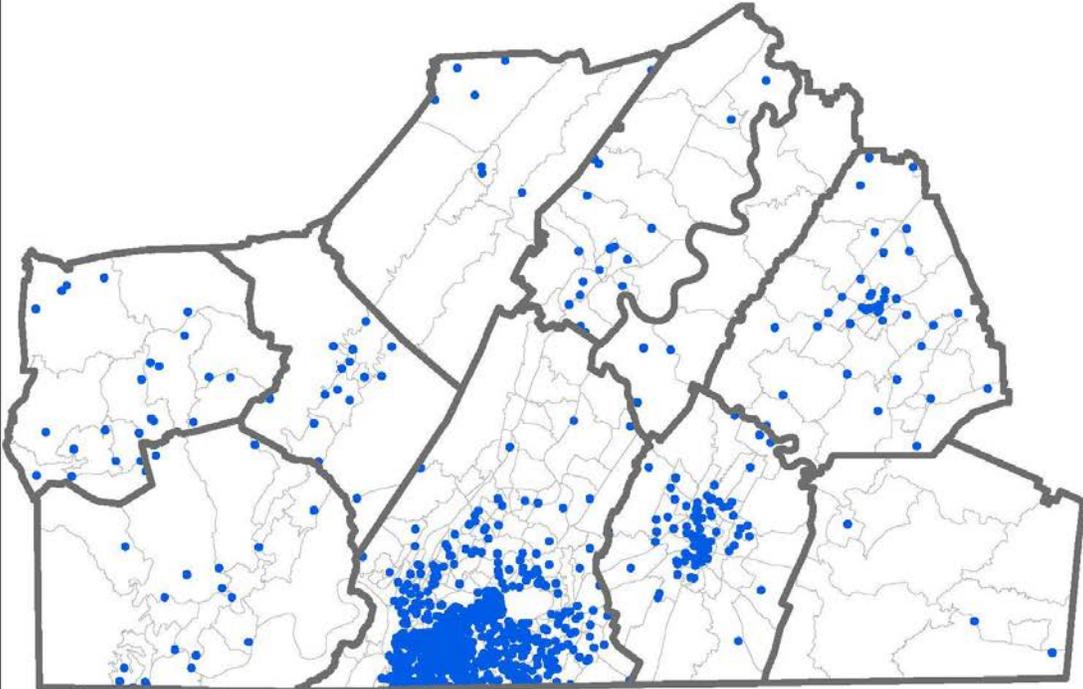
NOTE: Objectives and Tasks/Activities should cover Older Americans Act programs and may cover **all statewide programs** such as Single Point of Entry Marketing or SHIP.

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 See Exhibits C-4.2.	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 and SHIP Volunteer Coordinator

### SETAAD Region Distribution of Minority Population



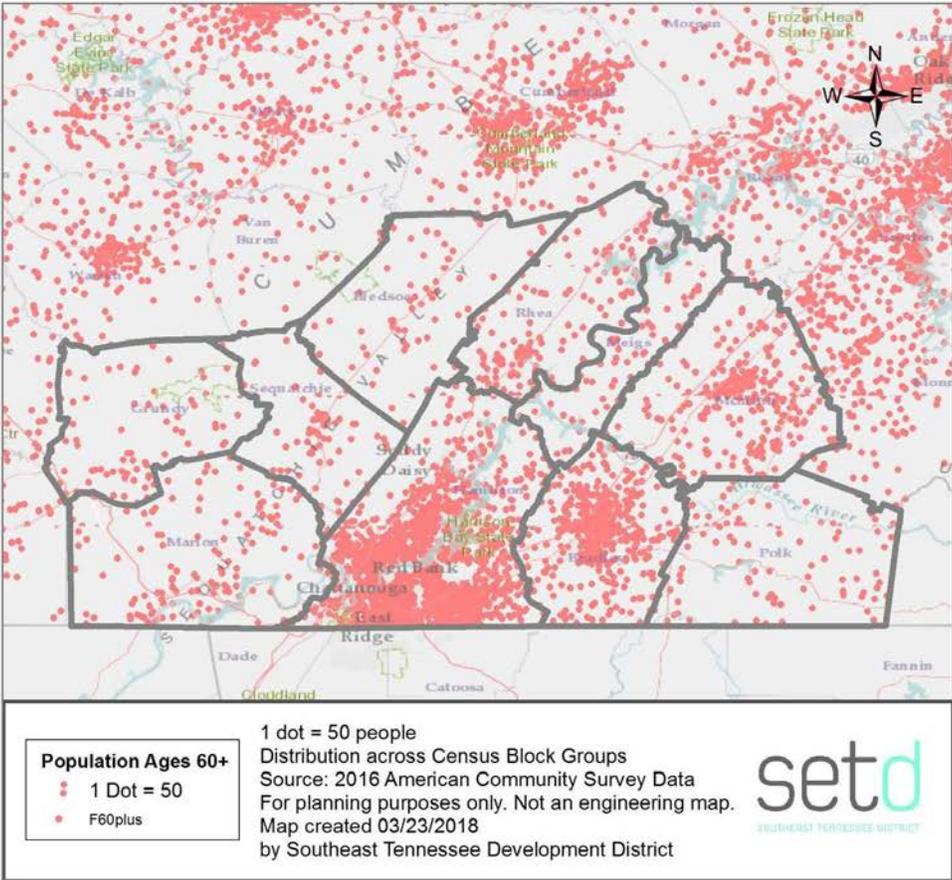
Total Regional Non-White Population: 107,742  
Total Regional Black Population: 77,573

**Legend**

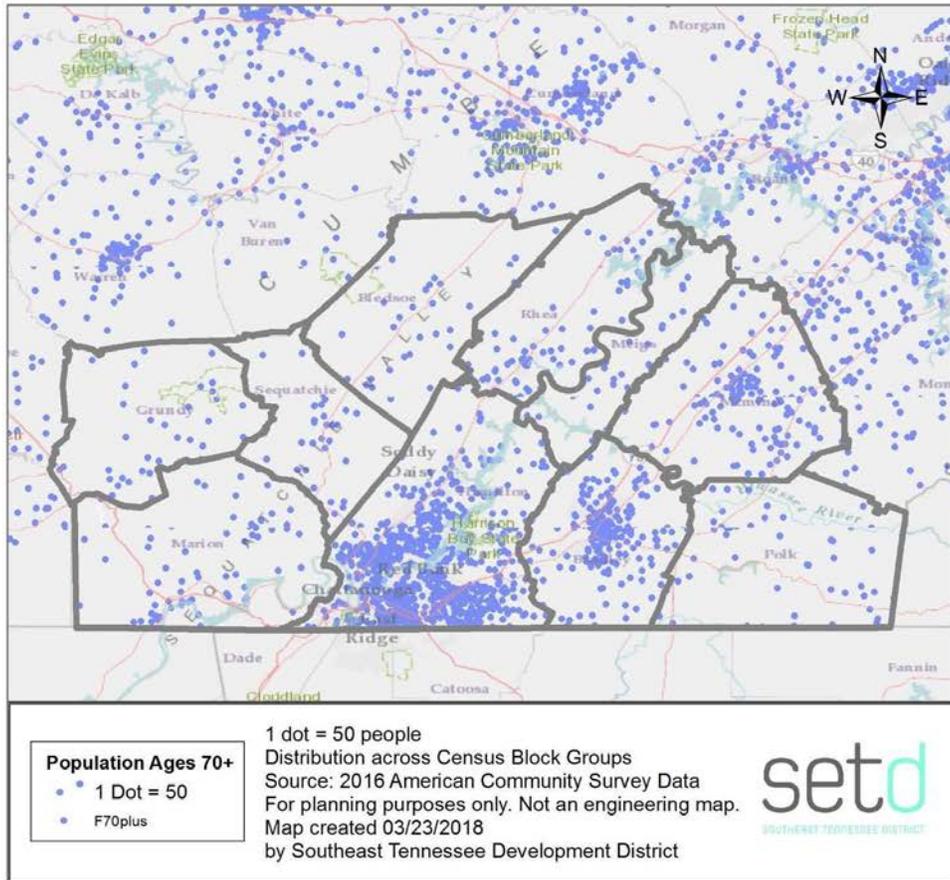
- 1 Dot = 100
- Non-White Individuals

Distribution: 2010 U.S. Census Block Groups  
Source: 2015 American Community Survey  
Map created 3/17/17

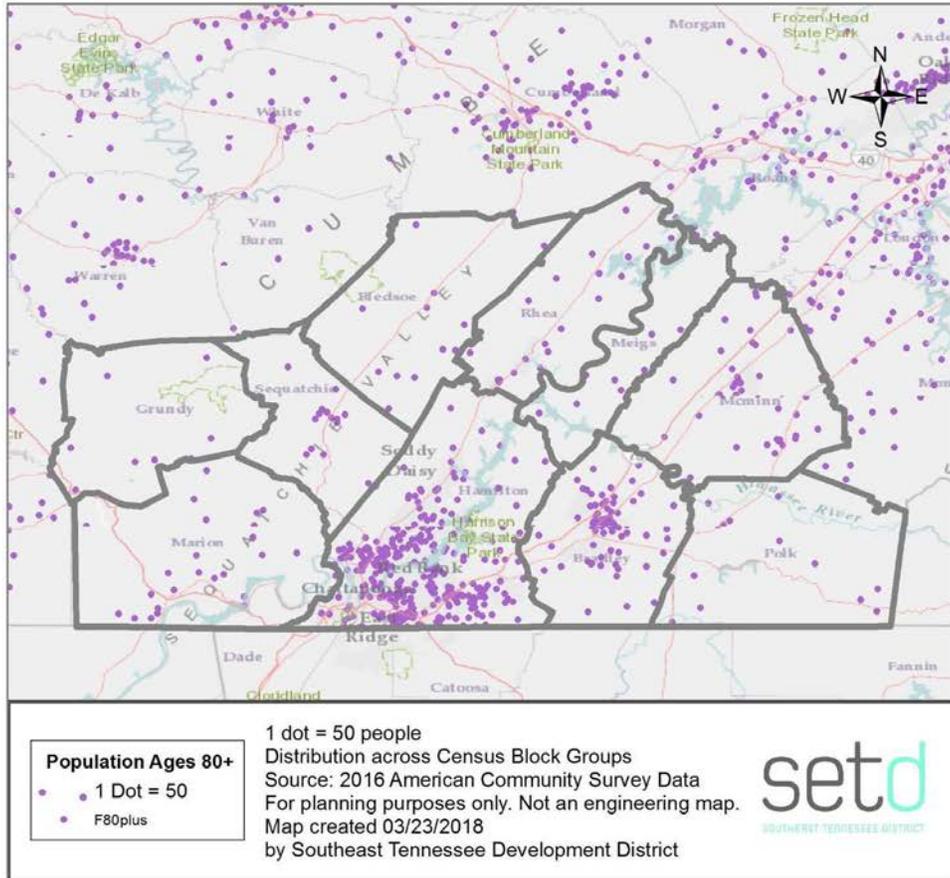
Distribution of Older Adults in Southeast Tennessee (Ages 60+)



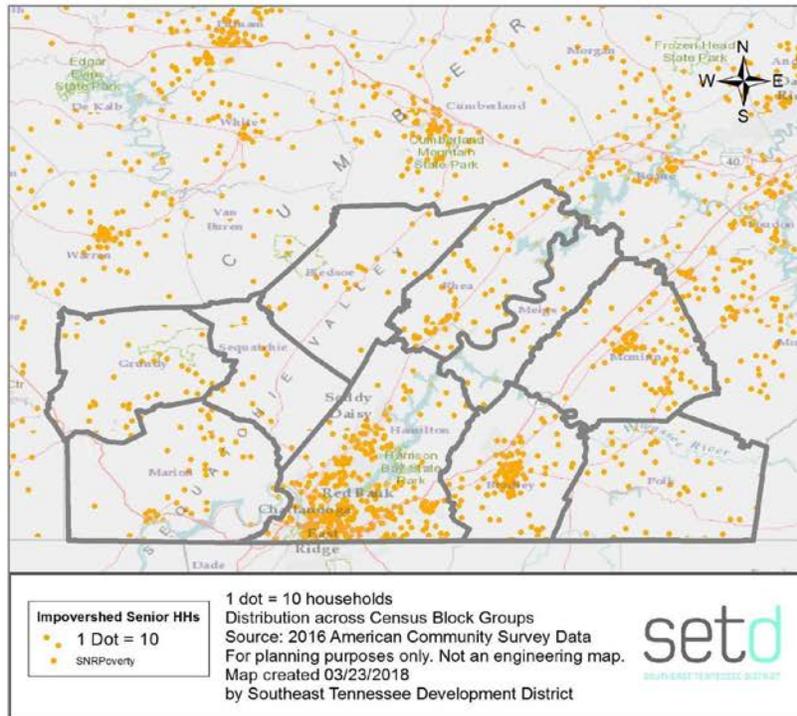
## Distribution of Older Adults in Southeast Tennessee (Ages 70+)



## Distribution of Older Adults in Southeast Tennessee (Ages 80+)



Older Adult Households below Poverty Level (Ages 65+)



Metadata Notes:

B17017e8 POVERTY STATUS IN THE PAST 12 MONTHS BY HOUSEHOLD TYPE BY AGE OF HOUSEHOLDER: Income in the past 12 months below poverty level: Family households: Married-couple family: Householder 65 years and over: Households -- (Estimate)

+

B17017e14 POVERTY STATUS IN THE PAST 12 MONTHS BY HOUSEHOLD TYPE BY AGE OF HOUSEHOLDER: Income in the past 12 months below poverty level: Family households: Other family: Male householder, no wife present: Householder 65 years and over: Households -- (Estimate)

+

B17017e19 POVERTY STATUS IN THE PAST 12 MONTHS BY HOUSEHOLD TYPE BY AGE OF HOUSEHOLDER: Income in the past 12 months below poverty level: Family households: Other family: Female householder, no husband present: Householder 65 years and over: Households -- (Estimate)

+

B17017e25 POVERTY STATUS IN THE PAST 12 MONTHS BY HOUSEHOLD TYPE BY AGE OF HOUSEHOLDER: Income in the past 12 months below poverty level: Nonfamily households: Male householder: Householder 65 years and over: Households -- (Estimate)

+

B17017e30 POVERTY STATUS IN THE PAST 12 MONTHS BY HOUSEHOLD TYPE BY AGE OF HOUSEHOLDER: Income in the past 12 months below poverty level: Nonfamily households: Female householder: Householder 65 years and over: Households -- (Estimate)

## AAAD STAFFING

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

See Exhibit C-1.1 for organizational chart. Refer to Exhibit F-2 for funding source.

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

Rebekah Gouger, CREVAA Advocate

Full time

Bachelor of Arts in Intercultural Studies with a minor in TESOL

Mary Anne Holland, SHIP Coordinator

Full time

High School Diploma, 6+ years Medicare counseling experience, conducting presentations to the public, educational events and marketing

Christopher Moore, Transportation Coordinator

Full time

Experience in presentations to the public, coordinating volunteers, creating and implementing training programs

Wendy Stewart, SNAP Benefits Coordinator

Full time

B.A., Sociology

Tracy VanderWerf, OPTIONS Counselor

Full time

B.A. Social & Rehabilitation Services

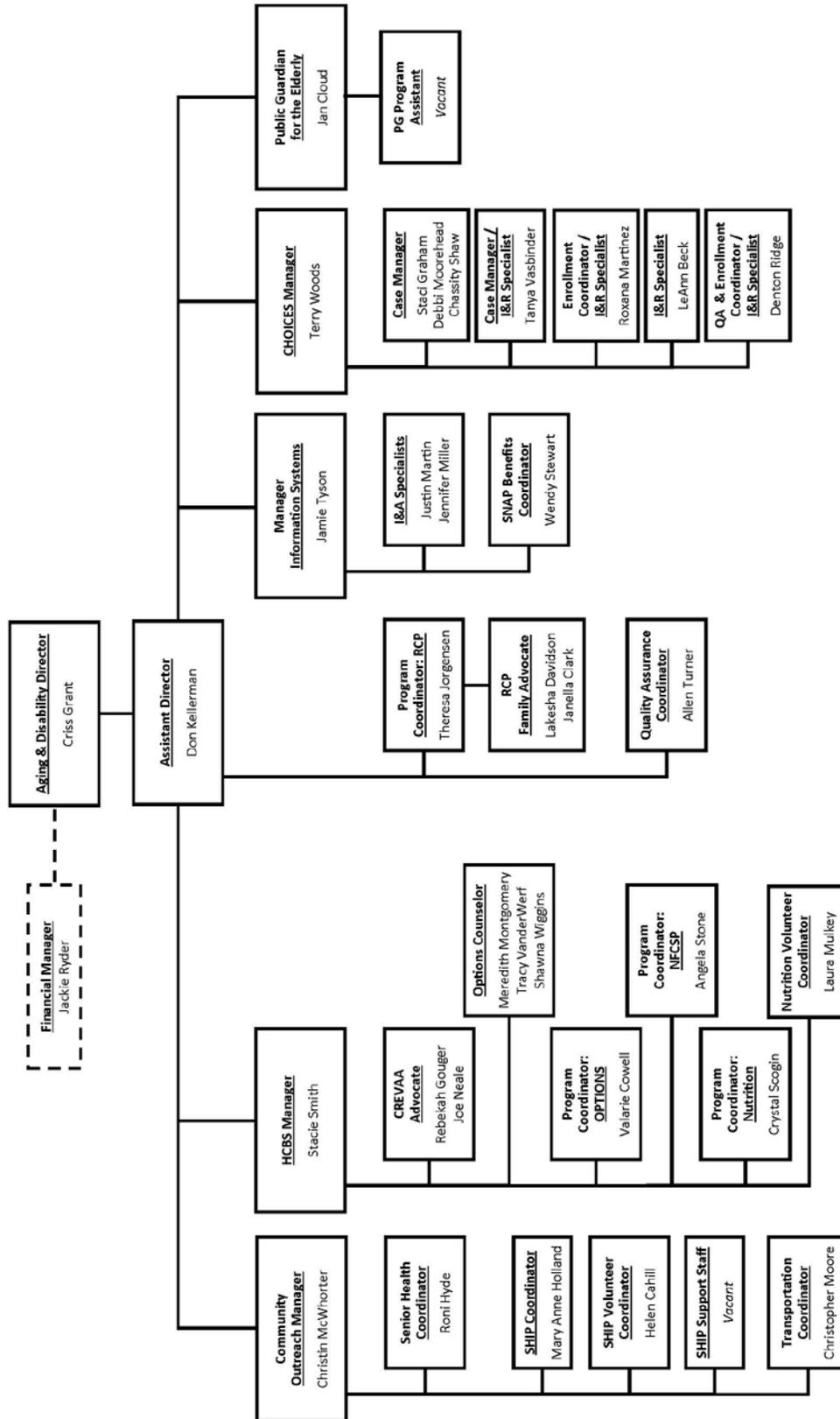
Shawna Wiggins, OPTIONS Counselor

Full time

High School Diploma, 9+ years Case Management Experience

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: 35. Of the total number of AAAD staff the following are:
- Age 60+: 4
  - Female: 29
  - Minority: 4
  - Disabled: 0



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

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

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
Orientation Training for all new staff	New Hires			As Needed
AAAD Staff Training	35			7/19, 10/19, 1/20, 4/20
Training for Contracted Providers		18		4/20
SHIP – new volunteers			15	8/19
SHIP – All Active Volunteers			25	9/19, 4/20, Monthly Training Phone Calls
Meals on Wheels Annual Conference and Expo (out of state)	1			8/27-29/19
Senior Center Directors		10		9/19, 12/19, 3/20, 6/20
Nutrition Coordinators		20		9/19, 12/19, 3/20, 6/20
Nutrition Volunteers			75	4/20
Public Guardians for the Elderly Volunteers			17	Annually
Annual Alzheimer's Education Conference	10			11/19, 5/20
AIRS Certification and Recertification Training	8			various training events throughout the year
National Guardianship Conference (out of state)	1			10/19
TCAD Annual Training for District Public Guardians	1 or 2			4/20
SHIP Staff Training (in state)	2			As required

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
SHIP Staff Training (out of state)	2			As required
Aging & Disability CEU Training	4			Various times throughout the year
CHOICES Training	9			As required by TennCare
SETDD Staff Training	35			9/19, 12/19, 6/20
TDDA	8			3/20
n4a Annual Conference (out of state)	1-3			7/27-31/19
SE4A (out of state)	4-10	5-10		9/8-11/19
TFA	2-4	5-10		9/8-11/19
n4a Policy Briefing (out of state)	1-3			4/20
HIPAA Training	35			Annually
SNAP Training	2	30		As required
CREVAA Advocate Training	2-3			As required
CMS Training (out of state)	2-3			8/19
WellSky Training (out of state)	2			9/19
HCBS Conference (out of state)	2-3			8/19
AIRS Conference (out of state)	3-4			6/20
Aging in America (out of state)	2-4			4/20
NCOA Age + Action (out of state)	2-4			6/20
AADMD/ntg Conference (out of state)	2-4			5/20
Alzheimer's/DS Conference (out of state)	2-4			As offered
ACL/CMS Conferences (out of state)	2-4			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)

<b>Members</b>	<b>Represents</b>
Callaway, Jackie	a. Age 60+ f. Advocate for Older Persons m. General Public (County Representative)
Curtis, Cele	a. Age 60+ e. Former Family Caregiver f. Advocate for Older Persons
Gentry, Don	a. Age 60+ d. Resides in Rural Area m. General Public (County Representative) n. Has a Disability
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)
Monday, Marilyn	a. Age 60+ d. Resides in Rural Area g. Service Provider for Older Adults m. General Public (County Representative)
Reece, Regina	a. Age 60+ d. Resides in Rural Area f. Advocate for Older Persons m. General Public (County Representative)
Smith, Alene	a. Age 60+ d. Resides in Rural Area e. Family Caregiver f. Advocate for Older Persons m. General Public (County Representative)

<b>Members</b>	<b>Represents</b>
Truelove, Diana	a. Age 60+ d. Resides in Rural Area f. Advocate for Older Persons j. Business Community m. General Public (County Representative)
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
Westmoreland, Jean	a. Age 60+ f. Advocate for Older Persons
Westmoreland, Robyn	f. Advocate for Older Persons

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

Give Dates and Times of Scheduled Meetings

July 16, 2019 at 1:00 pm  
September 17, 2019 at 1:00 pm  
November 19, 2019 at 1:00 pm  
January 28, 2020 at 1:00 pm  
March 18, 2020 at 1:00 pm  
May 20, 2020 at 1:00 pm

**C. OFFICERS & OFFICE**

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

**D. ADVISORY COUNCIL BYLAWS**

Attach Bylaws that show date of last review.

See Exhibit C-4

## **Advisory Council Bylaws**

### **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 shall also serve as Council member. 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

REVIEWED: July 18, 2016  
September 17, 2018

## Public Hearings on Area Plan

### A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	Not Applicable
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## 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.

March 18, 2019

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

See Exhibit D-2.1

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

Otto Appelt  
Vic Arwood  
Jackie Callaway  
Don Gentry  
Peggy Johnson

Marcia Kling  
Richard Lewelling  
Regina Reece  
Alene Smith  
Diana Truelove

Bobbie Tyler  
Dennis Valade  
Jean Westmoreland  
Robyn Westmoreland

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

Members were provided with a hand out listing the areas of the plan where their input is needed. The Goals and Objectives were read, as were the FY19 Strategies and Measurements. Criss discussed how the Strategies and Measures could stay the same, change or additional strategies/measures could be added. Discussion included:

- Strategy 1.** Encourage senior centers to utilize technology and innovative outreach methods to increase the center's reach and serve more individuals.
- How are directors guided to offer activities?
  - Is there a way to get technology at a discounted or bulk rate for seniors?
  - Have senior center participants been surveyed/has there been an evaluation of needs?
  - List of apps to assist with memory and brain stimulation.
  - Facebook pages and groups could include links to relevant apps and websites.
  - What about seniors who do not use technology.
- Strategy 2.** Encourage senior centers to outreach to isolated seniors through various formal and informal sources of referrals including local police department, fire departments, social service organizations, faith-based organizations, family, peers, senior housing complexes, and media.

- Who identifies seniors?
- Do others know about AAAD? (Health councils, churches, etc.)
- Each center will outreach to first responders (sheriff, police, fire department, churches, etc).

**Strategy 3.** Encourage senior centers to increase intergenerational programming.

- Is this a priority?
- Provide incentives (best idea/most participation) share all ideas with other centers (have Advisory Council select winner).
- Activities with grandchildren
- Coloring with first responders (paying attention to time children are out of school)
- High School senior class projects
- Measure: Award one intergenerational innovation grant

**Strategy 4.** Ensure Senior Centers are aware of opportunities for creative arts programming.

- Add “funding sources” or “sources in funding”

**Additional strategies to consider adding in the update**

- Encourage Senior Center to participate in Senior Olympics

**Measure a.** At least one quarterly Senior Center training will cover the use of technology (i.e. Facebook, Instagram, Survey Monkey, etc.) in FY19.

- Keep measure/continue to offer training in FY20

**Measure b.** Majority of senior centers will have a Facebook page or other form of social media presence March 2019.

- Keep measure. Update to include groups and links to other resources and application.

**Additional measures to consider adding in the update:**

- Evaluate Senior Center Capacity/needs for technology training.

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

**Strategy 4.** Ensure senior centers are made aware of funding opportunities for creative arts programming.

**Measures/outcomes**

- At least one quarterly Senior Center training will cover the use of technology (i.e. Facebook, Instagram, Survey Monkey, etc.) in FY20.
- Survey senior centers to determine the level of capacity and willingness for use of technology by December 31, 2019.
- Majority of senior centers with a Facebook page or group will provide links to other resources and apps in FY20.
- SETAAAD will award at least one Intergenerational Innovation grant, to be determined by vote of the Advisory Council.
- Each senior center will outreach to at least one first responder agency (sheriff, police, fire department, churches, etc.) and

educate regarding AAAD and senior center services by June 30, 2020.

- e. SETAAAD will forward available grant opportunities to senior center directors in FY20.

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

**March 18, 2019**

**1:00 pm**

- |       |  |                 |
|-------|--|-----------------|
| 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.   | TCAD Representative Report                     | Cele Curtis     |
| VII.  | Old Business                                   | Jackie Callaway |
| VIII. | New Business                                   | Jackie Callaway |
| IX.   | Announcements                                  | Jackie Callaway |
| X.    | Adjourn  | Jackie Callaway |

**Next Meeting: May 20, 2019**

**ADDITIONAL DOCUMENTS** (*Attached*)

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