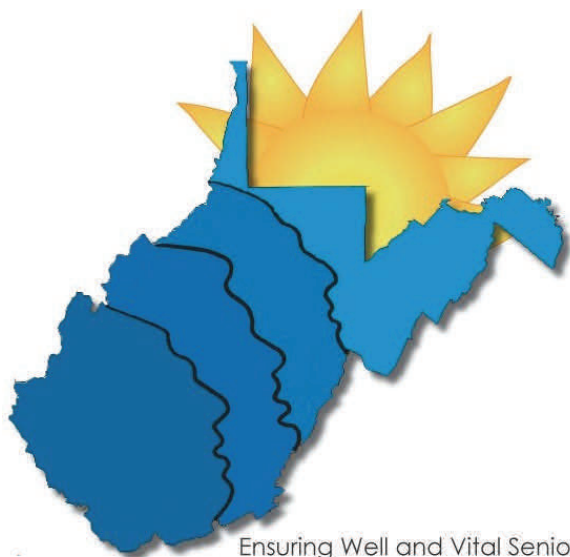


# WEST VIRGINIA BUREAU OF SENIOR SERVICES



## 2014 ANNUAL REPORT

State Fiscal Year 2014  
July 1, 2013–June 30, 2014

[www.wvseniorservices.gov](http://www.wvseniorservices.gov)



# WEST VIRGINIA BUREAU OF SENIOR SERVICES

## ANNUAL REPORT 2014

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## **OVERVIEW**

The West Virginia Bureau of Senior Services is the designated state agency that acts as the lead entity for programs serving older West Virginians.

The Bureau is located in Charleston, West Virginia, on the third floor of the Charleston Town Center Mall.

Commissioner Robert E. Roswall was appointed by Governor Earl Ray Tomblin, and is the chief administrative officer and oversees all program and fiscal operations (see Organizational Chart, Exhibit A).

## **MISSION**

To be West Virginia's premier advocate for the provision of in-home and community-based services for the state's seniors and others served by our programs.

To be a faithful steward of the federal and state monies entrusted to our care for the provision of services throughout West Virginia.

## **HIGHLIGHTS**

### **West Virginia State Health Insurance Assistance Program (SHIP) Website**

The West Virginia SHIP website provides an invaluable service to Medicare beneficiaries and their families. During State FY2014, there were 10,774 visitors to the website, and its pages have received 57,220 hits. These numbers reflect an increase of 1,999 visitors (22.8% increase) and 24,080 hits (72.7% increase) over the previous year.

### **Health Insurance Marketplace**

The Bureau participated in the In Person Assister program for the Health Insurance Marketplace for the 2014 and 2015 enrollment periods. This program is administered by the Office of the Insurance Commissioner and overseen by MAXIMUS. There are In Person Assistors located at the Bureau of Senior Services, two Area Agencies on Aging, and several County Aging Providers. These assistors are trained to help anyone understand health coverage and assist them in enrolling into coverage through [www.healthcare.gov](http://www.healthcare.gov) or WV Medicaid if they qualify.

There were over 1,700 client interactions and over 500 outreach events from January 1, 2014 to December 31, 2014.

### **Home and Community Based Services; Medicaid Programs**

The Bureau of Senior Services contracts with the Bureau for Medical Services for operational oversight, monitoring, and training for the Aged and Disabled Waiver (ADW) Program. The program provides home and community-based services to West Virginia residents who are eligible to participate in the program as an alternative to long term care and enables an individual to remain at home rather than being admitted to a Long Term Care Facility (LTCF). Members must be at least 18 years of age and choose home and community-based services rather than nursing home placement.

The program is focused on providing services that are person-centered, that promote choice, independence, participant-direction, respect, and dignity and community integration. ADW services include Case Management, Personal Assistant/Homemaker Services, (which includes RN Assessment and transportation) and Participant-Directed Goods and Services. The ADW program has two models, the Traditional (Agency) Model and the Participant-Directed model known as Personal Options for service delivery.

- Members who chose the Traditional Model receive their services from employees of a certified provider agency.
- Members who chose the Personal Options Model are able to hire, supervise and terminate their own employees and are allocated a monthly budget based on their assessed level of need.

The program has 156 providers located throughout the state. The program has served 6,208 members for FY2014. An annual onsite review was conducted by the Bureau of Senior Services Registered Nurse Monitor, who reviewed 721 Traditional Model member records and the Program Manager for Personal Options reviewed 38 member records for compliance with federal and state program regulations.

The Bureau of Senior Services contracted with WV Interactive to develop a web-based system for providers to submit documented evidence to the Bureau every 12 months to ensure continuing compliance with all required Certification regulations including all required staff training, licensure, and Criminal Investigation Background checks. An appropriate official of the provider agency (e.g., Executive Director or Board Chair) must attest to the information submitted for review.

- Number of Staff reported by Traditional Model:
  - Professional Staff: 619
  - Direct Care Staff: 9,909
- Number of Staff reported by Personal Options Model:
  - Direct Care Staff: 1,207

Personal Care Services is a State program to assist eligible Medicaid members to perform activities that a person ordinarily performs during the course of a day, such as mobility, personal hygiene, bathing, dressing, eating, and skills required for community living, in the member's home, place of employment, or community. There are no age restrictions for members of Personal Care services.

To be medically eligible for Personal Care services, Medicaid members must have three deficits and require hands-on assistance/supervision/cueing in activities of daily living ordered by a physician.

The program has 62 providers located throughout the state who served 9,307 members. An annual onsite review was conducted by the Bureau of Senior Services, Registered Nurse Monitor, who reviewed 843 member records for compliance with Federal and State program regulations.

### **Alzheimer's Outreach and Registry**

The Alzheimer's Outreach and Registry Program (AORP) is a partnership of the Blanchette Rockefeller Neurosciences Institute; West Virginia Medical Foundation; Alzheimer's Association, West Virginia Chapter; and the West Virginia Bureau of Senior Services. The goals of the partnership are to improve diagnosis and treatment for West Virginians with Alzheimer's disease and to increase support for individuals with Alzheimer's and their caregivers. One component of the project is a two-hour continuing medical education activity, *Alzheimer's Disease Basics for West Virginia Physicians*, which was developed by the partners in 2009 and continues to be presented by them to physician groups and other health care providers throughout the state. The Bureau also participated in a day of Alzheimer's education at the West Virginia Academy of Family Physicians' Annual Scientific Assembly in April.



The Blanchette Rockefeller Neurosciences Institute and its partners were also charged with creating and maintaining the first ever West Virginia Alzheimer's Disease Registry to collect information on Alzheimer's diagnoses from hospitals and physicians and create reports—without identifying data—that will allow policymakers and researchers to develop more effective means of dealing with the growing number of West Virginians with Alzheimer's disease. The Registry was launched in May 2011. Alzheimer's Outreach and Registry Program partners, including the WV Bureau of Senior Services, promote and encourage participation in the registry whenever possible. At the time of this report, 3,544 individuals had been registered, and data continues to be collected.

### **WV LGBT Legal Advocacy Network**

West Virginia Senior Legal Aid, Inc., in partnership with Fairness West Virginia, Mountain State Justice, and members of the West Virginia State Bar, created the WV LGBT Legal Advocacy Network in July 2014. The network's goals include helping lesbian, gay, bisexual, and transgender West Virginians identify attorneys who can serve their legal needs, helping attorneys find mentors and expertise to help in their LGBT cases, raising awareness about the unique legal issues LGBT citizens face, and developing continuing education opportunities to enhance our state bar's ability to competently serve and support LGBT West Virginians. The network consists of 14 attorneys around the state who are interested and competent to serve the unique legal needs of LGBT West Virginians. The network began work to produce a substantive law conference in 2015 to provide continuing legal education to attorneys on LGBT legal issues and grow the network.

### **H.B. 4062 Interpretative Rule In-Home Care Worker Registry**

The Registry ([www.inhomecare.wv.gov](http://www.inhomecare.wv.gov)) will provide the public a list of in-home care workers, along with their qualifications, who voluntarily agree to be included and who have completed a criminal background check and meet the other requirements of the Registry. Phase I is complete and has accurate state Medicaid providers and staff in the Registry. Phase II, due for activation in February 2015, is for independent providers and agencies who are not providers of state-funded Medicaid services. The Registry is maintained by the Bureau. For assistance with the Registry, call the State Aging and Disability Resource Network at 1-866-987-2372, or email the ADRN at [www.inhomecare@wv.gov](mailto:www.inhomecare@wv.gov).

### **Statewide Listening Tours**

The Bureau conducted statewide listening tours during the months of September through December. This series of meetings was held to listen to the needs and comments of seniors and family/caregivers. The information gathered will be used to gain a deeper understanding of the current and future needs of the state's growing senior segment and the demands on family and caregivers in support. In addition, comments received will assist the Bureau in assessing usage of programs and services and provide information to assist in the review of policies pertaining to state and federal funding. The tours were held in Huntington, Charleston, Clarksburg, Beckley, Wheeling, Parkersburg, Martinsburg, Princeton, Logan, Mullens, and Spencer.

**"The Future of Aging Services in West Virginia" – Online Survey for Seniors**

In December, as part of the ongoing statewide listening tours, the Bureau created a short survey to gather comments on program usage and services for seniors and family/caregivers. Responses and comments will assist the Bureau in the review of policies pertaining to state and federal funding in support of the current and future needs of the state's growing senior population. A report will be produced in State Program Year 2015.

## Other Highlights

### Advance Care Planning

The Bureau offers three publications free of charge to assist with advance care planning decisions and care: *Advance Directives for Health Care Decision Making in West Virginia*, *Five Wishes*, and *End-of Life: Helping with Comfort and Care*. These publications are available upon request from the Bureau. (The publications are further described in the Advance Care Planning Assistance section of this report.)

### Aging and Disability Resource Network (ADRN)

- The Bureau of Senior Services receives \$864,875 in State funding annually to operate the ADRN.
- During the last fiscal year, the ADRN had 19,860 total contacts and assisted 10,252 individuals with their long-term care needs.
- The ADRN has a statewide toll-free number, 1-866-987-2372.
- The ADRN has a fully accessible, statewide resource directory located at [www.wvnavigate.org](http://www.wvnavigate.org). This directory is updated regularly and contains resources for every county in the state.

### Bureau of Senior Services Website and Facebook Pages

- The Bureau's website, [www.wvseniorservices.gov](http://www.wvseniorservices.gov), was named the #1 state website by the West Virginia Statewide Internet Group, which recognizes excellence in design, content, and accessibility.
- In addition to general information about aging services in West Virginia, the site includes weekly HIPAA/privacy tips and updates; news of note; upcoming events; information on State of Emergencies; the *Nutrition & Fitness* newsletter, created monthly by the Bureau's Nutrition Consultant.
- During the past twelve months, the website had 62,218 visitors, and its pages received 431,787 hits. The number of visitors increased by 12,791 (25.9%) over last year, and the number of hits increased by 176,430 (69.1%).
- The Bureau's Facebook page, launched in March 2012, is used to share information and photographs with the public. On average, the page has 500 visitors per week. Between July and December, with increased marketing, the number of "Likes" increased from 117 to 1,482.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page in October 2012. The page is used to share photographs, SHL Position Papers, and information regarding the SHL with members and the public. The page averages 150 visitors per week. The page is updated by SHL members and approved by the Bureau for publishing.

## Conferences and Coalitions

- Two hundred fifty seniors participated in the 2014 Robert W. Jackson Senior Conference at Cedar Lakes in Ripley.
- The 33<sup>rd</sup> session of the West Virginia Silver Haired Legislature convened on November 19–20, 2014, at the Holiday Inn & Suites, South Charleston. At the conclusion of the conference, 19 position papers were passed for submission to the West Virginia Legislature. (See Exhibit B.)

## Family Alzheimer's In-Home Respite (FAIR)

- In 2014, the FAIR Program provided 230,210 hours of service to 835 families, 1,670 caregivers and individuals with Alzheimer's disease or a related disorder.
- FAIR is a State-funded program available in all 55 counties. It was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week for family caregivers, based on need and availability of hours and staff.
- Trained workers from each county senior center give caregivers a much needed break and, at the same time, offer stimulation and socialization to individuals with dementia.
- Dementia care training for FAIR is provided by county senior center staff, who must take the training themselves before providing it to their workers.
- Payment for FAIR is on a sliding fee scale, based on the income of the care recipient. A minimum \$1.00 contribution was required per hour of service for both FAIR and Lighthouse. Contributions collected in the Lottery programs (Lighthouse and FAIR) in Program Year 2014 totaled \$857,509. Contributions are used to provide additional hours of service in these two programs in the county where they are collected. In fiscal year 2014, more than 12,900 hours of FAIR services were provided through sliding fee income.
- The average hours of service per month per client in 2014 was 42 hours.
- The same dementia care training that FAIR workers receive was provided to Adult Protective Service (APS) staff in four locations and was offered twice, in Clarksburg and Charleston, to senior center staff, other health professionals, and family caregivers.
- FY2014 was the first year of a two-year cycle, during which every senior center's FAIR Program will be monitored in person.
- Orientation training for FAIR was provided to eleven new county senior centers' FAIR coordinators during the year.



## Golden Mountaineer Card

- The Golden Mountaineer Card discount program has been redesigned. West Virginia seniors who are 60 or older are eligible to enroll in the program. Hundreds of merchants are participating by offering discounts on goods and services throughout the state.

- Seniors and merchants can enroll in the program online at [www.goldenmountaineer.wv.gov](http://www.goldenmountaineer.wv.gov). The website is user friendly and seniors can search for participating merchants by name, service type, or county. Links to participating merchants' websites and Facebook pages are also available. This is both a great service to West Virginia seniors and a marketing tool for local businesses. Information can also be obtained by calling the Bureau's toll-free number 1-888-968-4462.

### **Legislative Initiative for the Elderly (LIFE) Programs**

- Each county receives State funding to expand and enhance Older Americans Act programs.
- Funds are allocated evenly to all counties. Additional funds are allocated to the original in-home service providers from the Department of Health and Human Resources (old Homemaker program).
- County providers may budget these funds based on the county's priority needs.
- This year:
  - 7,817 individuals received 414,220 trips (transportation services).
  - 2,649 individuals received 253,915 hours of services in their homes (adult day care, case management, chore, homemaker, personal care, and congregate respite or in home respite).
  - 459 individuals received 40,727 Ensure home-delivered meals.
  - 9,331 individuals, 184,014 separate times, received 249,782 hours of caregiver counseling/support groups, caregiver training, individual client support, legal assistance (tax and financial related assistance), group client support, or nutrition counseling services all funded from Lottery and/or LIFE monies.
  - In addition 102,000 sessions or contacts were made to 16,707 individuals for information and assistance, nutrition education or outreach services.

### **Lighthouse Program**

- Two thousand five hundred and fifty-one (2,551) seniors were served this past year through the Lighthouse program, receiving just over 602,800 hours of service.
- The Lighthouse program is available in all 55 counties across the state.
- The average number of unduplicated Lighthouse clients in any given month is 1,597. The average number of Lighthouse clients serviced by each county in any given month was 29.
- The average number of hours of service a Lighthouse client received each month was 31.5.
- A minimum \$1.00 contribution is required per hour of service and is used to provide additional services. This year's in-home contributions totaled \$857,509.

### **National Family Caregiver Support Program**

- The National Family Caregiver Support Program (NFCSP), considered the most important new provision of the 2000 reauthorization of the Older Americans Act, provides grants to states to fund a range of support programs that assist family and informal caregivers to care for their older loved ones at home for as long as possible.
- The NFCSP services to support family caregivers include respite care, information about services, assistance in accessing services, counseling/support groups, and caregiver training. Services are available in all 55 West Virginia counties and vary by county.
- In 2014, 122,570 hours of service were provided to 2,102 families caring for older individuals and persons of any age with dementia.
- The Relatives as Parents Program supports grandparents raising grandchildren, through a grant to Mission West Virginia for counseling, support groups, information and assistance, and caregiver training.

### **Meals and Nutrition**

- In the past year, 29,160 West Virginia seniors received nearly 2.2 million meals, either in their homes (8,618 seniors, 1,323,839 home-delivered meals) or at County Nutrition Sites (20,542 seniors, 867,107 congregate meals).
- Multiple County Aging Programs received nutrition training from the Bureau's Nutrition Consultant. Training consisted of menu planning, meal analysis, and compliance with Older Americans Act Title III guidelines for senior center staff, with the introduction of the 2010 federal dietary guidelines.

### **WV SHIP Statewide Toll-Free Number**

Medicare counselors are located at the Bureau of Senior Services and three Aging and Disability Resource Network offices statewide. These counselors assist clients who call WV SHIP's toll-free number (1-877-987-4463). Over 15,000 calls are received annually on the toll-free number. WV SHIP has a total of 125 registered counselors statewide, most of whom are local counselors located within the County Aging Programs and Area Agencies on Aging. This program is federally administered and was transferred to the Administration for Community Living in July 2014.

### **Older Americans Act Programs**

- In the past year, 40,525 West Virginians were served through Older Americans Act programs, including nutrition, transportation, chore, and homemaker services. Of those served, 20% were age 85+, 32% were ages 75–84, 48% were ages 60–74, and 49% lived alone.
- 112,572 units of caregiver support services were provided to 2,005 families who care for older loved ones.

### **Senior Community Service Employment Program (SCSEP)**

- The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment.
- Enrollees in the program provided 90,745 hours of support to a variety of non-profit organizations.
- Unsubsidized employment was secured for 13 enrollees.
- There are 99 slots statewide in 11 counties for employment training.

### **Wellness Programs**

- A staff member conducted workshops at the Dunbar Nutrition Site to provide the evidence-based program “Healthy Steps” and “Take Control with Arthritis.”
- The Bureau is providing Master Training of trainers who will conduct wellness workshops and classes.

### **West Virginia Senior Farmer’s Market Program**

Working in conjunction with the West Virginia Department of Agriculture, the Bureau coordinated the distribution of Farmer’s Market coupons to seniors aged 60 and older. A total of 15,298 voucher booklets (\$30 per booklet, with a total of \$458,940) were distributed to seniors throughout the state beginning July 1, 2014. The coupons could be exchanged for garden seeds, fruits, vegetables, and other fresh market items.

### **West Virginia Long-Term Care Ombudsman Program**

- The Ombudsman Program conducted 769 monitoring visits in 135 long-term care residential facilities in 2014.
- The ombudsmen investigated 869 complaints made by or on behalf of long-term care residents in 2014. Two-thirds (2/3) of those complaints were verified. Seventy-three percent (73%) of the complaints opened were resolved, or partially resolved, to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 349 times; participated in 18 community education sessions; conducted 49 trainings for facility staff on the topics of resident rights, abuse and abuse reporting, and dealing with difficult behaviors; and provided 1,804 telephone consultations to individuals in the community and facility staff.
- The program operated within a total budget of \$802,008. This was comprised of \$110,440 Federal Older Americans Act, Title VII Chapter 2 funds; \$121,475 Federal Older Americans Act, Title VII Chapter 3 funds; \$220,000 other Federal (Medicaid) funds; \$307,426 State funds; and \$42,667 Local funds.

## Workshops and Trainings

The Bureau offers workshops and trainings throughout the state to meet the needs of seniors, family caregivers, health care providers, other professional agencies and organizations, and the public. Presentations in 2014 and audiences for those presentations included:

- ***Alzheimer's Overview*** – Community Resource Council, other community groups
- ***Baby Boomers: Breaking Boundaries, Changing Aging*** – Summer Institute on Aging
- ***Caring, Common Sense and Life Lessons*** – Bureau for Children and Families
- ***Communicating Effectively with a Person Who Has Dementia*** – AARP's Consumer University, Humana, Raleigh County Elder Abuse Conference
- ***Cultural Sensitivity Training*** – Aged and Disabled Waiver and Personal Care providers
- ***Direct Care Worker Curriculum and Registry Update*** – Partnership for Elder Living
- ***Elder Abuse Skit*** – WVU Summit on Aging, Silver Haired Legislature, Senior Conference, Kanawha Valley Senior Services staff, Elder Abuse Awareness Day.
- ***Exploitation Prevention: Best Practices*** – Aged and Disabled Waiver and Personal Care providers
- ***Healthy Steps—Moving You to Better Health with the Lebed Method*** – Community groups and the public
- ***Introduction to Facebook and Social Media*** – Senior Conference
- ***Is Anyone Listening? Five Stories of Elder Abuse*** – Summer Institute on Aging, County Aging Provider Meeting, Elder Abuse Awareness Day
- ***Member User Guide and Direct Care Worker User Guide*** – Aged and Disabled Waiver members, direct care workers
- ***National Diabetes Prevention*** – Community groups and the public
- ***Nothing Ever Prepared Me to Be a Caregiver*** – WV Non-Profit Association's Faces of Leadership Conference, Association of Administrative Professionals
- ***Old Wives' Tales and Your Health*** – Senior Conference
- ***Personal Care Webinar*** – Personal Care providers
- ***The Person Comes First: A Practical Approach to Alzheimer's Care*** – Adult Protective Services, county FAIR coordinators
- ***Planning Webinar: Service Plan and Plan of Care*** – Aged and Disabled Waiver Providers
- ***Provider Privacy Guide*** – Aged and Disabled Waiver providers
- ***Quality Training*** – Aged and Disabled Waiver Policy Committee, providers and members
- ***Recording and Reporting Services in Harmony*** – Aging Network Providers



- ***Services Available Through the West Virginia Bureau of Senior Services*** – Humana, case managers, community groups
- ***State Health Insurance Assistance Program (SHIP) Understanding Medicare workshops*** – Bureau of Senior Services, Cabell-Huntington Hospital, Primary Care Association, and Shenandoah Health Clinic as well as other senior groups and various locations
- ***Tai Chi for Arthritis*** – Community groups
- ***Transportation Toolkit Webinar*** – Aged and Disabled Waiver providers
- ***What Does Your Billboard Say? (non-verbal communication)*** – Summer Institute on Aging, Adult Protective Services
- ***Title III-D Evidence-Based Programs*** – County Aging Program Directors, Area Agencies on Aging

## OLDER AMERICANS ACT PROGRAMS

### Overview

The Older Americans Act (OAA) is among the most important contributions of aging legislation ever enacted by Congress; its goal is to provide the framework for the administration of services for Americans age 60 and older, and to provide support to families who care for older individuals. As the West Virginia State Unit on Aging, the Bureau of Senior Services is designated to administer the OAA. As required by the OAA, four Area Agencies on Aging are designated by the Bureau throughout the state to provide short- and long-range planning, act as advocates on behalf of the regions' elderly, and provide monitoring and assistance to the County Aging Providers. (See Exhibit C – County Aging Providers, and Exhibit D – Area Agencies on Aging.) Funds are allocated by a federally-mandated formula to the Area Agencies on Aging. (See Exhibits E, F, and G.) These funds are then distributed to the state's County Aging Programs. (See Exhibit H.) This year, 40,525 West Virginians were served with OAA funding. There is no charge to seniors or their families for OAA services, although contributions are encouraged.

The direct provision of services to seniors is made possible by the efforts of a variety of county-based senior organizations that operate senior centers in all 55 counties. Locally constituted boards govern these nonprofit organizations. The mission of the Bureau could not be accomplished without the work of the local service providers.

### Caregiver Support

Family Caregiver Support Services were provided to 2,102 families who care for older individuals.

### Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. This year, WVSLA served a total of 690 seniors across all 55 counties, providing 1,297 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, [www.seniorlegalaid.org](http://www.seniorlegalaid.org); and outreach visits to individual county senior centers and partners. WVSLA delivered substantive elderlaw and issue-spotting trainings and case consultation to legal, aging, and disability advocacy organizations and networks throughout the state. This year, WVSLA published the 16th edition of its manual, *Legal Questions Frequently Asked by West Virginia Seniors*, both in hard copy and on its website. WVSLA continued to publish occasional news posts on its award-winning Aging and Law in West Virginia blog at [www.seniorlegalaid.blogspot.com](http://www.seniorlegalaid.blogspot.com). WVSLA participated in the WV Coalition Against Domestic Violence's partnership project

focusing on abuse in later life this year, the statewide Financial Exploitation Task Force, and the newly-formed Working Interdisciplinary Networks of Guardianship Stakeholders. WVSLA partnered with the Alzheimer's Association and AARP to present legal workshops as part of day-long programs around the state targeted to caregivers, both family and professional. For the first time, WVSLA offered trainings by Skype and phone and successfully delivered one to a southern WV church group dedicated to senior issues and one to a statewide group of homecare case managers through an insurance company. WVSLA provided legal information to more than 980 workshop participants at these and other events who included seniors, family caregivers, paid caregivers, social workers, attorneys, and law students this year on topics including financial powers of attorney law, mental capacity and legal decision-making and planning for incapacity, special legal issues of LGBT seniors, legal issues for seniors related to Marcellus gas extraction, dealing with debt, preserving autonomy through proactive legal planning, myths and realities of Medicaid estate recovery, grandparent rights in West Virginia, avoiding financial exploitation, and legal issues related to Green/Natural Burial in West Virginia.

### **Long-Term Care Ombudsman Program**

The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the ombudsman program is to enhance the quality of life, improve the level of care, protect the individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives, and providers about residents' rights. Long-term ombudsmen also investigate complaints made by, or on behalf of, long-term care residents and conduct routine unannounced monitoring in long-term care facilities.

The Long-Term Care Ombudsman Program is a statewide program comprised of the State Long-Term Care Ombudsman and the Regional Long-Term Care Ombudsman Program. In 2014, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region, three volunteers, and a program director/volunteer coordinator. 2014 also saw the addition of a part-time (3/5 FTE) ombudsman attorney who focuses primarily on issues related to financial exploitation and surrogate decision-making.

### **Nutrition**

Congregate meals are served in senior centers and their satellite sites. These meals meet federally-mandated nutrition requirements, and the centers offer an opportunity for seniors to socialize. Home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. This year, West Virginia's aging network served approximately 2.2 million meals to 29,160 seniors. 867,107 of these meals were congregate, and 1,323,839 were home-delivered. The average collected for home-delivered meals was \$.66 and for congregate \$1.29. These funds are used to increase or maintain nutrition services.

## **Senior Community Service Employment Program (SCSEP)**



The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those age 55 and older who live at or below 125% of the federal poverty level, the SCSEP places seniors at nonprofit organizations for up to 48 months, where they acquire on-the-job skills that will enable them to find gainful employment. The Bureau administers the SCSEP via a contract with the U.S. Department of Labor. In turn, the Bureau contracts with Preston County Senior Citizens, Inc., which works directly with seniors in thirteen counties across the state. Remaining counties participate in the SCSEP through either the National Council on Aging or Experience Works.

During Program Year 2013 (July 1, 2013–June 30, 2014), Preston County Senior Citizens provided support to 156 people, with 13 achieving unsubsidized employment. During enrollees' on-the-job training, they provided 53,966 hours to general community service groups, with an additional 36,799 hours to senior specific groups. The Federal funds expenditure for Program Year 2013 was \$955,570 and non-Federal funds were \$106,410. There were 99 authorized positions with 42 host agencies in 11 counties. The counties are: Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.

### **Supportive Services**

Local aging service providers (county senior centers) offer a variety of Supportive Services, including transportation for seniors to senior centers, grocery stores, doctors, and pharmacies. Other services may include health screenings, exercise programs, and information and referral. For seniors who are homebound, some providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs. In FY2014, 2,192 seniors received 60,471 hours of Supportive Services.

## OTHER PROGRAMS AND GRANTS

### West Virginia Aging and Disability Resource Center



West Virginia's Aging and Disability Resource Network (ADRN) locations are "one-stop shops" where people can turn to access reliable and objective information regarding long-term care services and support options available across the state. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. ADRN offices also assist consumers in applying for long-term care services and benefits. In FY2014, the ADRN had close to 20,000 contacts and assisted more than 10,250 unduplicated individuals with their long-term care needs. Currently, there are seven regional ADRN offices operated by the state's four Area Agencies on Aging and one statewide ADRN, operated by the Bureau of Senior Services. The ADRN offices are state funded through the Bureau of Senior Services. The Bureau also receives some federal funding for the ADRN through the Administration for Community Living. The ADRN has a statewide toll-free number, 1-866-987-2372, and a website that contains a comprehensive resource directory searchable by topic or county, [www.wnnavigate.org](http://www.wnnavigate.org). (See Exhibit I for a map of ADRN locations, Exhibit J for FY2014 budgets by site, Exhibit K for FY2014 unduplicated clients by site, and Exhibit L for FY2014 total contacts by site.)

### Advance Care Planning Assistance

For individuals and families to make informed decisions about end-of-life care, they should have access to and understand information that can help them make those decisions. Individuals should be encouraged to reflect on their own personal goals, values, and beliefs as they make care decisions, and they should discuss those decisions with family members. The Bureau continues to make the following information available free of charge to all who request it to assist with advance care planning and end-of-life decision-making and care:

- ***Advance Directives for Health Care Decision-Making in West Virginia***, which answers the most frequently asked questions about end-of-life care decisions and contains advance directives recognized by West Virginia law to implement those decisions – Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also available for download on the West Virginia Center for End-of-Life Care website, [www.wvendoflife.org](http://www.wvendoflife.org).
- ***Five Wishes***, a product of Aging with Dignity, a living will that allows individuals to determine how they would wish to be treated if they were seriously ill, including choices related to spiritual, personal, and emotional needs, as well as medical wishes. It meets the legal requirements for an advance directive in 42 states, including West Virginia.

•**End-of-Life: Helping with Comfort and Care**, from the National Institute on Aging, covers issues and decisions that a caregiver might face when a loved one is near the end of life. This booklet does not replace specific advice from a doctor, but it can help make sense of what is happening, give the family a framework for making care decisions, and help to ensure that end-of-life treatment and care are consistent with a loved one's wishes.

To receive any of the above materials, contact the Bureau of Senior Services at 1-877-987-3646.

### **Family Alzheimer's In-Home Respite (FAIR)**

The dictionary defines respite as a brief interval of rest, a break or breathing space. That is what the Family Alzheimer's In-Home Respite (FAIR) Program is for family caregivers of individuals with Alzheimer's disease or a related dementia. FAIR is a state-funded program available in all 55 counties, which was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff. Trained workers from each county senior center give caregivers a much needed break and, at the same time, offer stimulation and socialization to individuals with dementia. The required dementia care training for direct care workers was updated in 2012, and representatives from each county senior center received the training, so that they can provide it to their direct care workers before they begin working in the program.

Payment for FAIR is on a sliding fee scale, based on the income of the care recipient. In 2014, FAIR provided 230,210 hours of service to 835 families, which is at least 1,670 persons (individuals with Alzheimer's disease or a related dementia and their family caregivers). Monitoring of the FAIR Program is ongoing to ensure that it is effectively serving as many families as possible statewide and also adhering to program guidelines. Fees collected for services averaged \$1.03 for each hour of service. Fees are used to provide additional hours of FAIR and Lighthouse services in the county where they are collected. In fiscal 2014, more than 12,900 hours of FAIR services were provided through sliding fee income.

### **Legislative Initiative for the Elderly (LIFE)**

LIFE is funded by the State Legislature through lottery funds. Services delivered with these funds are modeled after those provided by the Older Americans Act, with each County Aging Service Provider receiving funds to be used to expand and enhance those services. This year, 20,252 individuals received 96,447 separate occurrences of transportation or other services through LIFE funds.

### **Lighthouse Program**

The Lighthouse Program is a personal care service designed to assist seniors who have functional needs in their homes and do not qualify for any Medicaid in-home care programs. Services are provided by a trained caregiver who is employed by the County Aging Provider. This unique program is funded by the state of West Virginia, and clients pay for services based upon their monthly income. A client can receive up to 60 hours of service each month, including personal care, nutrition,

help with mobility, and environmental tasks. To participate in the program, an individual must be at least 60 years old and meet the functional eligibility criteria established by the Bureau, as determined by the aging provider's registered nurse. In this seventh year of the Lighthouse Program, more than 2,550 seniors received over 602,800 hours of service. The fees collected for services averaged \$1.03 for each unit of service and are used to provide additional in-home services in the county.

### **Medicaid Aged & Disabled Waiver (ADW) Program**

The Bureau of Senior Services conducts the day-to-day operational administration and monitoring of the Medicaid ADW Program, which is available in all 55 counties and provides in-home care for eligible members. The program served 6,208 members in State FY2014. To be eligible for the ADW, individuals must be eighteen years of age or older and residents of West Virginia; they must require the same level of care provided in a nursing facility as determined by a comprehensive medical assessment; and their services cannot exceed the average cost of nursing home care. ADW members can choose to receive their services—case management or personal assistance/homemaker services (which includes transportation and RN assessments)—from an agency, or they can choose Personal Options (see below). Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.

### **Medicaid Personal Care (PC)**

The Medicaid Personal Care Program provides services in the home or in the workplace to members who are certified as requiring these services by a physician. In State FY2014, 9,307 Personal Care members were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.

### **Medicaid Personal Options**

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau, in cooperation with the West Virginia Bureau for Medical Services, developed a consumer-directed "Cash & Counseling" component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model to choose from (i.e., participants can choose to be served by a traditional service provider agency, or they can elect to hire their workers directly). Enrollment for the program, entitled Personal Options, began in May 2007. In State FY2014, over 1,207 ADW members chose to self-direct their services through this program option.

## Wellness Programs

- The Bureau collaborates with the West Virginia Bureau for Public Health in their health promotion activities, such as the Mountains of Hope Comprehensive Cancer Coalition, the West Virginia Asthma Coalition, the Osteoporosis/Arthritis Advisory Council, the Cardiovascular Health Program, and the Dental Coalition. Bureau staff meets quarterly with these health promotion programs to provide information on mini-grants and education materials and as a referral source to our County Aging Providers.
- Bureau staff attended the annual West Virginia Senior Olympic Games held in Keyser, West Virginia. Staff assisted with the Olympic activities and participated as judges in the bake off and talent competition.
- The Bureau has partnered with West Virginia on the Move (WVOM), a non-profit organization to promote physical activity in West Virginia. The WVOM Board meets every other month.
- The Bureau has collaborated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition held at the South Charleston Community Center, April 2014.
- The Bureau Wellness Coordinator participated on the planning and development committee of the Summer Institute on Aging to develop a curriculum for a two year geriatrics certificate that was offered by West Virginia University beginning in January 2013.
- The Bureau's Wellness Coordinator participates on the West Virginia Arthritis Foundation Regional Advisory Council, which meets quarterly in Charleston, West Virginia, to advise the Council of upcoming events for older adults.
- The Bureau has been working with Reconnect McDowell County on issues concerning seniors in McDowell County. Many children in McDowell County are being reared by their grandparents. This places an additional financial burden on the grandparents. The Bureau has partnered with the National Foundation to End Senior Hunger (NFESH) to develop programs for nutrition, gardening, and working on canning and education. The Five Loaves 2 Fishes Food Pantry is also a Bureau partner for growing fresh produce. NFESH is also working with Walmart in McDowell County on a Reeducation Program.

## West Virginia State Health Insurance Assistance Program (SHIP)

([www.wvship.org](http://www.wvship.org))



West Virginia SHIP is administered by the Bureau through a grant from the Administration for Community Living and serves all West Virginians receiving Medicare. The program provides assistance to beneficiaries by providing one-on-one counseling, in person and via telephone. SHIP also provides educational group presentations and uses media resources for outreach. Information is provided to beneficiaries, their families, and caregivers on a variety of Medicare topics, including assistance with prescription medications, preventative services, Medigap policies, and Medicare Savings Programs. The SHIP statewide toll-free number, 1-877-987-4463, is



answered by trained counselors located at the Bureau's SHIP Call Center. Additionally, counselors are located in most County Aging Program offices, Area Agencies on Aging, and Aging and Disability Resource Network offices. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums and co-pays. In the past year (October 2013–September 2014), SHIP has served 24,363 Medicare beneficiaries and has provided 1,457 public media events statewide.

## **SPECIAL EVENTS**

### **Robert W. Jackson Senior Conference**

The annual Robert W. Jackson Senior Conference was held May 20–22, 2014, at Cedar Lakes Conference Center in Ripley. Two hundred fifty seniors participated in a variety of workshops and health and recreational activities that reflected the theme, “Safe Today. Healthy Tomorrow.” Workshops and activities at this year’s conference included:

- Advanced Planning for End-of-Life and Earlier
- Triathlon including Bocce Ball, Ladder Golf, and Corn Hole
- Insurance Options
- Crafts
- Banking Fraud and Identity Theft
- Facebook and Smart Devices for Seniors
- Exercise Workshops
- Snacking Your Way to Good Health
- Green Thumbs, Healthy Joints (tips for gardening for those with arthritis)
- Internet Safety and Banking
- Tai Chi
- Archery by Department of Natural Resources
- Mind/Body Skills for Wellness & Relaxation
- Intro to Computers
- Senior Olympics
- Old Wives Tales and Your Health
- Cake Decorating
- “Staying Safe in your Environment” Discussion Panel
- Elder Abuse Skit – performed to a standing ovation

### **Thirty-Third Silver Haired Legislature (SHL)**

The 33<sup>rd</sup> session of the West Virginia Silver Haired Legislature convened on November 19–20, 2014, at the Holiday Inn and Suites in South Charleston. Elections were held in June, 2014, followed by a training session in August at Flatwoods. The SHL Committees drafted new position papers that were voted on by the SHL body in November. Of the 24 position papers submitted, 17 were passed and will be presented to the West Virginia Legislative leadership.

## FUNDING

### Financial Sources

The Bureau receives funding from five sources under the agency's budget:

- Lottery Appropriations amounted to \$54.5 million, of which \$32.3 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- General Revenue Appropriations totaled \$10.1 million, of which the full amount was also transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License Fee Appropriations from casino license fees in the amount of \$10.5 million fund FAIR, Lighthouse, meals, and transportation;
- Federal Appropriations in the amount of \$14.5 million; and
- Special Revenue Appropriations totaling \$1.8 million.

Exhibits M, N, and O illustrate the Bureau's actual fiscal year 2014 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit P lists the Bureau's grants/detailed expenditures for FY2014.

### Senior Centers

In fiscal year 2014, \$1.14 million in Lottery funds were appropriated for senior centers and their programs. There were 98 grants designated by the legislature. Those funds not used for senior center repair and renovation were used to support senior center operations and programs, such as family caregiver support, congregate and home-delivered meals, transportation, in-home care, and prescription assistance.

## COLLABORATIONS & PARTNERSHIPS

Every year, the Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau and provide services to seniors and individuals with disabilities to the fullest extent possible. In 2014, the Bureau collaborated or partnered with all of the following:

- AARP Foundation – SHIP Director served as an advisory member on their Benefit Enrollment Center Program.
- AARP West Virginia – WV SHIP participates in tele-town hall calls with AARP WV during the Medicare Open Enrollment Period to provide educational information regarding Medicare. WV SHIP partners to provide workshops on Medicare Fraud and Abuse. Bureau staff also presented at two AARP Consumer University workshops on caregiving.
- Access and Functional Needs workgroup – Bureau staff participated in this workgroup by the Center for Threat Preparedness to assess the current emergency response system for gaps and to enhance, promote and support emergency response systems to reach all people in West Virginia during threats to the public's health and safety.
- Access Health – WV SHIP has partnered with Access Health with information about Medicare.
- ACCESSWV (Agencies Connecting Comprehensive Effective Senior Services) – Sponsored by Cabell Huntington Hospital and WV SHIP, provides updates about Medicare to these agencies.
- Administration for Community Living – Administering Older Americans Act programs and ADRN (Aging and Disability Resource Network) grants and SHIP grants. Semi-annual reports on ADRN contacts and functions.
- Adult Protective Services (APS) – Consultation regarding APS referrals for members on the ADW and PC programs. Dementia care and other training and education provided for APS staff.
- Advanced Patient Advocacy – Health Insurance Marketplace Navigator agency, Bureau partners with for outreach events with the Health Insurance Marketplace.
- Aged & Disabled Waiver Quality Council – Development, planning and coordination to meet Centers for Medicare and Medicaid requirements regarding performance measures to ensure continued improvement.

- All4One Disability Expo – Bureau staff participated in this annual expo that aims at ensuring all individuals receive the information and resources they need and deserve to reach their fullest potential, regardless of age, diagnosis or prognosis.
- Alzheimer’s Association, West Virginia Chapter – Bureau provides funding for the Alzheimer’s Association’s 24-hour Helpline and works with them on projects to benefit Alzheimer’s families.
- APS Healthcare: Utilization Management contractor through Bureau for Medical Services.
- Blanchette Rockefeller Neurosciences Institute – Partnered to provide continuing dementia education to physicians throughout West Virginia.
- Bureau for Children and Family Services – Working to educate the public on elder abuse, neglect and exploitation. The Bureau has a representative on the West Virginia World Elder Abuse Awareness Day committee.
- Bureau for Medical Services – Participate in the monthly contract meetings, ongoing collaboration regarding the Aged and Disabled Waiver, Personal Care Services, and Money Follows the Person.
- Cabell Huntington Hospital–Senior Wise – WV SHIP provides updated information on Medicare issues.
- Cabin Creek Health Centers – WV SHIP works with Cabin Creek Health Centers to provide information to their clients.
- Camden Clark Hospital – Lifetime Partners.
- Centers for Medicare and Medicaid Services (CMS) – WV SHIP participation at various national and regional meetings. Consultation during state monitoring of Aged and Disabled Waiver and Personal Care Services, submitting supporting documentation required for Quality Assurance requirements and Performance Measure report.
- Charleston Area Medical Center – WV SHIP collaborates with CAMC to assist retiring and part-time employees in their Medicare options and other health insurance options.
- Charleston/Kanawha Housing Authority – WV SHIP director visited each of the high rises that are sponsored by the Charleston/Kanawha Housing Authority.

- Coalition Against Domestic Violence – The Bureau is a member of the steering committee for the Coalition’s grant to develop a Coordinated Community Response to Elder Abuse.
- Community Education Resource Council – WV SHIP participates in this monthly work group, which consists of individuals/agencies that are working to increase knowledge of services/providers and to enhance services in West Virginia. Bureau staff presented at one of their monthly meetings.
- Contemporary Youth Arts Company, Charleston – Partnered with Dan Kehde, Director, who wrote and directed a one-act play on elder abuse and neglect, utilizing members of the Youth Arts Group.
- Direct Care Workforce Curriculum Work Group – Chaired by staff at the Bureau of Senior Services, this group developed a direct care worker curriculum for the state’s in-home services programs and worked to develop the statewide registry for direct care workers.
- Faces of Leadership Conference – A Bureau staff person presented a workshop at this conference, hosted by the West Virginia Non-Profit Association.
- Federal Emergency Management Agency – Ongoing disaster case management training. Staff members participated in ongoing conference calls with FEMA and other emergency management partners.
- Financial Exploitation Task Force – Bureau staff serve as members of this task force on how to reduce the financial exploitation of seniors and other vulnerable adults and report identified incidents of potential financial exploitation of members on the Personal Care and Aged and Disabled Waiver programs.
- Greenbrier Valley Medical Center – WV SHIP partners with them to provide educational workshops to Medicare beneficiaries in the Lewisburg and Greenbrier Valley area.
- International Association of Administrative Professionals – Staff spoke to their members about Bureau services and presented a caregiver workshop.
- Legal Aid of West Virginia – Aged and Disabled Waiver program and Personal Care Services member referrals for assistance and interpretation of program policy.
- Make a Plan for Alzheimer’s in West Virginia (MAP) – Bureau staff was involved with the development of a state plan for Alzheimer’s disease.

- Meals on Wheels Association of America (MOWAA) – Bureau works with Association for nutritional training to County Aging Providers.
- Medicaid Fraud Control Unit – Conducts investigation of referrals of Medicaid fraud.
- Mission West Virginia, Relatives as Parents Program – This program receives a grant from the Bureau of Senior Services through Older Americans Act funding.
- Money Follows the Person, Take Me Home, West Virginia – Bureau staff person serves on the advisory council. The state ADRN Director administers a two year grant related to ADRN and this program. Staff also serves on the Take Me Home Team, which meets every other week to look at progress and to discuss protocol revisions based on participant experiences. Bureau staff also serves on the Quality and Housing Committees that are a part of this program.
- National Arthritis Foundation – Participate on the quarterly arthritis advisory panel in West Virginia.
- National Association of State Long-Term Care Ombudsman Programs – Members share the mission of Long-Term Care Ombudsman Programs, which is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents.
- National Association of States United for Aging and Disabilities (NASUAD) – Bureau is a member of and shares a common agenda of providing opportunities and supports for older persons to live independent, meaningful, productive, dignified lives and maintain close family and community ties.
- National Foundation to End Senior Hunger – Grant to provide training, gardening and food to McDowell County seniors and grandchildren.
- Nursing Home Advisory Council – The state Long-Term Care Ombudsman serves as a member of this council.
- Olmstead Council – Work with Council to assure the implementation of and compliance with the 1999 United States Supreme Court Olmstead decision upholding the civil rights of people with disabilities to received community-based services and supports. The state Long-Term Care Ombudsman is a member of this council.

- Public Partnerships, LLC – Under contract with BMS, conducts monitoring to ensure compliance with program regulations.
- Raleigh County Elder Abuse Conference – Staff presented at this conference.
- Silver Haired Legislature (SHL) – Per State Code, the Bureau oversees the SHL, which is a model legislature composed of 134 members, 60 years of age or older, elected by their peers.
- Social Security Administration (SSA) – Bureau works with SSA to do workshops related to Medicare at local hospitals, and Bureau receives Medicare updates.
- Statewide Independent Living Council – Bureau attends quarterly council meetings and reports to council on the Aged and Disabled Waiver Program and the Personal Care Program.
- West Virginia Asthma Coalition – Attend quarterly meetings and chair the Prevention & Education Committee. Present Tai Chi for Arthritis to community groups.
- West Virginia Attorney General’s Office – Provides program policy interpretation for the Aged and Disabled Waiver and Personal Care Services. The Bureau reports any unlawful activities of providers, members.
- West Virginia Bureau for Children and Families – Coordinate and improve response to allegations of abuse, neglect and financial exploitation of long-term care residents; consultation on financial eligibility and APS issues.
- West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program – Participate on the quarterly advisory panel in West Virginia.
- West Virginia Center for End-of-Life Care – The Bureau utilizes forms provided on the Center’s website – medical power of attorney, living will, combined medical power of attorney/living will, medical surrogate, do not resuscitate card and others. The State Ombudsman serves on the Center’s Advisory Board.
- West Virginia Center for Threat Preparedness – Bureau staff is partnering with this organization by participating in the West Virginia Access and Functional Needs Workgroup to enhance, promote and support emergency response systems to reach all people in West Virginia during threats to the public’s health and safety.



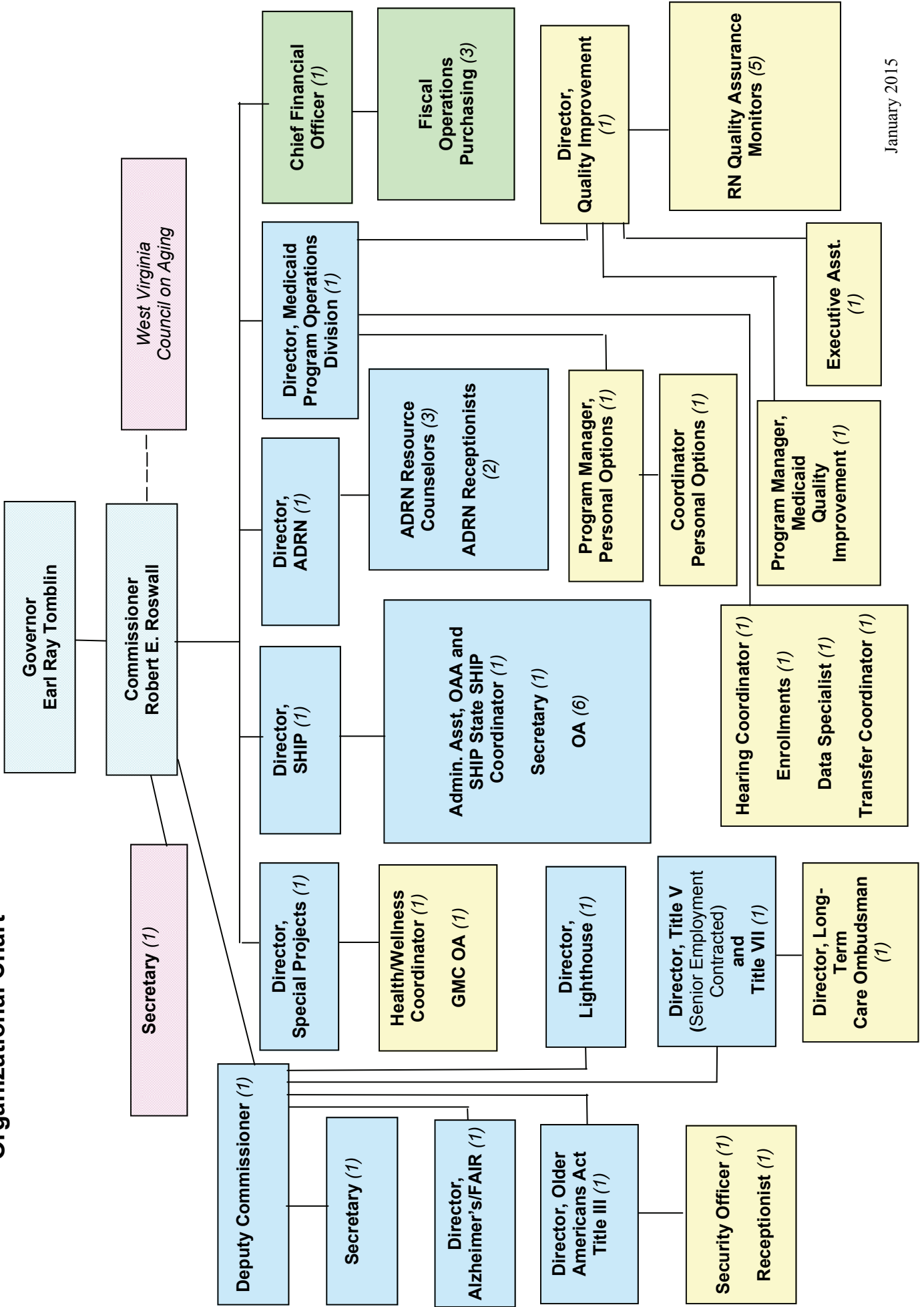
- West Virginia Comprehensive Cancer Control Coalition – Attend quarterly meeting to obtain information to distribute to the County Aging Programs.
- West Virginia Dementia Care Coalition – Providers, state agency representatives, and advocates working to reduce the use of antipsychotic medication and improve dementia care in nursing homes. The State Ombudsman is a member of this coalition.
- West Virginia Department of Agriculture, Senior Farmer’s Market Nutrition Program – Bureau works in conjunction with this program to coordinate distribution of Farmer’s Market coupons to seniors.
- West Virginia Department of Education – A key partner on the Direct Care Worker Curriculum Work Group.
- West Virginia Developmental Disabilities Council – Collaboration with the council regarding the CMS quality assurances and performance measure requirements.
- West Virginia Directors of Senior and Community Services – Bureau works with the Directors’ Association concerning legislation, training and standards.
- West Virginia Future of Aging and Caregiving Taskforce – formed to map a new strategic vision for healthy older West Virginians. A Bureau staff person serves on this task force.
- West Virginia Geriatric Education Center – Provided input on the direction of geriatric education in the state. Bureau staff presented at their Leadership Summit.
- West Virginia Health Care Authority – Provide information to help promote the rights of nursing home residents; authority on Certificate of Need issues.
- West Virginia Health Innovation Collaborative – Formed to map a new strategic vision for a healthy and prosperous West Virginia. The Commissioner services on the Better Health Work Group, and another staff person serves on the Better Care Work Group.
- West Virginia Medical Institute (WVMI) – Consultation and collaboration regarding member medical eligibility, dual services, and Level of Service Request changes for the Aged and Disabled Waiver program and Prior Authorization of additional hours of Personal Care Services.
- West Virginia Non-Profit Association – Staff person conducted a workshop for their annual leadership conference.

- West Virginia Office of the Insurance Commissioner – Bureau partners to share information on Medicare supplemental plans and on long term care information; Bureau has a Memorandum of Understanding to provide in-person assisters for the Health Insurance Marketplace.
- West Virginia on the Move – Host meeting and Chair the Board to promote physical activity opportunities for seniors.
- West Virginia Partnership for Elder Living – A Bureau staff person serves on the Partnership’s Advisory Council, and several staff members serve on work groups convened by the Partnership for Elder Living.
- West Virginia Rosie the Riveters – Commissioner serves on committee and helps facilitate, locate and provide outreach for the Rosies.
- West Virginia Rural Health Aging Network – Introduced evidence-based poster at annual conference.
- West Virginia Senior Legal Aid – Provide free civil legal services and counsel to senior West Virginians age 60 and older.
- West Virginia Senior Medicare Patrol – Worked with WV SHIP to provide training throughout the year to all SHIP counselors.
- West Virginia Suicide Prevention Council – Commissioner is a member of the Council.
- West Virginia United Methodist Conference – WV SHIP presents at the annual conference and helps enroll Medicare beneficiaries in Part D plans.
- West Virginia University Center for Excellence in Disabilities – Collaborative efforts on joint projects, including the recent CMS Quality Assurance program development.
- West Virginia University Summer Institute on Aging Steering Committee – Participate on the planning committee to help develop and plan their Annual Summer Institute on Aging Conference.
- West Virginia Workforce Investment Council – Assist in implementation and oversight of a comprehensive state workforce system that prepares West Virginia citizens for employment opportunities offered by West Virginia businesses. Bureau staff serves on the Council.

## EXHIBITS

- Exhibit A – Bureau of Senior Services Organizational Chart
- Exhibit B – 2014 Silver Haired Legislature, Position Papers Passed
- Exhibit C – County Aging Providers
- Exhibit D – Area Agencies on Aging
- Exhibit E – Area Agencies on Aging, FY2014 Operational Funding Source
- Exhibit F – Area Agencies on Aging, FY2014 State/Federal Funding
- Exhibit G – Bureau of Senior Services, FY2014 Regional Funding Allocations All Funds
- Exhibit H – County Aging Programs, FY2014 Funding Allocations
- Exhibit I – West Virginia Aging & Disability Resource Network
- Exhibit J – West Virginia Aging & Disability Resource Network, FY2014 Budgets by Site
- Exhibit K – West Virginia Aging & Disability Resource Network, FY2014 Unduplicated Clients by Site
- Exhibit L – West Virginia Aging & Disability Resource Network, FY2014 Total Contacts by Site
- Exhibit M – Bureau of Senior Services, FY2014 Expenditures by Program
- Exhibit N – Bureau of Senior Services, FY2014 Expenditures by Program, Non-Medicaid Transfers
- Exhibit O – Bureau of Senior Services, FY2014 Expenditures by Funding Source
- Exhibit P – Bureau of Senior Services Grants, FY2014 Detailed Expenditures

# West Virginia Bureau of Senior Services Organizational Chart



January 2015

( ) = Number of Positions

**2014 WEST VIRGINIA SILVER HAired LEGISLATURE  
POSITION PAPERS PASSED**

- SP3114 Increase Participation in Silver Haired Legislature
- SP4114 Improvement of Educational Qualifications for Magistrate Judges
- SP4214 Create an Office of Ombudsman/Mediator
- SP4314 Voucher Program
- SP4414 Mobile DMV Unit(s) for Counties without Regional Offices
- HP1214 Enforcement of Staffing Ratios in Long-Term Nursing Care Facilities
- HP2314 Increase Funding for Senior In-Home Services
- HP2414 Revision of Criminal Code
- HP2514 Legalization and Taxation of Industrial Hemp
- HP3114 Drug Testing on Welfare Recipients for Drugs and Alcohol
- HP4114 Enforcement of Illegal Handicap Parking
- HP4314 Stop the Creation of "Regional Boards of Educations"
- HP4414 Stop the Implementation of Common Core (WV Next Generation Educational Standards)
- HP4514 Requiring a Prescription to Receive Drug Products that Contain as an Active Ingredient Ephedrine, Pseudoephedrine, Phenylpropanolamine, and other Precursors of Methamphetamine
- HP4614 Just Label It
- HP4714 Making it Illegal to Discriminate Against Anyone Based on Sexual Orientation or Gender Identity in the Workplace Both Public and Private and in Housing, the Rental or Purchase of Homes
- HP 4814 Collect and Track Prescription Information for all Schedule V Controlled Substances Dispensed in West Virginia, E.G. Codeine containing Cough Mixtures. This should include all patients, Pharmacy and Doctor Information and/or Make It a Schedule IV or III Drug

Resolution Voucher Program

Resolution Uniform Real Property Transfer on Death Act

**WEST VIRGINIA BUREAU OF SENIOR SERVICES  
COUNTY AGING PROVIDERS**

**Barbour County Senior Center, Inc.**

PO Box 146 (47 Church Street)  
Philippi, WV 26416  
Telephone: 304-457-4545  
Fax: 304-457-2017  
Email: bcsc@bcscwv.org  
Website: www.bcscwv.org  
Brenda Wilmoth, Director

**Berkeley Senior Services**

217 North High Street  
Martinsburg, WV 25401  
Telephone: 304-263-8873  
Fax: 304-263-6598  
Email: linda.dir@berkeleyseniorservices.org  
Website: www.berkeleyseniorservices.org  
Linda Holtzapple, Director

**Bi-County Nutrition**

(Doddridge and Harrison nutrition)  
416 1/2 Ohio Avenue  
Nutter Fort, WV 26301  
Telephone: 304-622-4075  
Fax: 304-622-4675  
Email: bicountyseniors@yahoo.com  
Wanda Carrico, Director

**Boone County Community Organization**

PO Box 247 (347 Kenmore Drive, Suite 1-A)  
Madison, WV 25130  
Telephone: 304-369-0451; 304-369-2750  
Fax: 304-369-1383  
Email: bcco.jeaster@suddenlinkmail.com  
Judy Easter, Director

**Braxton County Senior Citizens Center, Inc.**

23 Senior Center Drive  
Sutton, WV 26601  
Telephone: 304-765-4090; 304-765-4091;  
304-765-4092; 888-654-9321  
Fax: 304-765-4095  
Email: dirbcsc@frontier.com  
Mary Chapman, Director

**Brooke County Committee on Aging**

(also nutrition provider for Hancock)  
948 Main Street  
Follansbee, WV 26037  
Telephone: 304-527-3410  
Fax: 304-527-4278  
Email: labrooke@aol.com  
Website: www.brookecountyseniorcenter.org  
Laura Beckelhimer, Director

**Cabell County Community Services  
Organization, Inc.**

724 10th Avenue  
Huntington, WV 25701  
Telephone: 304-529-4952  
Fax: 304-525-2061  
Email: cccso1@cccso.com  
Website: www.cccso.com  
Chuck Ricks, Executive Director

**Calhoun County Committee on Aging, Inc.**

PO Box 619 (105 Market Street)  
Grantsville, WV 26147  
Telephone: 304-354-7017  
Fax: 304-354-6859  
Email: rpoling@cccoa-wv.org  
Website: www.cccoa-wv.org  
Rick Poling, Executive Director

**Clay County Development Corp.**

(IIIB only, no nutrition)  
PO Box 455 (174 Main Street)  
Clay, WV 25043  
Telephone: 304-587-2468  
Fax 304-587-2856  
Email: claydevcorp@live.com  
Pamela Taylor, Director

**Doddridge County Senior Citizens, Inc.**

(IIIB only, no nutrition)  
PO Box 432 (403 West Main Street)  
West Union, WV 26456  
Telephone: 304-873-2061  
Fax 304-873-1769  
Email: dcscoffice@gmail.com  
Marvin "Smokey" Travis, Director

**Fayette County Office**

(administered by Putnam Aging Services)  
PO Box 770 (108 Lewis Street)  
Oak Hill, WV 25901  
Telephone: 304-465-8484  
Fax: 304-465-8607  
Email: jszamiela@yahoo.com  
Janet Zamiela, Director

**Council of Senior Citizens of Gilmer County, Inc.**

720 North Lewis Street  
Glennville, WV 26351  
Telephone: 304-462-5761  
Fax: 304-462-8239  
Email: gilmerseniors@yahoo.com  
Sallie Mathess, Director

**Grant County Commission on Aging Family Services**

111 Virginia Avenue  
Petersburg, WV 26847  
Telephone: 304-257-1666  
Fax: 304-257-9145  
Email: gccoafs@frontier.com  
Website: www.gcscwv.org  
Darlene Keplinger, Director

**Greenbrier County Committee on Aging**

PO Box 556 (1003 Greenbrier Street)  
Rupert, WV 25984  
Telephone: 304-392-5138  
Fax: 304-392-5969  
Email: gccca@suddenlinkmail.com  
Website: www.greenbriercountycoa.com  
John Wyman, Director

**Hampshire County Committee on Aging**

PO Box 41 (24781 Northwestern Pike)  
Romney, WV 26757  
Telephone: 304-822-4097 (TDD);  
304-822-4030; 304-822-4499  
Fax: 304-822-7322  
Email: aginginhamp@hardynet.com  
Website: www.aginginhampshire.us  
Sandra Viselli, Director

**Hancock County Senior Services**

(IIIB only, no nutrition)  
647 Gas Valley Road  
New Cumberland, WV 26047-1284  
Telephone: 304-564-3801  
Fax: 304-387-2693  
Email: emknabenshue@hancocksrsvs.org  
Website: www.hancocksrsvs.org  
Mark Knabenshue, Director

**Hardy County Committee on Aging**

PO Box 632 (409 Spring Avenue)  
Moorefield, WV 26836  
Telephone: 304-530-2256; 888-538-2256  
Fax: 304-530-6989  
Email: hcco1@hardynet.com  
Phyllis Helmick, Director

**Harrison County Senior Citizens, Inc.**

(IIIB only, no nutrition)  
500 West Main Street  
Clarksburg, WV 26301  
Telephone: 304-623-6795  
Fax: 304-623-6798  
Email: maxfrancis@frontier.com  
Website: http://wvhcseniorcenter.org/  
Max Francis, Executive Director

**Jackson County Commission on Aging, Inc.**

PO Box 617 (217 South Street)  
Ripley, WV 25271  
Telephone: 304-372-2406  
Fax: 304-372-9243  
Email: jccoawv@hotmail.com  
Website: www.jccoawv.org  
Gerry Dunbar, Director

**Jefferson County Council on Aging**

103 West 5th Street  
Ranson, WV 25438  
Telephone: 304-725-4044  
Fax: 304-725-9500  
Email: jccoadirector@frontiernet.net  
Amy Wellman, Executive Director

**Kanawha Valley Senior Services**

(IIIB only, no nutrition)  
2428 Kanawha Boulevard, East  
Charleston, WV 25311  
Telephone: 304-348-0707  
Fax: 304-348-6432  
Email: pjustice@kvss.org  
Website: www.kvss.org  
Paulette Justice, Executive Director

**Lewis County Senior Citizens Center, Inc.**

171 West 2nd Street  
Weston, WV 26452  
Telephone: 304-269-5738, 1-800-695-4594  
Fax: 304-269-7329  
Email: dinahlynnmills@aol.com  
Website: www.lcseniorcenter.org  
Dinah Mills, Director



**Lincoln County Opportunity Co., Inc.**

360 Main Street  
Hamlin, WV 25523  
Telephone: 304-824-3448  
Fax: 304-824-7662  
Email: lcoc@zoominternet.net  
Website: www.lincolncountyopportunity.net  
William F. Carpenter, Jr., Director

**Pride Community Services, Inc. (Logan)**

PO Box 1346 (699 Stratton Street)  
Logan, WV 25601  
Telephone: 304-752-6868  
Fax: 304-752-1047  
Website: www.prideinlogan.com  
Email: Stephanie.mounts@loganpride.com  
Stephanie Mounts, Aging Program Director  
Email: reggie.jones@loganpride.com  
Reggie Jones, Executive Director

**Marion County Senior Citizens, Inc.**

105 Maplewood Drive  
Fairmont, WV 26554  
Telephone: 304-366-8779  
Fax: 304-366-3186  
Email: debbie@marionseniors.org  
Website: www.marionseniors.org  
Debbie Harvey, Director

**Marshall County Committee on Aging**

(IIIB only, no nutrition)  
805 5th Street  
Moundsville, WV 26041  
Telephone: 304-845-8200  
Fax: 304-845-8239  
Email: jhoward@swave.net  
Website: www.mcseniorcenter.com  
Joyce Howard, Director

**Mason County Action Group, Inc.**

101 2nd Street  
Point Pleasant, WV 25550  
Telephone: 304-675-2369  
Fax: 304-675-2069  
Email: masonsensors@aol.com  
Website: www.masonsensors.com  
Renaef Riffle, Executive Director

**McDowell County Commission on Aging**

725 Stewart Street  
Welch, WV 24801  
Telephone: 304-436-6588  
Fax: 304-436-2006  
Email: lisa@mcdowellcoa.org  
Lisa Sanderson, Executive Director

**CASE WV Commission on Aging (Mercer)**

PO Box 1507  
(Main Office – 600 Trent Street)  
Princeton, WV 24740  
Telephone: 304-425-7111  
Fax: 304-487-8801  
Website: www.casewv.org  
Email: sbgraham@casewv.org  
Sandy Graham, Aging Program Director  
ohubbard@casewv.org  
Oraetta Hubbard, Director

**Aging and Family Services of Mineral County, Inc.**

1 South Main Street  
Keyser, WV 26726-3127  
Telephone: 304-788-5467  
Fax: 304-788-6363  
Email: smallery@wvaging.com  
Website: www.wvaging.com  
R. Scott Mallery, Director

**Coalfield Community Action Partnership, Inc. (Mingo)**

PO Box 1406 (1626 W. Third Avenue)  
Williamson, WV 25661  
Telephone: 304-235-1701  
Fax: 304-235-1706  
Email: tsalmons@coalfieldcap.org  
Website: www.coalfieldcap.org  
Tim Salmons, Director

**Senior Monongalians, Inc.**

PO Box 653  
(5000 Greenbag Rd., Suite 7, Mountaineer Mall)  
Morgantown, WV 26507-0653  
Telephone: 304-296-9812  
Fax: 304-296-3917  
Email: tclark@seniormons.org  
Website: www.seniormons.org  
Tom Clark, Director

**Monroe County Council on Aging**

PO Box 149 (Route 219)  
Lindside, WV 24951  
Telephone: 304-753-4384  
Fax: 866-247-7077  
Email: mccoabruce@yahoo.com  
Bruce Powers, Director

**Senior Life Services of Morgan County**

106 Sandmine Road, Suite 1  
Berkeley Springs, WV 25411  
Telephone: 304-258-3096  
Fax: 304-258-3190  
Email: joeltut32@hotmail.com  
Website: www.slsmc.org  
Joel Tuttle, Director

**Nicholas Community Action Partnership, Inc.**

1205 Broad Street  
Summersville, WV 26651  
Telephone: 304-872-1162  
Fax: 304-872-5796  
Email: anowak@ncapwv.info  
Website: www.ncapwv.info  
Angela Nowak, Executive Director

**Family Service - Upper Ohio Valley**

(also nutrition in Marshall and Wetzel)  
51 11th Street  
Wheeling, WV 26003  
Telephone: 304-232-6730; 1-800-631-1954  
Fax: 304-233-7237  
Email: jleindecker@fsuov.com  
Website: www.fsuov.com  
June Leindecker, CEO

**Pendleton Senior and Family Services, Inc.**

PO Box 9 (231 Mill Road)  
Franklin, WV 26807  
Telephone: 304-358-2421  
Fax: 304-358-2422  
Email: pendletonseniorcenter@frontier.com  
Carolyn Wells, Director

**Pleasants County Senior Citizens Center**

(IIIB, no nutrition)  
209 2nd Street  
St. Marys, WV 26170  
Telephone: 304-684-9243  
Fax: 304-684-9382  
Email: pcscjr@frontier.com  
Jessica Rupert, Director

**Pleasants Senior Nutrition (nutrition only)**

PO Box 576 (219 2nd Street)  
St. Marys, WV 26170  
Telephone: 304-684-9319  
Fax: 304-684-7697  
Email: seniornutrition@creeds.net  
David Hoyt, Director

**Pocahontas County Senior Citizens, Inc.**

PO Box 89 (State Route 219N, HC69, Box 7)  
Marlinton, WV 24954  
Telephone: 304-799-6337  
Fax: 304-799-4972  
Email: pocahontascoseniors@gmail.com  
John R. Simmons, Director

**Preston County Senior Citizens, Inc.**

PO Box 10 (108 Senior Center Drive)  
Kingwood, WV 26537  
Telephone: 304-329-0464; 800-661-7556  
Fax: 304-329-2584  
Email: prestonseniors@atlanticbb.net  
Janie Lou White, Executive Director

**Putnam Aging Program, Inc.**

(also nutrition in Clay, Fayette and Kanawha)  
694 Winfield Road  
St. Albans, WV 25177-1554  
Telephone: 304-755-2385  
Fax: 304-755-2389  
Email: jarthur@putnamaging.com  
Website: www.putnamaging.com  
Joyce McCormick-Arthur, Executive Director

**Raleigh County Commission on Aging**

1614 S. Kanawha Street  
Beckley, WV 25801-5917  
Telephone: 304-255-1397  
Fax: 304-252-9360; 304-255-2881  
Email: rcoa@raleighseniors.org  
Website: www.raleighseniors.org  
Jack Tanner, Director

**The Committee on Aging for Randolph County, Inc.**

PO Box 727 (5th Street & Railroad Avenue)  
Elkins, WV 26241  
Telephone: 304-636-4747  
Fax: 304-637-4991  
Email: lward@rcscwv.org  
Website: www.randolphcountyseniorcenter.com  
Laura Ward, Director

**Ritchie County Integrated Family Services**

PO Box 195 (S. Court Street & Edgeview Lane)  
Harrisville, WV 26362  
Telephone: 304-643-4941  
Fax: 304-643-4936  
Email: rcseniors@zoominternet.net  
Lee Jones, Director

**Roane County Committee on Aging, Inc.**

811 Madison Avenue  
Spencer, WV 25276  
Telephone: 304-927-1997  
Fax: 304-927-2273  
Email: jgump@rccoawv.org  
Website: www.rccoawv.org  
Joshua Gump, Director

**Summers County Council on Aging**

120 2nd Avenue  
Hinton, WV 25951  
Telephone: 304-466-4019  
Fax: 304-466-1890  
Email: lin.goins@summersseniors.com  
Website: www.summersseniors.com  
Mr. Lin Goins, Director

**Taylor County Senior Citizens, Inc.**

52 Trap Springs Road  
Grafton, WV 26354-7711  
Telephone: 304-265-4555  
Fax: 304-265-6083  
Email: taylorcscfm@aol.com  
Frank Mayle, Director

**Tucker County Senior Citizens, Inc.**

217 Senior Lane  
Parsons, WV 26287  
Telephone: 304-478-2423  
Fax: 304-478-4828  
Email: rdnestor@hotmail.com,  
sully0818@yahoo.com  
Roxanne Tuesing, Director

**Council of Senior Tyler Countians, Inc.**

PO Box 68 (504 Cherry Street)  
Middlebourne, WV 26149  
Telephone: 304-758-4919  
Fax: 304-758-4680  
Email: amy.cstcwv@frontier.com  
Amy Haught, Executive Director

**Upshur County Senior Citizens Opportunity Center, Inc.**

28 North Kanawha Street  
Buckhannon, WV 26201  
Telephone: 304-472-0528  
Fax: 304-472-6424  
Email: acook@upwvsc.org  
Website: www.upwvsc.org  
Allen Cook, Director

**Wayne County Community Services Organization, Inc.**

3609 Hughes Street  
Huntington, WV 25704  
Telephone: 304-429-0070  
Fax: 304-429-0026  
Email: rmeredith@wccso.org  
Website: www.wccso.org  
Rose Meredith, Director

**Webster County Commission of Senior Citizens**

148 Court Square  
Webster Springs, WV 26288  
Telephone: 304-847-5252  
Fax: 304-847-7182  
Email: webcosencitz@frontiernet.net  
Phillip Cooper, Director

**Wetzel County Committee on Aging (IIIB)**

145 Paducah Drive  
New Martinsville, WV 26155  
Telephone: 304-455-3220  
Fax: 304-455-0280  
Email: wetzelcoa@suddenlinkmail.com  
Mary Ash, Director

**Wirt County Committee on Aging, Inc.**

PO Box 370 (74 Senior Circle)  
Elizabeth, WV 26143  
Telephone: 304-275-3158  
Fax: 304-275-4631  
Email: wcco@wccoa@suddenlinkmail.com  
Lorraine Roberts, Director

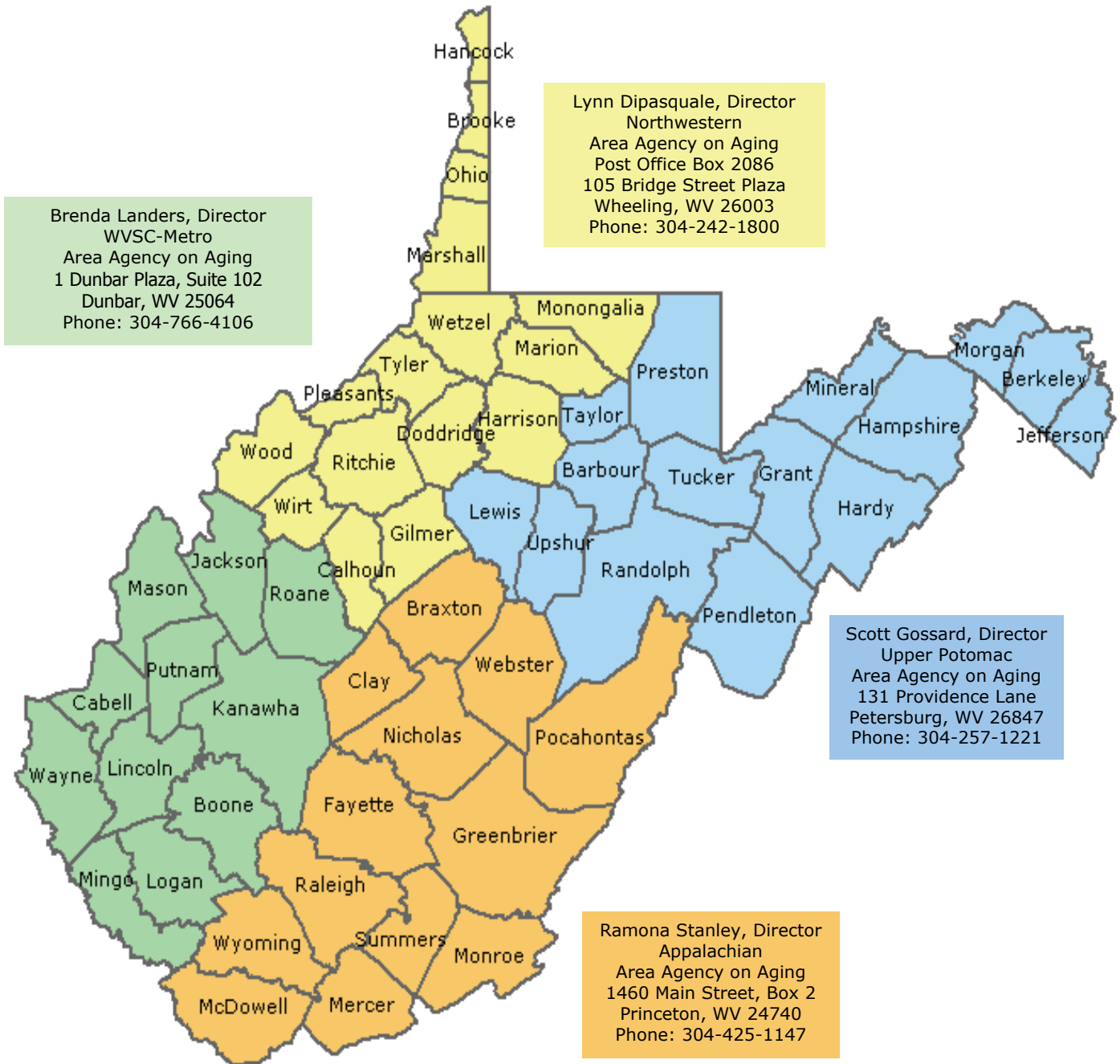
**Wood County Senior Citizens Association, Inc.**

PO Box 1229 (914 Market Street)  
Parkersburg, WV 26102  
Telephone: 304-485-6748  
Fax: 304-485-8755  
Email: mdennis@suddenlinkmail.com  
Michael Dennis, Director

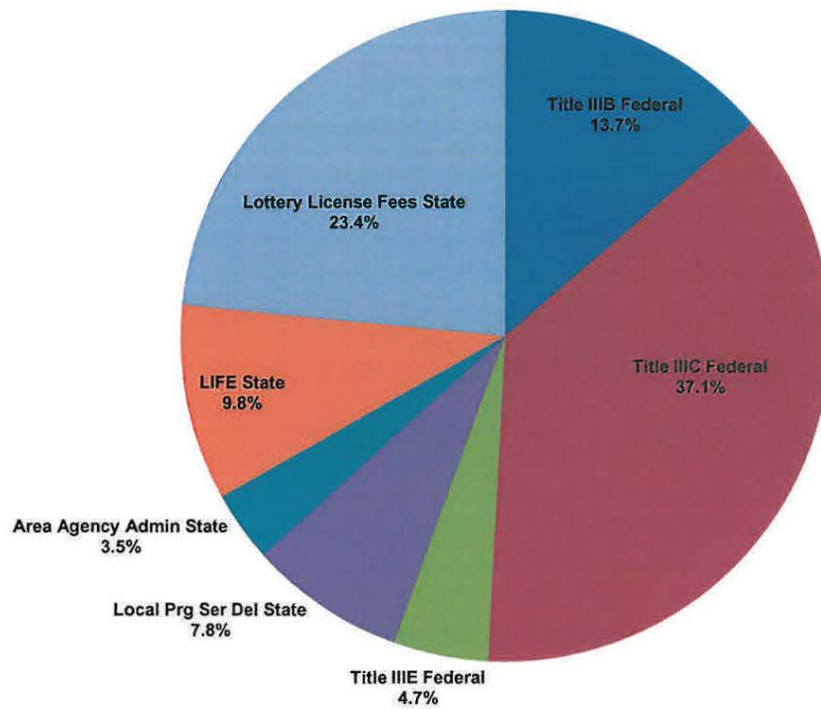
**Council on Aging (Wyoming County)**

PO Box 458  
Mullens, WV 25882  
(Physical address: 695 Mountaineer Highway,  
Mullens, WV)  
Telephone: 304-294-8800; 800-499-4080  
Fax: 304-294-8803  
Email: gibsonj@wcco.com  
Website: www.wcco.com  
Jennifer Gibson, Director

# AREA AGENCIES ON AGING



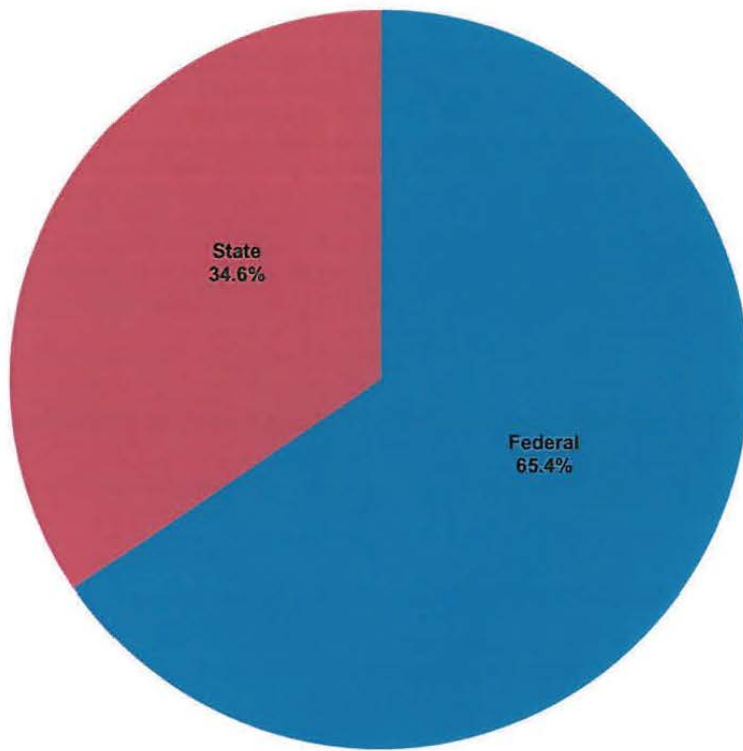
**BUREAU OF SENIOR SERVICES  
FY2014 AREA AGENCIES on AGING OPERATIONAL  
FUNDING SOURCE**



**BUREAU OF SENIOR SERVICES  
FY 2014 AAA FUNDING**

Title IIIB Federal	10.61%	140,000
Title IIIC Federal	28.81%	380,000
Title IIIE Federal	3.64%	48,000
Local Prg Ser Del State	6.06%	80,000
Area Agency Admin State	2.71%	35,780
LIFE State	7.58%	100,000
Lottery License Fees State	18.19%	240,000
SHIP/MIPPA	22.39%	295,408
<b>TOTAL</b>	<b>100.00%</b>	<b>1,319,188</b>

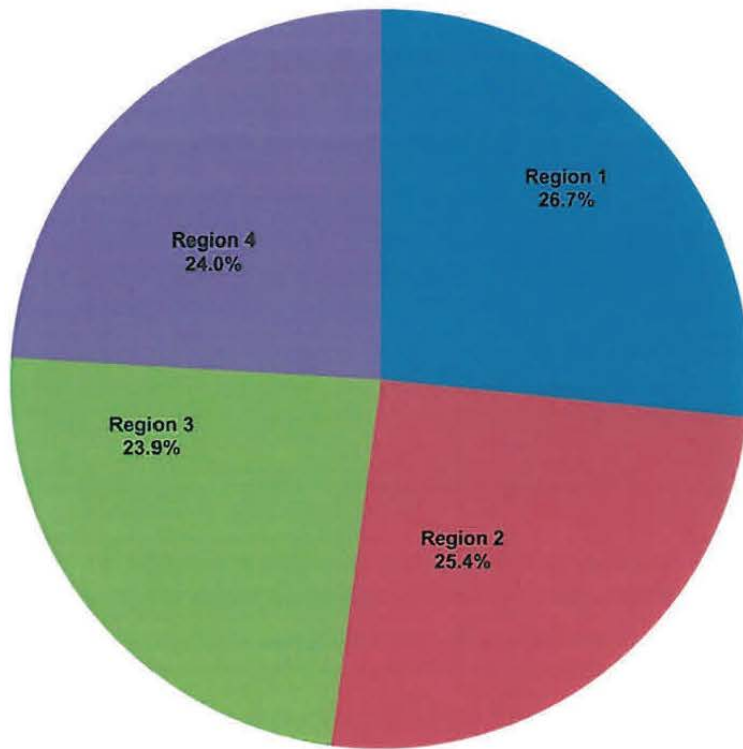
**BUREAU OF SENIOR SERVICES  
FY2014 AREA AGENCIES on AGING OPERATIONAL  
FUNDING SOURCE**



**BUREAU OF SENIOR SERVICES  
FY 2014 AAA FUNDING**

Federal	65.4%	863,408
State	34.6%	455,780
<b>TOTAL</b>	<b>100.00%</b>	<b>1,319,188</b>

**BUREAU OF SENIOR SERVICES  
FY2014 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES  
FY 2014 REGIONAL ALLOCATIONS**

Region 1	26.68%	11,058,726
Region 2	25.42%	10,538,638
Region 3	23.87%	9,894,014
Region 4	24.03%	9,960,798
TOTAL	100.00%	41,452,176

Aging Service Funds are distributed to County Aging Program Providers in a State Funding Formula based on Federal requirements. The factors in the formula are: 60+ seniors, low income seniors, and minority seniors.

**EXHIBIT H**

FY 2014 FUNDING ALLOCATIONS PROVIDERS											
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	State Prgm ELDERLY	TITLE VII ELDER ABUSE	COMMUNITY PARTNERSHIP	SHIP/MIPPA	Total Funding FY 2014
REGION 1:											
BROOKE	\$203,942	\$187,665	\$33,219	\$312,870	\$1,834	\$11,895	\$34,227	\$0	\$17,000	\$4,159	\$806,811
BI-COUNTY	\$0	\$23,271	\$0	\$468,038	\$0	\$0	\$19,517	\$0	\$0	\$0	\$510,826
CALHOUN	\$128,293	\$192,519	\$26,658	\$91,125	\$905	\$5,156	\$16,030	\$0	\$16,000	\$4,678	\$481,364
DODDRIDGE	\$129,031	\$193,743	\$27,010	\$0	\$575	\$3,534	\$29,565	\$0	\$0	\$0	\$383,458
GILMER	\$114,464	\$192,322	\$26,053	\$95,880	\$879	\$4,650	\$12,657	\$0	\$18,000	\$6,380	\$471,285
HANCOCK	\$226,520	\$191,677	\$39,392	\$0	\$1,929	\$16,146	\$33,472	\$0	\$39,000	\$6,870	\$555,006
HANCOCK by Ohio	\$13,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,000
HARRISON	\$249,404	\$195,658	\$74,049	\$0	\$5,692	\$36,164	\$77,746	\$0	\$30,000	\$5,117	\$673,830
HARRISON by Dodd	\$10,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$10,000
HARRISON by Lewis	\$35,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$35,000
MARION	\$307,238	\$197,513	\$61,082	\$259,415	\$4,884	\$30,929	\$74,825	\$1,257	\$35,000	\$7,153	\$979,296
MARSHALL	\$228,687	\$188,338	\$36,563	\$0	\$2,505	\$15,682	\$37,279	\$0	\$10,000	\$946	\$520,000
MONONGALIA	\$263,236	\$213,074	\$55,322	\$191,815	\$3,875	\$24,556	\$64,252	\$0	\$32,000	\$23,935	\$872,085
OHIO	\$308,274	\$270,793	\$57,310	\$445,407	\$4,096	\$26,470	\$79,332	\$0	\$28,000	\$22,099	\$1,241,781
PLEASANTS	\$59,930	\$181,679	\$25,963	\$75,044	\$425	\$3,023	\$15,793	\$0	\$10,000	\$8,394	\$380,251
RITCHIE	\$142,157	\$186,238	\$27,459	\$110,006	\$1,023	\$5,125	\$21,765	\$0	\$8,000	\$7,884	\$509,257
TYLER	\$149,821	\$182,312	\$27,002	\$81,526	\$814	\$4,510	\$18,048	\$0	\$0	\$3,509	\$467,542
WETZEL	\$172,939	\$192,152	\$29,365	\$0	\$1,207	\$8,783	\$13,025	\$0	\$18,000	\$14,275	\$449,746
WIRT	\$140,399	\$191,820	\$25,388	\$81,629	\$504	\$2,560	\$12,640	\$0	\$20,000	\$4,474	\$479,414
WOOD	\$301,542	\$217,767	\$60,931	\$249,251	\$5,641	\$36,072	\$72,882	\$0	\$12,500	\$5,828	\$962,414
<b>REGION 1</b>	<b>\$3,183,877</b>	<b>\$3,198,541</b>	<b>\$632,766</b>	<b>\$2,462,006</b>	<b>\$36,788</b>	<b>\$235,255</b>	<b>\$633,055</b>	<b>\$1,257</b>	<b>\$293,500</b>	<b>\$125,301</b>	<b>\$10,802,346</b>

FY 2014 FUNDING ALLOCATIONS PROVIDERS											
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	State Prgm ELDERLY	TITLE VII ELDER ABUSE	COMMUNITY PARTNERSHIP	SHIP/MIPPA	Total Funding FY 2014
REGION 2:											
BOONE	\$194,441	\$185,091	\$32,646	\$227,093	\$2,021	\$10,313	\$36,479	\$0	\$20,000	\$2,806	\$710,890
CABELL	\$414,498	\$222,992	\$86,393	\$392,324	\$8,689	\$50,672	\$115,469	\$0	\$32,000	\$760	\$1,325,797
JACKSON	\$210,174	\$201,386	\$34,267	\$179,211	\$1,886	\$11,246	\$42,961	\$0	\$26,000	\$0	\$707,131
KANAWHA	\$878,601	\$268,329	\$149,837	\$794,648	\$14,434	\$109,325	\$197,111	\$0	\$128,000	\$17,438	\$2,557,273
LINCOLN	\$215,953	\$184,640	\$31,536	\$139,092	\$1,921	\$9,416	\$33,498	\$0	\$30,000	\$7,472	\$653,528
LOGAN by Lincoln	\$111,479	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$111,479
LOGAN-PRIDE	\$146,780	\$188,644	\$40,299	\$201,174	\$3,485	\$21,572	\$50,644	\$0	\$12,000	\$2,994	\$667,592
MASON	\$150,369	\$186,119	\$33,578	\$184,908	\$2,217	\$10,995	\$28,327	\$0	\$11,000	\$3,240	\$610,753
MINGO	\$191,584	\$185,670	\$33,497	\$168,969	\$2,434	\$13,365	\$36,873	\$0	\$14,000	\$2,541	\$648,933
PUTNAM	\$140,408	\$209,972	\$41,941	\$248,821	\$2,622	\$15,021	\$58,551	\$0	\$33,000	\$2,755	\$753,091
PUTNAM by Kanawha	\$65,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$65,000
ROANE	\$95,068	\$183,836	\$30,191	\$100,394	\$1,745	\$7,578	\$21,232	\$0	\$51,000	\$785	\$491,829
WAYNE	\$270,107	\$189,866	\$41,628	\$221,467	\$3,409	\$18,149	\$51,581	\$0	\$64,000	\$6,200	\$866,427
<b>REGION 2</b>	<b>\$3,084,462</b>	<b>\$2,206,545</b>	<b>\$557,813</b>	<b>\$2,858,121</b>	<b>\$44,863</b>	<b>\$277,652</b>	<b>\$672,726</b>	<b>\$0</b>	<b>\$421,000</b>	<b>\$46,991</b>	<b>\$10,170,173</b>

FY 2014 FUNDING ALLOCATIONS PROVIDERS											
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	State Prgm ELDERLY	TITLE VII ELDER ABUSE	COMMUNITY PARTNERSHIP	SHIP/MIPPA	Total Funding FY 2014
REGION 3:											
BARBOUR	\$170,890	\$194,094	\$25,473	\$208,646	\$1,353	\$8,365	\$27,435	\$0	\$3,000	\$3,911	\$643,167
BERKELEY	\$329,662	\$207,231	\$52,040	\$134,878	\$4,124	\$26,171	\$44,666	\$0	\$32,650	\$8,020	\$839,442
GRANT	\$167,510	\$191,485	\$27,413	\$88,354	\$916	\$5,698	\$19,883	\$0	\$16,500	\$12,350	\$530,109
HAMPSHIRE	\$188,178	\$198,766	\$30,781	\$129,885	\$1,422	\$8,953	\$26,982	\$0	\$37,350	\$7,881	\$630,198
HARDY	\$167,476	\$191,621	\$27,808	\$128,315	\$837	\$6,608	\$22,030	\$0	\$18,000	\$9,459	\$572,154
JEFFERSON	\$227,288	\$199,566	\$41,790	\$156,283	\$2,271	\$17,948	\$35,892	\$0	\$48,000	\$4,012	\$733,050
LEWIS	\$184,900	\$194,278	\$32,247	\$179,481	\$1,370	\$8,486	\$27,177	\$0	\$14,000	\$13,451	\$665,390
MINERAL	\$196,841	\$200,388	\$34,513	\$159,284	\$1,975	\$12,365	\$29,698	\$0	\$24,500	\$2,413	\$661,977
MORGAN	\$158,191	\$193,265	\$30,866	\$99,255	\$1,032	\$6,537	\$25,272	\$0	\$0	\$2,892	\$517,310
PENDLETON	\$152,549	\$195,662	\$26,841	\$95,020	\$816	\$5,063	\$18,920	\$0	\$9,900	\$5,414	\$510,185
PRESTON	\$212,107	\$199,732	\$48,522	\$193,784	\$2,073	\$12,930	\$48,044	\$0	\$22,500	\$5,292	\$744,984
RANDOLPH	\$196,404	\$197,373	\$41,629	\$256,531	\$2,043	\$12,764	\$37,404	\$0	\$9,900	\$14,525	\$768,573
TAYLOR	\$160,935	\$189,522	\$33,952	\$135,720	\$973	\$7,686	\$34,539	\$0	\$3,000	\$5,288	\$571,615
TUCKER	\$162,323	\$192,279	\$26,310	\$115,806	\$478	\$3,776	\$22,267	\$0	\$8,000	\$5,085	\$536,324
UPSHUR	\$177,004	\$199,199	\$34,817	\$142,164	\$1,552	\$9,735	\$30,096	\$0	\$14,500	\$1,984	\$611,051
<b>REGION 3</b>	<b>\$2,852,258</b>	<b>\$2,944,461</b>	<b>\$515,002</b>	<b>\$2,223,406</b>	<b>\$23,235</b>	<b>\$153,085</b>	<b>\$450,305</b>	<b>\$0</b>	<b>\$261,800</b>	<b>\$101,977</b>	<b>\$9,525,529</b>

FY 2014 FUNDING ALLOCATIONS PROVIDERS											
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	State Prgm ELDERLY	TITLE VII ELDER ABUSE	COMMUNITY PARTNERSHIP	SHIP/MIPPA	Total Funding FY 2014
REGION 4:											
BRAXTON	\$164,411	\$195,021	\$29,530	\$112,809	\$1,405	\$8,433	\$21,576	\$0	\$8,000	\$15,767	\$556,952
CLAY	\$123,190	\$182,115	\$27,228	\$81,237	\$948	\$5,650	\$26,736	\$0	\$0	\$0	\$447,104
FAYETTE by Raleigh	\$183,787	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$183,787
FAYETTE by Putnam	\$78,569	\$197,592	\$58,781	\$303,801	\$5,087	\$31,123	\$67,800	\$0	\$0	\$0	\$742,753
GREENBRIER	\$179,255	\$191,280	\$52,256	\$218,182	\$3,575	\$21,817	\$56,716	\$0	\$25,000	\$0	\$748,081
MCDOWELL	\$217,134	\$198,159	\$42,295	\$231,763	\$4,762	\$30,673	\$49,144	\$0	\$12,000	\$4,442	\$790,372
MERCER	\$351,343	\$202,664	\$59,654	\$331,031	\$6,426	\$39,438	\$74,367	\$0	\$22,500	\$6,566	\$1,093,989
MONROE	\$141,836	\$194,674	\$31,372	\$218,641	\$1,267	\$7,687	\$41,467	\$0	\$0	\$0	\$636,944
NICHOLAS	\$195,487	\$202,736	\$33,118	\$223,338	\$1,978	\$11,989	\$30,098	\$566	\$35,300	\$0	\$734,590
POCAHONTAS	\$77,088	\$191,321	\$27,621	\$144,252	\$987	\$5,930	\$23,511	\$0	\$9,900	\$4,783	\$485,393
RALEIGH	\$486,635	\$202,506	\$71,218	\$402,909	\$7,445	\$46,133	\$86,939	\$2,024	\$32,000	\$6,082	\$1,343,891
SUMMERS	\$169,187	\$190,264	\$40,097	\$131,926	\$1,526	\$9,230	\$42,515	\$0	\$11,500	\$3,861	\$600,106
WEBSTER	\$155,812	\$194,011	\$27,383	\$140,637	\$948	\$5,661	\$21,822	\$0	\$4,500	\$0	\$550,774
WYOMING	\$214,228	\$185,009	\$40,530	\$173,061	\$1,879	\$11,335	\$46,908	\$0	\$42,000	\$5,254	\$720,204
<b>REGION 4</b>	<b>\$2,737,962</b>	<b>\$2,527,352</b>	<b>\$541,083</b>	<b>\$2,713,587</b>	<b>\$38,233</b>	<b>\$235,079</b>	<b>\$589,599</b>	<b>\$2,590</b>	<b>\$202,700</b>	<b>\$46,755</b>	<b>\$9,634,940</b>

**TOTAL**      **\$11,858,559**      **\$10,876,899**      **\$2,246,664**      **\$10,257,120**      **\$143,119**      **\$901,071**      **\$2,345,685**      **\$3,847**      **\$1,179,000**      **\$321,024**      **\$40,132,988**

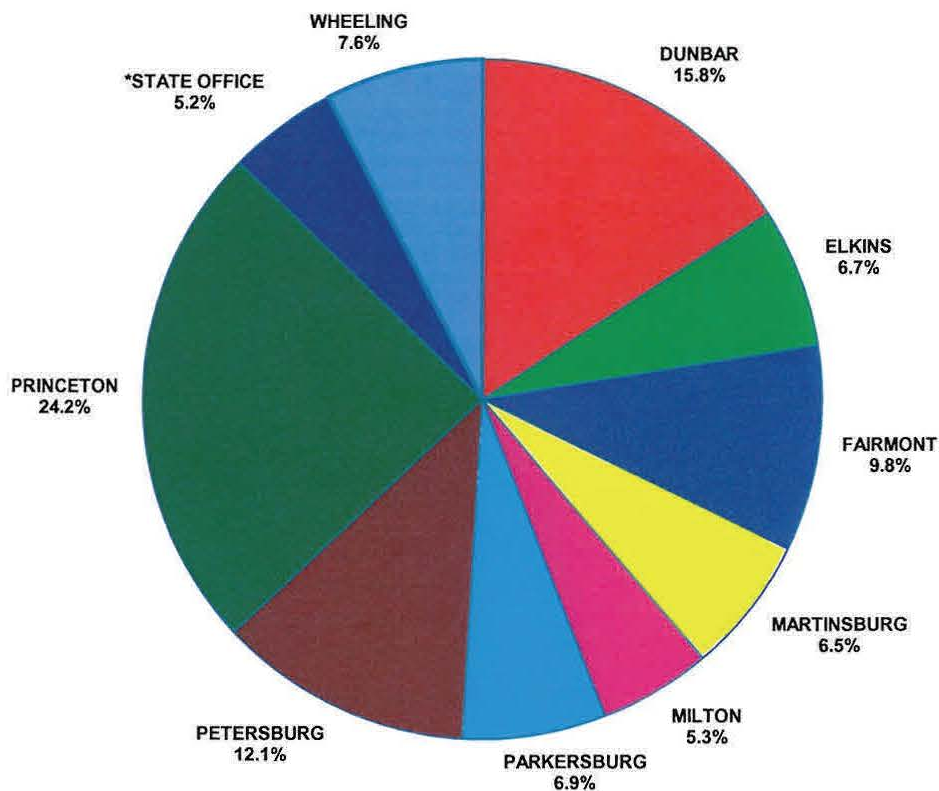


AGING & DISABILITY RESOURCE NETWORK OFFICES



★ The State Office in Charleston serves all

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS  
FY2014 BUDGETS BY SITE**

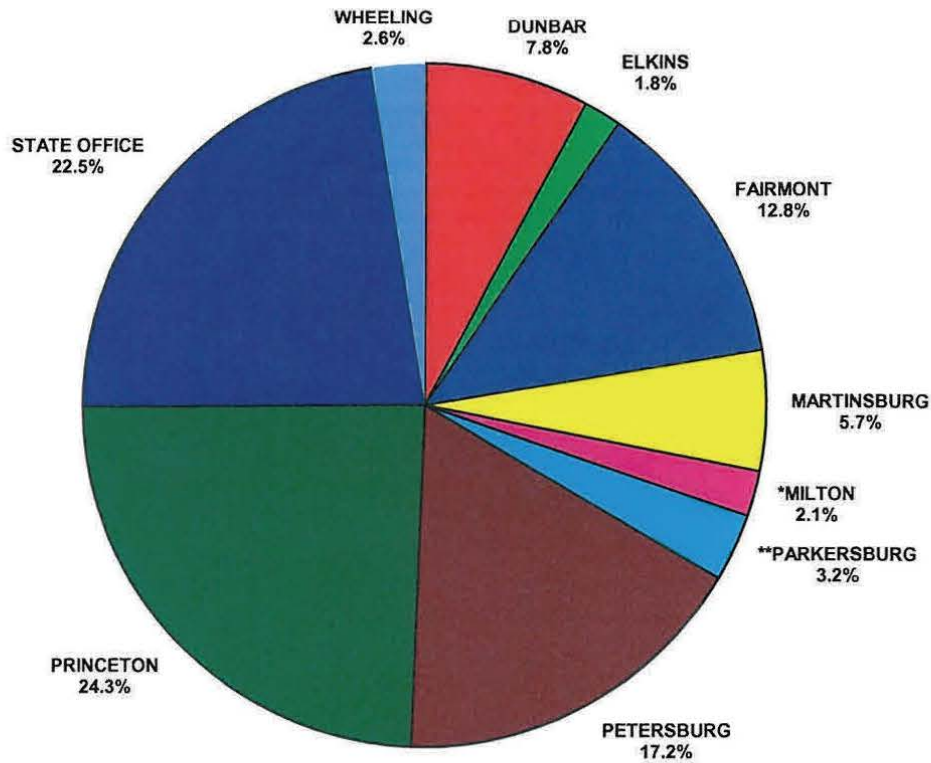


**ADRC'S  
SITE BUDGETS**

DUNBAR	15.78%	\$136,465
ELKINS	6.67%	\$57,659
FAIRMONT	9.81%	\$84,858
MARTINSBURG	6.51%	\$56,338
MILTON	5.27%	\$45,613
PARKERSBURG	6.86%	\$59,310
PETERSBURG	12.11%	\$104,775
PRINCETON	24.24%	\$209,669
*STATE OFFICE	5.17%	\$44,687
WHEELING	7.57%	\$65,501
<b>**TOTAL</b>	<b>100.00%</b>	<b>\$864,875</b>

\*State Office is partially funded with federal dollars (\$44,687 in state funding and \$49,339 in federal funding)

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS  
FY2014 UNDUPLICATED CLIENTS BY SITE**



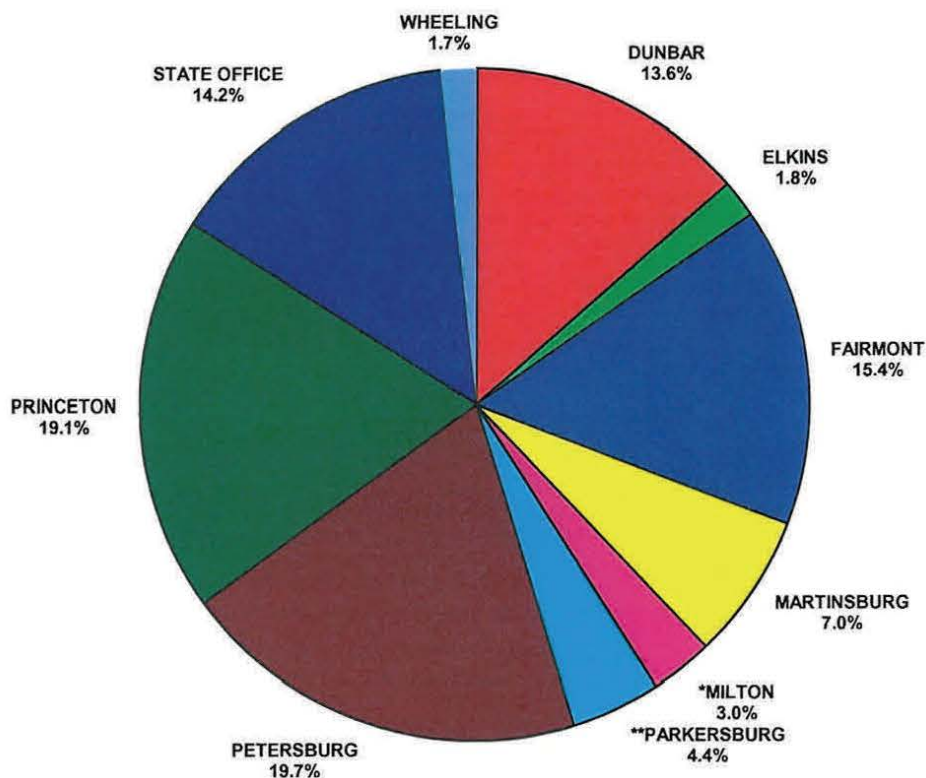
**ADRC'S  
UNDUPLICATED CLIENTS**

DUNBAR	7.82%	802
ELKINS	1.78%	182
FAIRMONT	12.81%	1,313
MARTINSBURG	5.70%	584
*MILTON	2.15%	220
**PARKERSBURG	3.20%	328
PETERSBURG	17.16%	1,759
PRINCETON	24.30%	2,491
STATE OFFICE	22.50%	2,307
WHEELING	2.59%	266
<b>TOTAL</b>	<b>100.00%</b>	<b>10,252</b>

\*Milton office closed February 1, 2014

\*\*Parkersburg office closed June 1, 2014

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS  
FY2014 CONTACTS BY SITE**

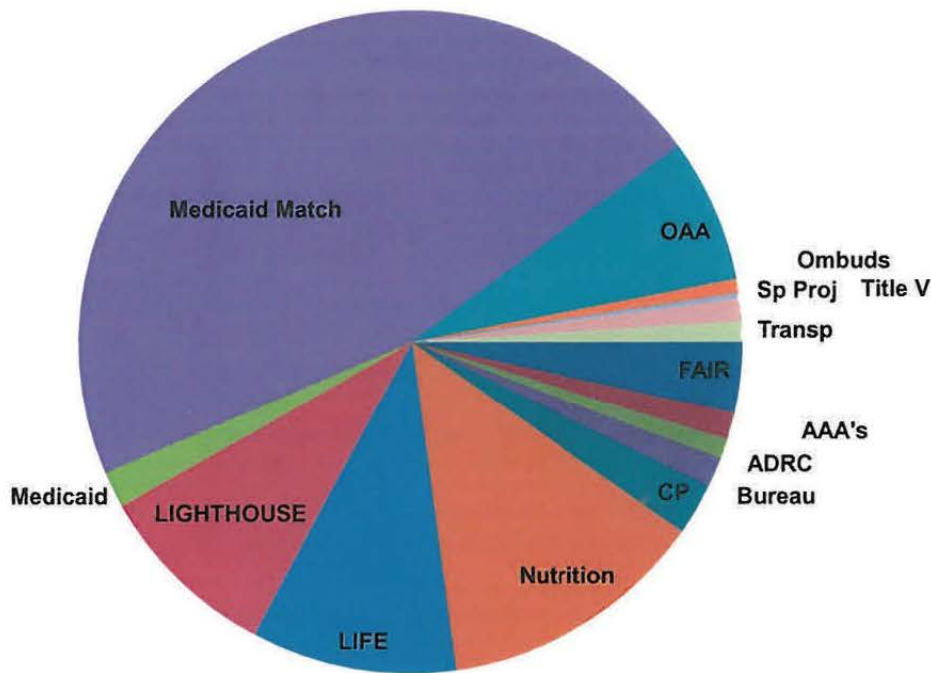


**ADRC'S  
CONTACTS**

DUNBAR	13.61%	2,703
ELKINS	1.81%	360
FAIRMONT	15.36%	3,050
MARTINSBURG	7.04%	1,399
*MILTON	3.05%	605
**PARKERSBURG	4.36%	866
PETERSBURG	19.71%	3,915
PRINCETON	19.11%	3,796
STATE OFFICE	14.24%	2,829
WHEELING	1.70%	337
<b>TOTAL</b>	<b>100.00%</b>	<b>19,860</b>

\*Milton office closed February 1, 2014  
\*\*Parkersburg office closed June 1, 2014

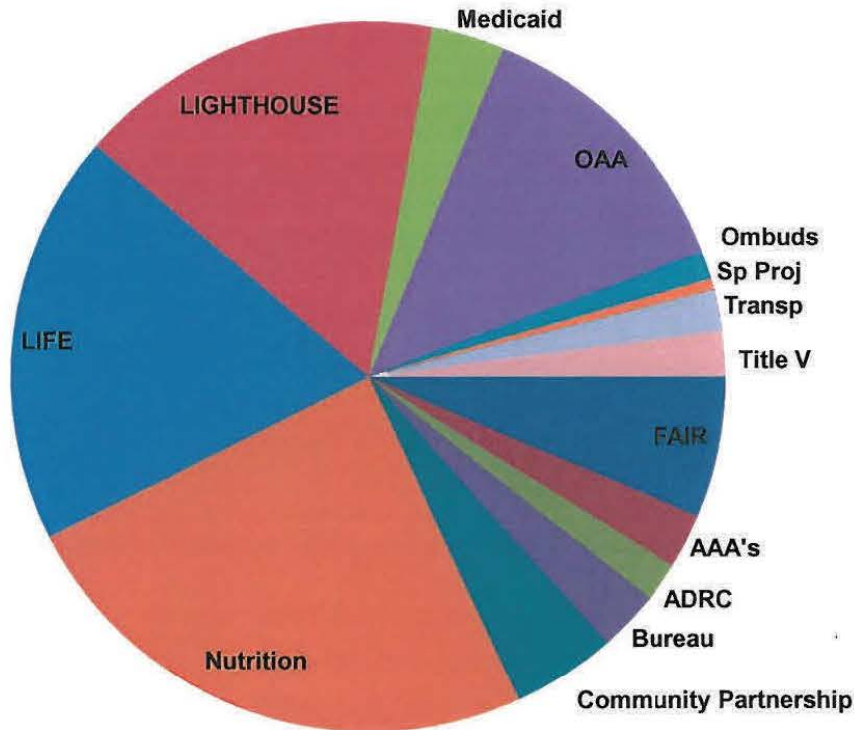
**BUREAU OF SENIOR SERVICES  
FY2014 PROGRAMS BY REVENUE**



**BUREAU OF SENIOR SERVICES  
FY 2014 PROGRAMS BY REVENUE**

Special Projects	0.27%	\$248,500
Ombudsman	0.68%	\$617,226
Aged & Disabled Resource Centers	0.95%	\$864,875
Transportation	1.01%	\$925,613
Title V Employment Programs	1.09%	\$1,000,000
Area Agency Administration	1.34%	\$1,221,930
Bureau Administration	1.49%	\$1,360,135
Medicaid Administration	1.78%	\$1,630,000
Community Partnership	2.50%	\$2,286,264
Alzheimer's Respite (FAIR)	3.44%	\$3,140,981
Older Americans Act (Supportative Servi	6.99%	\$6,383,728
Lighthouse In-Home Service	8.91%	\$8,140,617
L.I.F.E.	10.02%	\$9,156,131
Congregate/Home Deivered Meals	13.10%	\$11,968,085
Medicaid Match Transfer	46.43%	\$42,417,815
<b>TOTAL</b>	<b>100.00%</b>	<b>\$91,361,900</b>

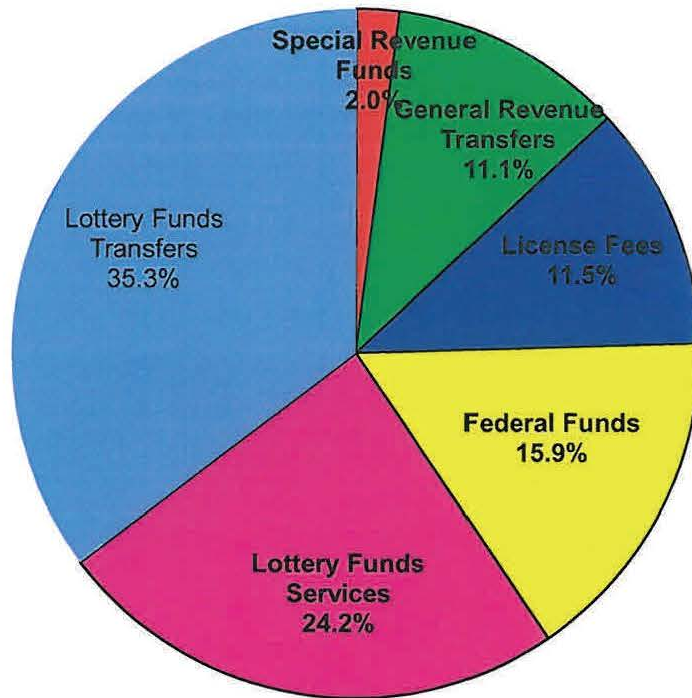
**BUREAU OF SENIOR SERVICES  
FY2014 PROGRAMS BY REVENUE  
non Medicaid Transfers**



(non Medicaid Transfers)

Special Projects	0.51%	\$248,500
Ombudsman	1.26%	\$617,226
Aged & Disabled Resource Centers	1.77%	\$864,875
Transportation	1.89%	\$925,613
Title V Employment Programs	2.04%	\$1,000,000
Area Agency Administration	2.50%	\$1,221,930
Bureau Administration	2.78%	\$1,360,135
Medicaid Administration	3.33%	\$1,630,000
Community Partnership	4.67%	\$2,286,264
Alzheimer's Respite (FAIR)	6.42%	\$3,140,981
Older Americans Act (Supportative Serv)	13.04%	\$6,383,728
Lighthouse In-Home Service	16.63%	\$8,140,617
L.I.F.E.	18.71%	\$9,156,131
Congregate/Home Deivered Meals	24.45%	\$11,968,085
<b>TOTAL</b>	<b>100.00%</b>	<b>\$48,944,085</b>

**BUREAU OF SENIOR SERVICES  
FY2014 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES  
FY 2014 REVENUES BY SOURCE**

Special Revenue Funds	1.97%	\$1,800,000
General Revenue Transfers	11.09%	\$10,131,368
License Fees	11.49%	\$10,500,000
Federal Funds	15.91%	\$14,536,246
Lottery Funds Services	24.20%	\$22,107,839
Lottery Funds Transfers	35.34%	\$32,286,447
<b>TOTAL</b>	<b>100.00%</b>	<b>\$91,361,900</b>

**BUREAU OF SENIOR SERVICES GRANTS  
GRANT DETAIL EXPENDITURES FY 2014**

<u>VENDOR</u>	<u>AMOUNT</u>
AARP FOUNDATION	77,441.06
AGING & FAMILY SERV OF MINERAL CO	245,241.83
ALZHEIMERS ASSOCIATION	45,000.00
APPALACHIAN AREA AGENCY ON AGING	6,753,686.26
BARBOUR CO SENIOR CENTER INC	177,680.04
BELOMAR REGIONAL COUNCIL	7,221,282.15
BERKELEY SENIOR SERVICES	348,557.00
BI-COUNTY NUTRITION PROGRAM	30,000.00
BOONE CO COMMUNITY ORG	216,607.00
BRAXTON CO SENIOR CTZNS CNTR INC	203,365.18
BROOKE CO COMMITTEE ON AGING	255,881.00
CABELL CO COMMUNITY SERVICES	360,490.00
CALHOUN CO COMMITTEE ON AGING	94,130.00
CITY OF VIENNA	5,994.83
CLAY CO DEVELOPMENT CORP	112,377.00
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	218,227.50
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	289,581.47
COMMUNITY ACTION OF SE WV	375,396.03
COUNCIL OF SENIOR TYLER COUNTIANS	175,938.70
COUNCIL OF SR CITIZENS OF GILMER CO INC	166,436.50
COUNCIL ON AGING INC	302,848.83
DODDRIDGE CO SENIOR CITIZENS INC	120,756.00
FAMILY SERVICE UPPER OHIO VALLEY	349,841.62
GLENWOOD PARK INC	7,500.00
GOOD SHEPHERD INTERFAITH VOL CAREGIVERS INC	2,500.00



<b><u>VENDOR</u></b>	<b><u>AMOUNT</u></b>
GRANT CO COMMISSION ON AGING 2	57,032.26
GREENBOTTOM COMMUNITY & SENIOR CTR INC	2,923.30
GREENBRIER CO COMM ON AGING	141,021.26
HAMPSHIRE CO COMM ON AGING	218,939.64
HARDY CO COMMITTEE ON AGING	248,216.15
HARRISON CO SENIOR CITIZENS CTR INC	320,297.18
JACKSON CO COMM ON AGING	222,394.77
JEFFERSON CO COUNCIL ON AGING	227,088.57
KANAWHA VALLEY SENIOR SERVICES	893,048.83
LEGAL AID OF WEST VIRGINIA INC	666,472.46
LEWIS CO SENIOR CITIZENS CENTER INC	260,609.74
LINCOLN CO OPPORTUNITY CO	278,527.35
MARION CO SENIOR CITIZENS	302,599.76
MARSHALL CO COMMITTEE ON AGING	199,830.73
MASON CO ACTION GROUP INC	189,867.37
MCDOWELL CO COMMISSION ON AGING	241,494.17
MEALS ON WHEELS OF RANDOLPH CO INC	5,000.00
MISSION WEST VIRGINIA INC	25,340.24
MONONGALIA CO COMMISSION	22,627.14
MONROE CO COUNCIL ON AGING INC	137,712.12
NATL FOUNDATION TO END SENIOR HUNGER INC	15,000.00
NICHOLAS CO COMMISSION	10,241.95
NICHOLAS CO COMMUNITY ACTION PARTNERSHIP INC	261,967.25
NICHOLAS CO SENIOR CENTER INC	15,400.00
PENDLETON SENIOR & FAMILY SVS	147,461.55
PLEASANTS CO COMMISSION	53,227.50
PLEASANTS SENIOR NUTRITION INC	9,965.85

<b><u>VENDOR</u></b>	<b><u>AMOUNT</u></b>
POCAHONTAS CO SENIOR CITIZENS	89,962.44
PRESTON CO SENIOR CITIZENS INC	1,185,106.25
PRIDE COMMUNITY SERVICES INC	278,071.38
PUTNAM CO AGING PROGRAM INC	358,891.26
RALEIGH CO COMMISSION ON AGING INC	694,112.50
RANDOLPH CO COMMITTEE ON AGING	227,531.00
REGION VIII PLANNING & DEV COUNCIL	6,630,348.04
RITCHIE CO INTEGRATED FAMILY SVS	132,625.00
ROANE CO COMMITTEE ON AGING INC	131,494.50
ROSEDALE SENIOR CITIZEN CENTER INC	6,400.00
SENIOR LIFE SERVICES OF MORGAN CO	165,202.71
SENIOR MONONGALIANS INC	293,081.26
SHEPHERD OF THE HILLS MISSION	20,000.00
SHEPHERD UNIV	2,434.01
SOUTHERN WV ACTION FOR YOUTH INC	5,000.00
ST MARYS ROMAN CATHOLIC CHURCH	4,000.00
STEP BY STEP	7,500.00
SUMMERS CO COUNCIL ON AGING	167,910.11
TAYLOR CO SENIOR CITIZENS INC	173,571.00
TUCKER CO SENIOR CITIZENS INC	148,726.00
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	27,000.00
UPPER MASON PARISH	2,500.00
UPSHUR CO SR CITIZEN OPP CTR INC	413,555.00
WAYNE CO COMMUNITY SERVICE ORG INC	396,316.98
WEBSTER CO COMM OF SENIOR CITIZENS	156,295.89
WETZEL CO COMMITTEE ON AGING	197,357.00

**VENDOR**

WOOD CO SENIOR CITIZENS ASSOCIATION INC

WVSU METRO AREA AGENCY ON AGING INC

**AMOUNT**

326,341.01

6,660,071.23

\$42,593,453.21