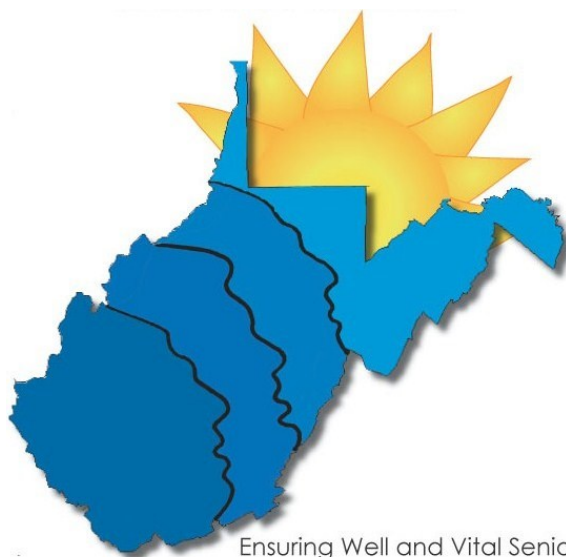


# WEST VIRGINIA BUREAU OF SENIOR SERVICES



## 2017 ANNUAL REPORT

State Fiscal Year 2017  
July 1, 2016–June 30, 2017

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



# WEST VIRGINIA BUREAU OF SENIOR SERVICES

## ANNUAL REPORT 2017

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# **OVERVIEW**

The West Virginia Bureau of Senior Services was created per the Senior Services Act of 1997, West Virginia Code, Chapter 16, Article 5P (previously known as the West Virginia Commission on Aging). The Bureau promotes services to enhance the health, safety and welfare of West Virginia's senior population and serves as the primary agency within state government to provide services to the senior population. 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 the Governor and is the chief administrative officer overseeing 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.

# **PROGRAM OVERVIEWS**

# PROGRAM OVERVIEWS

## OLDER AMERICANS ACT TITLE PROGRAMS

### Overview

The Older Americans Act (OAA) is among the most important contributions of aging legislation ever enacted by Congress; its goals are 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, the Bureau established Area Agencies on Aging 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 B – County Aging Providers, and Exhibit C – Area Agencies on Aging). Funds are allocated by an intrastate formula to the Area Agencies on Aging (see Exhibits D, E, F, and G). These funds are then distributed to the state's County Aging Programs (see Exhibit H). This year, 40,755 West Virginians were served with OAA funding. There is no charge to seniors or their families for OAA services, although a confidential donation for service provided via cost share is encouraged.

The direct provision of services to seniors is made possible by the efforts of a variety of non-profit county-based senior organizations that operate senior centers in all 55 counties. Locally constituted boards govern these nonprofit organizations. The mission of the Bureau is greatly enhanced with the work of the local service providers.

### Legal Assistance – Title III-B

The Bureau receives funding and provides services through Title III-B. 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. 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 19th edition of its manual, Legal Questions Frequently Asked by West Virginia Seniors. 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 continued to participate in the WV Coalition Against Domestic Violence's partnership project focusing on abuse in later life, the statewide Financial Exploitation Task Force, the ADRN Advisory Council for Regions I and III, the Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS), the National Association of Senior Legal Hotlines, the WV Access to Justice Commission, and the Bureau's Dementia-Capable Outreach,

Training, and Supports Leadership Team. 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. WVSLA provided legal information to nearly 2000 workshop participants at these and other events including the national Equal Justice Conference in Pittsburgh. Attendees at workshops included seniors, family caregivers, paid caregivers, social workers, nursing home administrators, attorneys, physicians, geriatrics professionals, law students, and members of the public. Topics included disability law; financial powers of attorney law; mental capacity and legal decision-making and planning for incapacity; special legal issues of LGBT seniors; dealing with debt; preserving autonomy through proactive legal planning; myths and realities of Medicaid estate recovery; grandparent rights in West Virginia; prevention, intervention, and remedy of financial exploitation; avoiding undue influence and the Transfer on Death deed.

### **Long-Term Care Ombudsman Program – Title VII**

The Bureau receives funding and provides services through Title VII. 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 2017, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region, three volunteers, and a program director/volunteer coordinator.

### **National Family Caregiver Support Program – Title III-E**

The Bureau receives funding and provides services through Title III-E. 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 supports that assist family and other 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 family caregiver training. Services are available in all West Virginia counties and vary by county.

Additionally, Title III-E supports the Relatives as Parents Program through a grant to Mission West Virginia for counseling, support groups, information and assistance, caregiver training, and identifying potential adoptive families.



## Senior Community Service Employment Program (SCSEP) – Title V



The Bureau receives funding and provides services through Title V. The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those aged 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 eleven counties across the state. Remaining counties participate in the SCSEP through the National Council on Aging.

## Senior Nutrition Services – Titles IIIC-1 and IIIC-2

The Bureau receives funding and provides services through Titles IIIC-1 and IIIC-2. Congregate meals are served in senior centers and their satellite sites. These meals meet federally-mandated nutrition requirements, a minimum of 1/3 of the Dietary Reference Intakes, and the centers offer an opportunity for seniors to socialize. Home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 172 locations throughout the state.



## Supportive Services – Title III-B



The Bureau receives funding and provides services through Title III-B. 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 personal care, 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.

## Wellness Programs – Title III-D

The Bureau receives funding and provides services through Title III-D.

- 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, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, Healthy Steps, National Diabetes Prevention Program (WVBPH), and Geri-Olympics, as well as participating in the Summer Institute on Aging. 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.
- The Bureau has partnered with West Virginia on the Move/Seniors on the Move, a non-profit organization to promote physical activity in West Virginia.
- The Bureau collaborated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition that was held at the South Charleston Community Center in April 2017.
- The Bureau's Wellness Director participates in and serves as a WV Leadership Board Member 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 sponsors and staff assisted with the Aging and Family Services of Mineral County Annual Senior Olympics in June at Potomac State College. More than 120 athletes participated in sports and activities such as bocce, corn-hole toss, horseshoes, football throw, Frisbee toss, poker, and flower arrangements. There were seven baking categories, eleven craft categories, talent events, seven track and field events, basketball shooting, golf putting, bowling, billiards, ping pong, horse shoes, scrabble and a spelling bee.
- The Bureau is working on implementation of the Otago Program. The program's target audience is individuals who are 65 and older and frail. It increases strength, balance and endurance, fall prevention and health promotion, plus increases self-management. It can be implemented in the home, outpatient, assisted living facilities, and the community. The initial evaluation and prescription are done by a licensed physical therapist; follow up visits can be done by a licensed PT assistant. The exercises can be done independently or supervised in a one-on-one group setting.



- The Bureau is working to implement the Matter of Balance Program. The program's target audience is individuals who are 60+, ambulatory, able to problem-solve, and any older adult who is concerned about falls and interested in improving flexibility, balance, and strength. The program's goal is to reduce fear of falling, stop the fear of falling cycle, and increase activity levels among community-dwelling older adults. In 2013, A Matter of Balance demonstrated a \$938 savings in the area of unplanned inpatient hospitalizations, skilled nursing facilities and home health.
- The Bureau sponsors and staff assist Marshall University in the annual WV Healthy-Steps for Healthy Lives Regional Conference at Marshall University.



## OTHER PROGRAMS AND GRANTS

### Advance Care Planning

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 difficult decisions. Everyone 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** answers the most frequently asked questions about end-of-life care decisions and contains advance directive forms 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, is a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. It includes choices related to spiritual, personal, and emotional needs, as well as medical wishes. Five Wishes meets the legal requirements for an advance directive in most 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 medical advice, 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 West Virginia Bureau of Senior Services at 1-877-987-3646.

### Aging and Disability Resource Network (ADRN)



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. Currently, there are three regional ADRN offices operated by the state's four Area Agencies on Aging and one statewide ADRN, operated by the WVSU Metro Area Agency on Aging. The ADRN offices are State funded through the Bureau of Senior Services. The ADRN has a statewide toll-free number, 1-866-987-2372, and

a website that contains a comprehensive resource directory searchable by service in a specific county or zip code, [www.wvnavigate.org](http://www.wvnavigate.org). (See Exhibit I for a map of ADRN locations, Exhibit J for FY2017 budgets by site, Exhibit K for FY2017 unduplicated clients by site, and Exhibit L for FY2017 total contacts by site.)

### **Connecting the DOTS (Dementia-Capable Outreach, Training and Support) in WV**

In September 2015, the West Virginia Bureau of Senior Services received a three-year, \$435,000 grant from the Administration on Aging of the Administration for Community Living to develop dementia-capable communities, provide dementia care training to critical pathways staffs and build more awareness of Alzheimer's disease and related dementias throughout the state. [For the purpose of these grants, *community* is defined as a group of people who live in the same area (town, neighborhood, county) and/or share common interests (faith community, provider agencies, organizations, businesses, etc.) and who want to work together to improve their community's ability to provide services to individuals with dementia.]

Through ***Connecting the DOTS (Dementia-Capable Outreach, Training and Support) in WV***, the Bureau awarded seven community grants of \$10,000 each in June 2016 to assess current dementia capability and develop and implement plans to make their communities more dementia capable. The first seven grants were awarded to Coalfield Community Action Partnership (Mingo County), Committee on Aging for Randolph County, Community Living Initiative Corporation (CLIC – Morgantown), Good Shepherd Interfaith Volunteer Caregivers (Jefferson County), Kanawha Valley Senior Services, Lewis County Senior Citizens Center and Raleigh County Commission on Aging.

Each community grantee has completed a dementia-capable community needs assessment and developed a project work plan that includes a direct service component; training for family caregivers, health professionals, faith groups and the business community; and an awareness campaign for the community as a whole. They are now implementing those plans. Two have completed Savvy Caregiver, a six-week, twelve-hour training for family caregivers caring for a loved one at home, and the other five have plans to provide the training in their communities in the fall of 2017 or spring of 2018. They are raising awareness of Alzheimer's and other dementias through social media, articles in their local newspapers and community education events.

To fulfill the requirement to provide a direct service for individuals with dementia and/or their family caregivers, community grantees are implementing diverse projects to meet the needs of their respective communities. They include caregiver support groups; a community hub for activities and support; Healthy Steps, an evidence-based exercise program for persons with dementia and a separate class for family caregivers; MindMate, an app for caregivers; respite care; and Music and Memory, a research-based program that helps people with dementia reconnect through personalized music playlists. These projects, along with outcomes and findings, will be ongoing through 2018.

Also, in 2017, seven additional community grants were awarded and are following the same process as above. Grantees are Bluefield State College Nursing Program, Davis Medical Center (Elkins), McDowell County Commission on Aging, Monroe County Council on Aging, Palliative Care Center (Boone County), Preston County Senior Center and Council on Aging (Wyoming County). All seven have completed community assessments and, by the end of the fiscal year, were developing work plans that encompass the same objectives as above – training for family caregivers, health professionals and the community; raising awareness and a direct service component for individuals with dementia and/or their family caregivers. Projects will be implemented through 2018.

As all of these projects are implemented, the DOTS Project Director and DOTS Coordinator, along with an evaluation team from CAMC, will gather data and assess how these projects can be replicated in other West Virginia communities and beyond.

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

The dictionary defines respite as an interval of rest or relief. That is what the Family Alzheimer’s In-Home Respite (FAIR) Program provides 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, provide companionship, socialization and individualized activities for individuals with dementia.



There is a required dementia care training that direct care workers in each county must complete before they can go into homes to provide FAIR. Coordinators from each county senior center also receive the training and then can provide it to their direct care workers. Payment for FAIR is on a sliding fee scale, based on the income of the care recipient (and spouse, if there is one). 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.

### **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.

### **Health Insurance Marketplace**

The Bureau of Senior Services has a Memorandum of Understanding with First Choice Health Services, which has a Navigator grant through the Centers for Medicare and Medicaid Services (CMS) to house a Health Insurance Marketplace Navigator at the Bureau's location. This Marketplace Navigator is trained to help anyone understand health coverage and assist them in enrolling in coverage through [www.healthcare.gov](http://www.healthcare.gov) or WV Medicaid if they qualify. West Virginia Bureau of Senior Services also provides information to laid off coal miners and family members by working with the WV Workforce Rapid Response team statewide.



### **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 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 [inhomecare@wv.gov](mailto:inhomecare@wv.gov).

### **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 needed services and operational costs in their county.

### **Lighthouse Program**

The Lighthouse Program is a personal care service designed to assist seniors who have functional needs in their homes. It is for seniors who 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. The Lighthouse Plan of Care is developed by the County Aging Provider registered nurse. This unique program is funded by the state of West Virginia, and clients contribute for services based on 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 has to be a citizen of West Virginia, 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.

### **Medicaid Operation Agency**



The WV Bureau for Medical Services (BMS) contracts with the Bureau of Senior Services to act as the Operating Agency for the Aged and Disabled Waiver (ADW) Program and the Medicaid Personal Care (PC) Program. Duties of the Operating Agency include operational oversight, initial and continuing certification, retrospective reviews and provision of technical assistance to ADW and PC providers. The Bureau operates a complaint telephone line to address complaints of recipients of the ADW and PC programs. The Bureau also represents BMS in the Medicaid Fair Hearing process for recipients of ADW and PC services.

The ADW 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).

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 (Nursing Home Pre-Admission Screening or PAS); and their services cannot exceed the average cost of nursing home care. ADW participants can choose to receive their services (Case Management, Nursing Assessment/Supervision, Non-Medical Transportation, and Personal Attendant Services) from an agency, or they can choose Personal Options (see section below). Registered nurses at the Bureau of Senior Services provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.

The program is focused on providing services that are person-centered, that promote choice, independence, participant-direction, respect, dignity, and community integration. The four services available in the Aged and Disabled Waiver program are Case Management, Personal Attendant Services, Nursing Assessment/Supervision, and Non-Medical Transportation. The Aged and Disabled Waiver program has two service delivery models, the Traditional (Agency) Model and the Participant-Directed Model known as Personal Options.

- ADW participants who choose the Traditional Model receive their services from employees of a certified provider agency.



- ADW Participants who choose Personal Options are able to hire, supervise and terminate their own employees and are allocated a monthly budget based on their assessed level of need.

The Bureau of Senior Services contracted with West Virginia Interactive to develop a web-based system for providers to submit documented evidence to the Bureau every twelve months to ensure continuing compliance with all required certification regulations. This certification includes 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: 475
  - Direct Care Staff: 9,127
- Number of Staff reported by Personal Options Model:
  - Direct Care Staff: 1,257

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

Personal Care Services is a State Plan Medicaid program to assist eligible Medicaid recipients to perform activities of daily living and instrumental activities of daily living in the recipient's home, place of employment, or community. There are no age restrictions for recipients of Personal Care services. In State FY2017, 8,153 Personal Care recipients 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.



To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living.

The program has 54 providers located throughout the state who served 8,153 Personal Care recipients. An annual onsite review was conducted by the Bureau of Senior Services' Registered Nurse Monitors. They reviewed 435 Personal Care recipients' records for compliance with Federal and State program regulations.

- Number of Personal Care Staff reported by Personal Care Providers:
  - Direct Care Staff: 8,328
  - Professional Staff: 294

## Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau of Senior Services, in cooperation with the West Virginia Bureau for Medical Services, developed a self-directed component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model from which to choose (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 FY2017, 920 ADW recipients chose to self-direct their services through this program option.

## 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 age 60 and older. A total of 16,481 voucher booklets (seven coupons per voucher booklet, totaling \$461,468) were distributed to seniors throughout the state beginning July 1, 2016. The coupons could be exchanged for garden seeds, fruits, vegetables, and other fresh market items.

## West Virginia Senior Medicare Patrol (SMP)

West Virginia SMP is a federal grant that was awarded by the Administration for Community Living to the Bureau of Senior Services in June 2015 to combat Medicare fraud. Counselors and volunteers provided outreach and education to help beneficiaries learn how to protect their Medicare information, as well as how to recognize and report suspected Medicare fraud. The SMP program works closely with the WV SHIP program to reach Medicare beneficiaries and their family members in West Virginia. The WV SMP toll-free number is 1-855-254-1720. WV SMP information can be found online at [www.wvship.org](http://www.wvship.org).



## 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 federal 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, preventive services, Medigap policies, and Medicare Savings Programs. The SHIP statewide toll-free number is 1-877-987-4463. Counselors are located within

County Aging Program offices, Area Agencies on Aging, and Aging and Disability Resource Network offices, as well as at the Bureau. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums, co-pays, and prescription costs through the Medicare Improvements for Patients and Providers Act (MIPPA).

# **STATISTICAL INFORMATION**

## **STATISTICAL INFORMATION**

### **OLDER AMERICANS ACT TITLE PROGRAMS**

- In the past year, 40,755 West Virginians were served through Older Americans Act programs, including nutrition, transportation, personal care, chore, and homemaker services. Of those served, 19% were age 85+, 30% were ages 75-84, and 44% were ages 60-74. 35% lived in poverty; 51% lived alone; and 42% were at high nutrition risk.

#### **Legal Assistance – Title III-B**

- This year, WVSLA served a total of 760 seniors across all 55 counties, providing 2437 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy.

#### **Long-Term Care Ombudsman Program – Title VII**

- The Ombudsman Program conducted 879 monitoring visits in 244 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes) in 2017.
- The ombudsmen investigated 938 complaints made by or on behalf of long-term care residents in 2017. Fifty-seven percent (57%) of those complaints were verified. Nearly sixty percent (60%) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 451 times; participated in 18 community education sessions; conducted 62 trainings for facility staff on the topics of abuse and abuse reporting, the ombudsman program, dealing with difficult behaviors, and resident rights; and provided 2,057 telephone consultations to individuals in the community and facility staff.
- The program operated within a total budget of \$863,560. This was comprised of \$107,667 Federal Older Americans Act, Title VII Chapter 2 funds; \$185,800 Federal Older Americans Act, Title VII Chapter 3 funds; \$220,000 other Federal (Medicaid) funds; \$307,426 State funds; and \$42,667 Local funds.

#### **National Family Caregiver Support Program – Title III-E**

- In FY2017, 97,675 units of service were provided to 1,347 families caring for older individuals and persons of any age with dementia.

## Senior Community Service Employment Program (SCSEP) – Title V

- During Program Year 2017 (July 1, 2016–June 30, 2017), Preston County Senior Citizens provided support to 103 people, with 3 achieving unsubsidized employment. During enrollees' on-the-job training, they provided 53,133 hours to general community service groups, with an additional 23,149 hours to senior specific groups.
- The Federal funds expenditure for Program Year 2017 was \$907,049 and non-Federal funds were \$100,783.
- There were 100 authorized positions and 83 modified positions with 36 active host agencies in 11 counties. The counties are: Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 76,282 hours of support to a variety of non-profit organizations.

## Senior Nutrition Services – Titles III-C1 and III-C2

- In the past year, 25,568 West Virginia seniors received 2.1 million meals, either in their homes (8,782 seniors, 1,330,078 home-delivered meals) or at County Nutrition Sites (17,777 seniors, 767,978 congregate meals).
- The average collected for home-delivered meals was \$.63, and for congregate \$2.05. These funds are used to increase or maintain nutrition services.
- All County Aging Programs received mandatory 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.
- Of the total number of seniors who received Senior Nutrition Services, 19% were age 85+, 32% were ages 75-84, and 43% were ages 60-74. 36% lived in poverty; 49% lived alone; and 45% were at a high nutrition risk.
- For home-delivered meals, 30% were age 85+, 32% were ages 75-84, and 35% were ages 60-74. 50% lived in poverty; 58% lived alone; and 74% were at high nutrition risk.
- For congregate meals, 14% were age 85+, 32% were ages 75-84, and 47% were ages 60-74. 31% lived in poverty; 46% lived alone; and 31% were at high nutrition risk.



### **Supportive Services – Title III-B**

- In FY2017, 14,431 seniors received 467,949 hours of Supportive Services.
- Of these 14,431 seniors, 20% were age 85+, 30% were ages 75-84, and 43% were ages 60-74. 37% lived in poverty; 55% lived alone; and 46% were at high nutrition risk.

### **Wellness Programs – Title III-D**

- A staff member conducts workshops at the Dunbar Nutrition Site and CANS (Charleston Area Nutrition Site) Tiskelwah Center to provide the evidence-based program “Healthy Steps” and “Tai Chi for Arthritis.”
- The Bureau facilitates the paid certification of County Aging Providers to have staff certified in evidence-based programs.
- The Bureau contracts with Master Trainers to accommodate County Aging Programs for Title III-D services.

## **OTHER PROGRAMS AND GRANTS**

### **Aging and Disability Resource Network (ADRN)**

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the ADRN.
- During the last fiscal year, the ADRN had 15,787 total contacts and assisted 10,237 individuals with their long-term care services and supports.

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

- In Fiscal Year 2017, the FAIR Program provided 236,611 hours of service to 900 families (1,800 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 a maximum of 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 provide respite for family caregivers and, at the same time, offer companionship, socialization and activities for individuals with dementia.
- Dementia care training for FAIR workers is provided by county senior center staff, who have received Bureau training.
- FAIR manual training was provided to eighteen new county FAIR coordinators during the year.
- Payment for FAIR is on a sliding fee scale, based on 200% of the federal poverty guidelines, considering only the income of the care receiver (and spouse, when there is a spouse).
- Providers are required to average a minimum contribution per hour of service for both FAIR and Lighthouse. Contributions collected in program year 2017 for both programs totaled \$1,147,130. Contributions are used to provide additional hours of service in these two programs in the county where they are collected. Fees collected for services in 2017 averaged \$1.38 for each hour of service.
- Also in 2017, FAIR clients statewide averaged 42.5 hours of service per month.

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

- Each county receives State Lottery 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 Title XX Homemaker program).
- County providers may budget these funds based on the county's priority needs.



- This year:
  - 14,054 individuals received 301,817 separate occurrences of transportation or other services through LIFE funds.
  - 2,652 individuals received 100,589 trips (transportation services). (843 received 16,951 trips under Assisted Transportation, and 1,809 received 83,538 trips under Transportation).
  - 1,171 individuals received 71,579 hours of services in their homes and communities (adult day care, case management, chore, homemaker, personal care, and congregate respite or in home respite).
  - 3,243 individuals received 54,771 units 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, 46,327 sessions or contacts were made to 8,883 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in FY2017, 35% lived in poverty, 51% lived alone, and 42% were at high nutrition risk.

### **Lighthouse Program**

- In this tenth year of the Lighthouse Program, 2,536 seniors received 593,251 hours of service.
- The Lighthouse program is available in all 55 counties across the state.
- The average number of Lighthouse clients in any given month is 1,514. The average number of Lighthouse clients served by each county in any given month was 26.
- The average number of hours of service a Lighthouse client received each month was 33.
- Payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse if in home), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$1,147,130. The fees collected for services averaged \$1.38 per hour of service to provide 71,695 additional service hours.

### **Medicaid Operation Agency**

- In FY2017, 6,151 recipients were served.
- Annual onsite reviews of all providers were conducted by the Bureau of Senior Services Registered Nurse Monitors, who reviewed 680 Traditional Model participant records.

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

- In State FY2017, 8,153 Personal Care recipients were provided assistance.

### **Medicaid Personal Options**

- In State FY2017, 920 Aged & Disabled Waiver recipients chose to self-direct their services through this program option.
- The Program Manager for Personal Options reviewed 122 participant records for compliance with federal and state program regulations.

### **West Virginia Bureau of Senior Services Website and Facebook Pages**

- 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 states of emergency, and the *Food & Fitness* newsletter.
- During the past twelve months, the website had 164,876 visitors, and its pages received 577,753 hits. The number of visitors increased by 68,637 (76%) over the previous year.
- 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. During the past year, the number of "Likes" increased from 2,860 to 2,936 (nearly 3% increase).
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page in October 2012. The page is used to share photographs, SHL position papers, and other information regarding the SHL with members and the public. The page averages 150 visitors per week.

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

- In the past year (July 2016–June 2017), SHIP has served 22,106 Medicare beneficiaries and has provided 981 public media events statewide.
- Medicare counselors are located at the Bureau of Senior Services, Aging and Disability Resource Network offices, and County Aging Providers. These counselors assist clients who call WV SHIP's toll-free number (1-877-987-4463).
- More than 18,000 calls are received annually on the toll-free number.
- WV SHIP has a total of 65 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Programs and Area Agencies on Aging.
- The SHIP program is federally administered by the Administration for Community Living. Training and updates on Medicare are provided by the Centers for Medicare and Medicaid Services.

### **West Virginia Senior Medicare Patrol (SMP)**

- In the past year (July 2016–June 2017), SMPP has reached 1,041 Medicare beneficiaries through individual interactions and has provided 544 group outreach and education events reaching over 26,000 people.
- WV SMP had 54 active SMP team members during the past year located within County Aging Programs, Aging and Disability Resource Network offices, and at the Bureau of Senior services.
- The WV SMP toll-free number (1-855-254-1720) is answered by staff at the Bureau of Senior Services.
- The SMP program is federally administered by the Administration for Community Living.

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

- The West Virginia SHIP website, [www.wvship.org](http://www.wvship.org), provides an invaluable service to Medicare beneficiaries and their families.
- During State FY2017, there were 18,091 visitors to the website, and its pages have received 84,081 hits. These numbers reflect an increase of 931 visitors (5% increase).

# **WORKSHOPS AND TRAININGS**

## 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 2017 and audiences for those presentations included:

- **Adult Abuse/Neglect/Exploitation Identification** – For Aged and Disabled Waiver (ADW) case managers and personal attendants and Personal Care RN's.
- **Alzheimer's Overview** – Community groups, People First statewide conference
- **Baby Boomers: Breaking Boundaries, Changing Aging** – MountainHeart Community Services Conference
- **Communicating Effectively with a Person Who Has Dementia** – Jefferson County sheriff's office and first responders; Summer Institute on Aging; Medicaid Waiver providers; county aging providers
- **Conflict-Free Case Management** – For ADW case managers.
- **Continuing Certification Provider Reporting System Training** – For Medicaid ADW and Personal Care providers.
- **County Aging Provider/Area Agency on Aging Quarterly Meetings** – The Bureau of Senior Services meets quarterly with all County Provider Agencies and the four Area Agencies on Aging. These meetings are for training purposes, new policy and procedures, and program updates. This year, the Bureau also met quarterly with Providers and AAAs on a regional basis. Locations vary, and meetings include an exchange of information and issues facing providers and West Virginia seniors.
- **Decision-making Capacity** – For Alzheimer's/Dementia University.
- **Elder Abuse Training** – Conducted by Dr. Elizabeth Santos and local experts in June at Elder Abuse Day in Charleston, and for County Aging Providers at the June quarterly meeting in Flatwoods. Dr. Santos, MD, MPH, Associate Professor at the University of Rochester School of Medicine and Dentistry, presented *Medical Decision Making Capacity Assessment*; Dr. Suzanne Holroyd, MD, Professor, Chair and Program Director, Department of Psychiatry and Behavioral Medicine, Marshall University Joan C. Edwards School of Medicine, presented *Caregiver Stress, Capacity and Elder Abuse*; and the State Long-Term Care Ombudsman presented *Financial Exploitation – The Battle Continues*.
- **"The Future of Aging Services"** was held August 19 at West Virginia State University. Marisa Scala-Foley, Director of Office of Integrated Care Innovations for the Administration for Community Living, gave the presentation through Skype for County Aging Providers and Area Agencies on Aging.
- **Health Insurance Marketplace Best Practices** – At the HRSA Open Enrollment 3 wrap up meeting, Bureau shared best practices of having assisters in the aging network.
- **Healthy Steps–Moving You to Better Health with the Lebed Method** – Community groups and instructor training for County Aging Providers.
- **HIPAA** – For ADW case managers and personal attendants.

- ***Introduction to Facebook and Social Media*** – Robert W. Jackson Senior Conference.
- ***Long-Term Care Myths & Misconceptions*** – Alzheimer’s Dementia University.
- ***Long-Term Care Medicaid for Mental Hygiene Commissioners*** – Mental hygiene commissioners.
- ***Long-Term Care Ombudsman Program*** – Orientation to new operations, West Virginia Health Care Association
- ***Medicare: A Basic Understanding*** – a presentation provided by SHIP Director to social workers and nurses at the Summer Institute on Aging.
- ***Medicare: A More In-Depth Knowledge*** – a presentation provided by SHIP Director to social workers and nurses at the Summer Institute on Aging.
- ***Medicare Minute Presentations*** – Produced by the SHIP TA Center and SMP Resource Center, SHIP and SMP counselors present around the state. New topics available monthly.
- ***New Director Training*** – For recently hired directors of County Aging Provider agencies. Training covers Medicaid Aged and Disabled Waiver, Medicaid Personal Care, Aging and Disability Resource Network, Older Americans Act Programs, Lighthouse and FAIR, plus financial forms, reporting, and more.
- ***Older Americans Month*** – Education and information event, held in front of Bureau offices, every week during May.
- ***Old Wives’ Tales, Superstitions and Home Remedies: Myth or Fact*** – Summer Institute on Aging
- ***Personal Care Webinar*** – Medicaid Personal Care providers.
- ***Personal Options*** – For ADW case managers.
- ***Person-Centered Planning*** – For ADW case managers, RNs, and personal attendants.
- ***Person-Centered Planning: What Personal Attendants Need to Know*** – For ADW Personal Attendants.
- ***Person-Centered Planning for Personal Care Providers*** – For Personal Care RN’s.
- ***The Person Comes First: A Practical Approach to Alzheimer’s Care*** - Full day dementia care training – Adult Protective Services, County Aging Provider staff, FAIR direct care workers.
- ***Practical Tips for a Brain-Healthy Lifestyle*** – Spring social work conference
- ***Quality Training*** – Aged and Disabled Waiver Policy Committee, providers and members.
- ***Recording and Reporting Services in Harmony*** – Aging Network Providers.
- ***Senior Health Insurance Assistance Program (SHIP) Annual Training*** – training for all counselors and volunteers. Best practices, current topics, and refresher courses.
- ***Senior Health Insurance Assistance Program (SHIP) Medicare Open Enrollment Presentations*** – Overview of Medicare and importance of reviewing coverage each year. Held at different agencies such as Camden Clark Hospital, Shepherd University, and Kanawha Valley Senior Services.
- ***Senior Medicare Patrol (SMP) Outreach and Educational Sessions*** – Information on how to detect, prevent, and report Medicare fraud and abuse.

- **Services Available Through the West Virginia Bureau of Senior Services** – Chestnut Ridge, other health professionals, WorkForce WV and community and faith groups.
- **Sexuality after Sixty** – Spring social work conference
- **Smartphones for Beginners** – Robert W. Jackson Senior Conference
- **So, You Have to Make a Presentation** – Summer Institute on Aging
- **State Health Insurance Assistance Program (SHIP) Understanding Medicare Workshops** – Bureau of Senior Services, Cabell-Huntington Hospital, Primary Care Association, and Camden-Clark Hospital, as well as other senior and community groups
- **Tai Chi for Arthritis** – The Bureau of Senior Services, together with Master Trainer Mark Coffindaffer, conducts Level One and Two Leader Instructor Certification workshops.
- **"The Road Ahead"** – Monthly television series hosted by Commissioner Roswall and produced by the West Virginia Library Commission. Aimed at keeping seniors around the state informed on a variety of topics of interest. The show debuted in April 2015. Topics in 2017 included: Veterans and Aging Services, Senior Fire Safety, Staying Healthy in the Winter, National HealthCare Decision Day, A Partnership for Seniors, and WV Elder Abuse Awareness Day.
- **Transportation Toolkit Webinar** – Medicaid Aged and Disabled Waiver providers.
- **What Does Your Billboard Say?** - Non-verbal communication workshop – Putnam Aging.
- **WV SHIP Program Overview and Appropriate Referral** presentations – provided to different agencies, including Insurance Commission Agents, Social Security and Davita Dialysis.

# **SPECIAL EVENTS**



## SPECIAL EVENTS

### Robert W. Jackson Senior Conference

The annual Robert W. Jackson Senior Conference was held May 23-25, 2017, at Cedar Lakes Conference Center in Ripley. Two hundred seventy seniors participated in a variety of workshops and health and recreational activities that reflected the theme, "Age Out Loud." Workshops and activities at this year's conference included:



- Bocce Ball
- Social Media for Seniors
- Line Dancing
- Crafts
- Tools for Successful Aging
- Smart Phones for Seniors
- Exercise Workshops such as Healthy Steps and Tai Chi
- Health Insurance Options
- Microwave in a Mug
- Getting in the Game with Diverse Seniors
- Green Thumb Container Gardens
- Essential Oils
- Oral Health & Chronic Disease
- Porch Herb Gardens
- Social Media for Beginners
- Color Your Way to Calmness

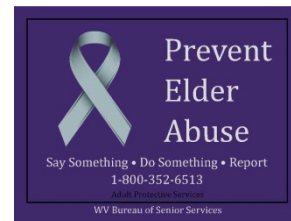
### Thirty-Fifth Silver Haired Legislature (SHL)



The 35th session of the West Virginia Silver Haired Legislature convened on April 4-5, 2017, at Stonewall Resort, Weston, WV. During this time, committees presented their position papers to the entire body to decide which ones to focus on for the upcoming year. They reconvened in October 2017 to finalize those position papers and voted on them to be presented to the 2018 WV Legislature.

## Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, in recognizing June 15, 2017, as World Elder Abuse Awareness Day. An event was held on June 15 at the University of Charleston with 123 in attendance. Speakers included Amy Hocevar, Federal Trade Commission, W. Burl Fluharty, US Postal Inspection Service, M. Kristyn Edgar, Legal Aid of WV, Micki Biggs, WV Senior Legal Aid, and the keynote speaker was Dr. Elizabeth J. Santos, MD, MPH, Director of the Geriatric Psychiatry Fellowship Program and the Strong Behavioral Health Older Adults Clinic, University of Rochester School of Medicine and Dentistry.



Each year, the Ron Nestor award is presented to an individual who has advocated to end elder abuse and has helped raise awareness about elder abuse in West Virginia. The recipient of the 2017 Ronald Nestor Award is Susan “Susie” Layne, who has dedicated her career to issues facing the elderly population. Her career began in social services with the Aged and Disabled Waiver Program twenty-six years ago. In 1998, she became an Adult Protective Services Supervisor for Kanawha County and served in this role for nine years. She was then promoted to be the Adult Services Policy Specialist where she worked to change legislation protecting the incapacitated adult; wrote policy for APS, presented on elder abuse, and was on numerous committees. She initiated West Virginia’s Elder Abuse Awareness Day in 2010, as well as the Ronald Nestor Award. Ms. Layne currently serves as the Personal Options Program Director for the WV Bureau of Senior Services, where she continues to promote education and the awareness of the issue of elder abuse, neglect, and financial exploitation.

# **COLLABORATIONS & PARTNERSHIPS**

## 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 2017, this is who collaborated and/or partnered with the Bureau and how:

- **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. AARP representatives serve on the Long-Term Care Advisory Council, the West Virginia Financial Exploitation Task Force and the DOTS (Dementia-Capable Outreach, Training and Support) Leadership Team. Also, Bureau staff serve on AARP work groups addressing aging issues, including caregiving, adult daycare and affordable health care for seniors.
- **Access and Functional Needs Workgroup** – Bureau staff participates in this Center for Threat Preparedness workgroup 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 and Senior Medicare Patrol (SMP) have partnered with Access Health to provide 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** – Administers Older Americans Act programs, ADRN (Aging and Disability Resource Network) grants, SHIP grant, MIPPA grants, SMP grant, and a dementia-capable communities grant that was awarded to the Bureau in 2015.
- **Adult Protective Services (APS)** – Consultation regarding APS referrals for members on the Medicaid Aged and Disabled Waiver and Personal Care programs. Dementia care and other training and education provided for APS staff. Representative serves on the Long-Term Care Advisory Council and the West Virginia Financial Exploitation Task Force.
- **Aged & Disabled Waiver Quality Council** – Development, planning, and coordination to meet Centers for Medicare and Medicaid Services requirements regarding quality assurance 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 partial funding for the Alzheimer's Association's 24-hour Helpline and partners with them on projects to benefit Alzheimer's families, including a grant from the Administration on Aging, *Connecting the DOTS (Dementia-Capable Outreach,*

*Training and Support) in WV.* A representative also participates on the Long-Term Care Advisory Council.

- **Cabell Huntington Hospital–Senior Wise** – WV SHIP provides updated information on Medicare issues. Monthly *Understanding Medicare* workshops are held at Cabell Huntington Hospital.
- **Cabin Creek Health Centers** – WV SHIP works with Cabin Creek Health Centers to provide information to their clients, and SHIP participated in the Cabin Creek health fair.
- **Camden Clark Hospital** – Lifetime Partners – Collaborates with SHIP to provide Medicare workshops.
- **Centers for Medicare and Medicaid Services (CMS)** – WV SHIP participates at various national and regional meetings. Agency provides assistance to SHIP with Medicare beneficiary issues through MARx, CTM and bi-monthly regional calls. During state monitoring of Aged and Disabled Waiver and Personal Care services, submit 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 and SMP director work with the Charleston/Kanawha Housing Authority to provide outreach and education.
- **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. A representative serves on the Long-Term Care Advisory Council.
- **Committee on Quality Control (CQI) Council** – Bureau staff, including State Long-Term Care Ombudsman, Director of Medicaid Programs, and SHIP/SMP Director, attend this quarterly meeting with other partners to discuss their programs and interactions with Adult Protective Services in order to better serve adult clients.
- **Community Care of WV** – Works with WV SHIP regarding questions about Affordable Care Act and Medicare.
- **Connecting the DOTS (Dementia Outreach, Training and Support) in WV Community Grantees** – As part of the Bureau’s larger DOTS grant, community grants were awarded to the following to increase their ability to provide dementia-capable services: Bluefield State College Nursing Program, Coalfield Community Action Partnership, Community Living Initiative Corporation (CLIC), Davis Medical Center, Good Shepherd Interfaith Volunteers, Kanawha Valley Senior Services, Lewis County Senior Citizens, McDowell County Commission on Aging, Monroe County Council on Aging, Palliative Care Center, Preston County Senior Center, Raleigh County Commission on Aging, Randolph County Commission on Aging and Council on Aging (Wyoming County). Every grantee has conducted a dementia capable needs assessment and worked with the

Bureau to develop a plan that includes hosting Savvy Caregiver, a 12-hour, 6-week training for family caregivers, and implementing a direct service of their choosing that will increase dementia capability in that community.

- **Davita Dialysis Center** – WV SHIP provides Medicare update trainings and presentations about appropriate SHIP referrals.
- **Direct Care Workforce Curriculum Work Group** – Comprised of representatives from both the public and private sectors, this group is working with the Department of Education, Career Technical Education, to update the direct care worker curriculum and certificate program for the state's in-home services programs.
- **Domestic Violence Fatality Review Team** – Staff member serves on this team that reviews fatalities and provides reports to the Legislature on ways that domestic violence fatalities can be prevented.
- **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 (FEMA)** – Staff members participated in ongoing conference calls with FEMA and other emergency management partners following 2016 emergency events.
- **FEMA Feeding Task Force** – Bureau staff participated on this task force for several months following the June 2016 WV flooding, to help coordinate initial food distribution and ongoing needs.
- **Financial Exploitation Task Force** – Bureau staff serve as members of this taskforce on how to reduce the financial exploitation of seniors and other vulnerable adults. The State Long-Term Care Ombudsman serves as the task force chair.
- **First Choice Health Systems** - The Bureau has a MOU to house a Health Insurance Marketplace Navigator at the Bureau's location to provide counseling and application assistance to individuals who need health insurance or qualify for Medicaid.
- **Hospice Care WV** – Representative serves on the Bureau's *Connecting the DOTS* Leadership Team.
- **KEPRO**: Utilization Management contractor through Bureau for Medical Services. Consultation and collaboration regarding member medical eligibility, dual services, and level of service request changes for the Aged and Disabled Waiver program and Medicaid State Plan Personal Care Services program.
- **Legal Aid of West Virginia** – Medicaid Aged and Disabled Waiver program and Medicaid State Plan Personal Care services member referrals for assistance and interpretation of program policy. Legal Aid of West Virginia is the grantee for the Regional Long-Term Care Ombudsman Program.
- **Marshall University Joan C. Edwards School of Medicine** – works with Bureau staff to implement falls prevention programs for older adults, evidence-based programs and opportunities for older persons with chronic illness to enhance quality of life.
- **Meals on Wheels Association of America (MOWAA)** –The Bureau pays annual Meals on Wheels America dues for each County Aging Provider and regional Area Agency on Aging. Membership with Meals on Wheels is valuable and offers County Aging Providers opportunities to increase their resources and

reduce expenses. Some membership benefits include: member only grant opportunities, federal and grassroots advocacy tools, tools to assist with volunteer recruitment efforts, member discount programs on products and services, access to national campaign materials to raise awareness and increase funding, access to the Meals on Wheels branding, Meals on Wheels Leadership Academy training and access to the National Resource Center on Nutrition and Aging (NRCNA). Over the last several years, County Aging Providers have received over \$95,000 through Meals on Wheels America Grant Programs and Scholarships including two new Subaru vehicles awarded in FY2017 to Pendleton County and Tucker County for home-delivered meal services.

- **Medicaid Fraud Control Unit** – Conducts investigation of referrals of Medicaid fraud. Collaborating with WV Senior Medicare Patrol to provide outreach and education on fraud and abuse with Medicare and Medicaid. A representative serves on the West Virginia Financial Exploitation Task Force.
- **Mission West Virginia, Relatives as Parents Program** – With a grant from the Bureau of Senior Services through Older Americans Act funding, they provide assistance and resources to families raising their relatives' children.
- **MountainHeart Community Services, Inc.** – Bureau staff presented a workshop at their annual conference.
- **National Arthritis Foundation** – Bureau staff serves on the Arthritis Foundation WV Leadership Board.
- **National Association of Social Workers (NASW), WV Chapter** – Staff from the Bureau presented workshops at their annual spring conference.
- **National Association of State Long-Term Care Ombudsman Programs** – Members share the mission of the Long-Term Care Ombudsman Program, 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 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 Church Residences** – WV SHIP and SMP provide outreach and education events at local senior and disability housing residences on Medicare benefits and Medicare fraud and abuse.
- **National Federation of the Blind (NFB)** – Bureau staff works in collaboration with NFB to share resource information regarding visual impairment services and adaptive aids.
- **National Foundation to End Senior Hunger** – Collaboration with their What a Waste Program that focuses on senior hunger, food waste, nutrition and sustainability.
- **Nursing Home Advisory Council** – The state Long-Term Care Ombudsman serves as a member of this council.
- **Olmstead Council** – The Bureau works 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 receive

community-based services and supports. The state Long-Term Care Ombudsman is a member of this council.

- **Public Partnerships, LLC** – Fiscal/Employer Agency (F/EA) to administer the self-directed service delivery model of the Aged and Disabled Waiver Program.
- **Retire WV** – The official organization of West Virginia’s designated retirement communities publishes Retirement *Times*, which is distributed at Senior Conference and meetings of senior center directors.
- **Silver Haired Legislature (SHL)** – Per state code, the Bureau oversees the SHL, which is a model legislature composed of a maximum of 134 members, 60 years of age or older, elected by their peers.
- **Social Security Administration (SSA)** – SHIP provides training to local SSA offices regarding services provided by SHIP and how to make appropriate referrals. SSA provides SHIP assistance with Medicare beneficiary and SSA issues.
- **State Nutritionist Collaboration Group** – Communication and collaboration with state nutritionists and OAA directors regarding senior nutrition and OAA meal program.
- **Statewide Independent Living Council (SILC)** – Bureau attends quarterly council meetings and provides program updates. Commissioner is appointed by the Governor to serve on this council.
- **West Virginia Association of Counties** – Representative served on the Bureau’s *Connecting the DOTS* Leadership Team.
- **West Virginia Arthritis Advisory Council** – Staff member serves on this council, which provides arthritis programs, training and special events.
- **West Virginia Attorney General’s Office** – Provides program policy interpretation for the Medicaid Aged and Disabled Waiver and Personal Care services. The Bureau reports any unlawful activities of providers, members. A representative serves on the West Virginia Financial Exploitation Taskforce.
- **West Virginia Bureau for Behavioral Health and Health Facilities** – Collaborated to share resource information
- **West Virginia Bureau for Children and Families** – Coordinates and works to improve response to allegations of abuse, neglect, and financial exploitation of long-term care residents; consultation on financial eligibility and APS issues. Bureau staff person provided dementia care training for APS staff.
- **West Virginia Bureau for Medical Services** – Participates in the monthly contract meetings, ongoing collaboration regarding the Aged and Disabled Waiver, Medicaid State Plan Personal Care services program, and Money Follows the Person. Partnered with the Bureau to develop a strategic plan for a No Wrong Door system of access to long-term services and supports. A representative serves on the Long-Term Care Advisory Council.
- **West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program** – Participate on the quarterly advisory panel in West Virginia.
- **West Virginia CARES** – An effort to support individuals living with dementia and their caregivers, through a Benedum grant to the WVU Rockefeller Neurosciences Institute. The Bureau’s *Connecting the DOTS* and West Virginia CARES are working together to benefit West Virginia families living with dementia.



- **West Virginia Center for End-of-Life Care** – The Bureau utilizes documents 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. Bureau participates in National Healthcare Decisions Day that the Center organizes and promotes.
- **West Virginia Center for Threat Preparedness** – Bureau staff participates on 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** – Bureau staff is a member of the coalition and attends quarterly meetings to obtain information that can be distributed 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, Career Technical Education** – A key partner on the Direct Care Worker Curriculum Work Group. Bureau staff serves on their HOSA advisory group.
- **West Virginia Developmental Disabilities Council** – Collaborates with the council regarding the CMS quality assurances and performance measure requirements. Partnered with the Bureau to develop a strategic plan for a No Wrong Door system of access to long-term services and supports.
- **West Virginia Directors of Senior and Community Services** – Bureau works with the Directors’ Association concerning legislation, training, and standards.
- **West Virginia Feeding Task Force** – Organized to address getting food to people of all ages, both short term and long term, in areas hit by the floods in June 2016.
- **West Virginia Future of Aging and Caregiving Taskforce** – Formed to map a new strategic vision for healthy older West Virginians. A Bureau staff person served on this task force.
- **West Virginia Geriatric Education Center (GEC)** – Bureau staff and the GEC explored ways to work together to advance geriatric education in the state.
- **West Virginia Geri-Olympics** – Bureau staff is on the planning committee that organizes the annual Geri-Olympic event.
- **West Virginia Health Care Authority** – They are the 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 serves on the Better Health Work Group.
- **West Virginia Higher Education Policy Commission** – Representative serves on the Bureau’s *Connecting the DOTS* Leadership Team.

- **West Virginia Medical Institute (became Quality Insights on January 1, 2017)** – Representative serves on the Bureau’s *Connecting the DOTS* Leadership Team and assisted with development and implementation of the DOTS community dementia-capable assessment.
- **West Virginia Minority Business Expo** – Bureau was a sponsor of and exhibitor at this event.
- **West Virginia Office of the Insurance Commissioner** – Bureau partners to share information on Medicare supplemental plans and long-term care information.
- **West Virginia Partnership for Elder Living** –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 Association** – Representative serves on the Bureau’s *Connecting the DOTS* Leadership Team.
- **West Virginia Senior Legal Aid** – With funding through the Bureau, they provide free civil legal services and counsel to senior West Virginians age 60 and older.
- **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. Entity that holds the contract with DHHR to oversee certification of Specialized Family Care Providers.
- **West Virginia University Rockefeller Neurosciences Institute (RNI)** – RNI representative is on the *Connecting the DOTS in WV* Leadership Team.
- **West Virginia’s Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)** – A workgroup of interested stakeholders working to refine and improve West Virginia’s adult guardianship system. Two Bureau staff (State Long-Term Care Ombudsman and Aging and Disability Resource Network representative) serve on this work group.
- **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.
- **WVU School of Social Work Summer Institute on Aging** – Bureau is represented on the planning committee to help develop and plan the annual conference. Staff presented workshops at the conference.

# FUNDING

# FUNDING

## Financial Sources

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

- Lottery Appropriations amounted to \$51.1 million, of which \$31.1 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$20 million for Bureau services.
- General Revenue Appropriations totaled \$12.1 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;
- Special Revenue Appropriations totaling \$1.9 million; and
- Project Income collected by providers in FY2017 totaled \$3.5 million (Title III \$2.3 million, In-Home Services \$1.2 million). These funds are used to provide additional services.

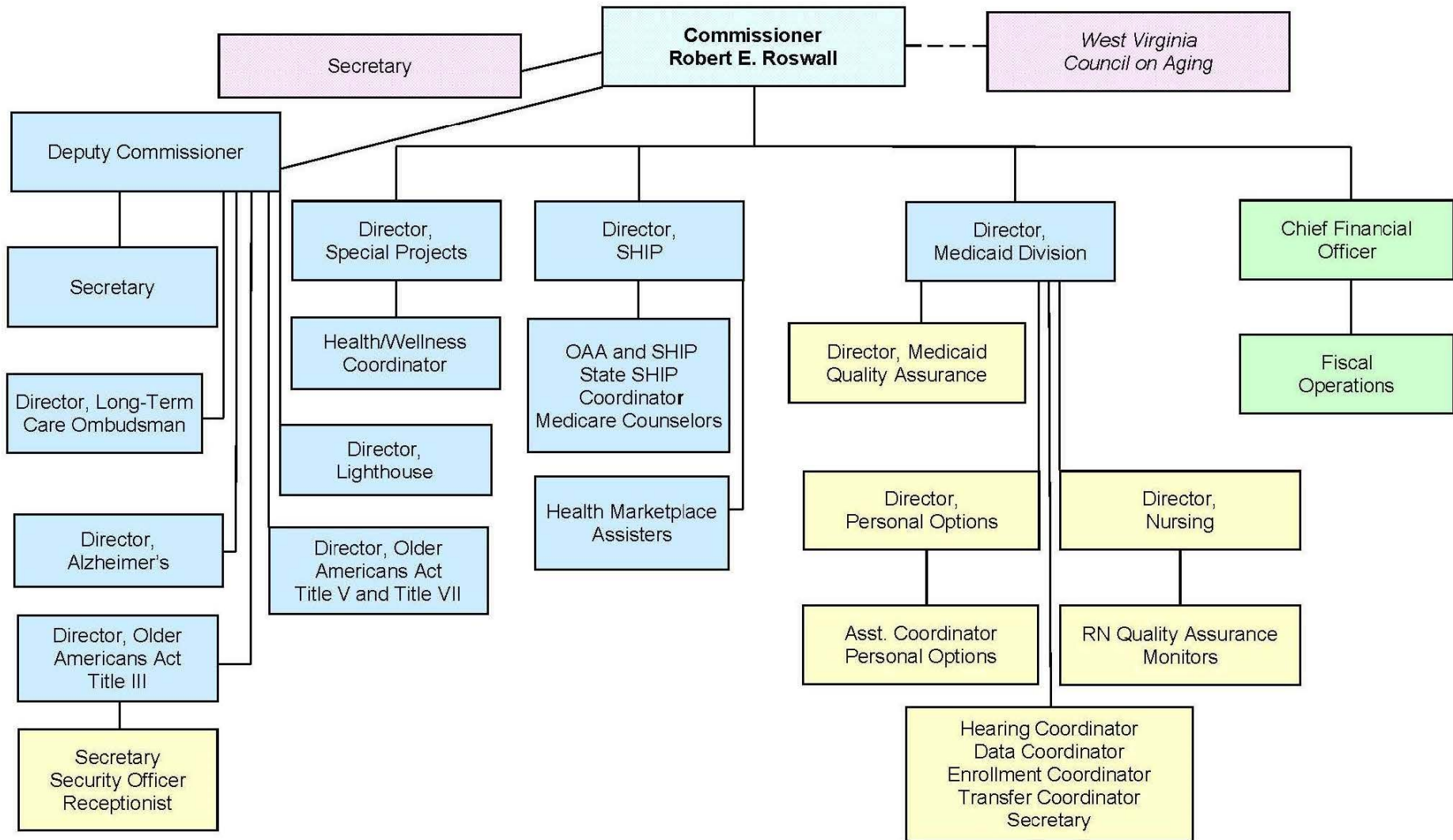
Exhibits M, N, and O illustrate the Bureau's actual Fiscal Year 2017 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit P lists the Bureau's grants/detailed expenditures for FY2017.

# EXHIBITS

## EXHIBITS

- Exhibit A Bureau of Senior Services Organizational Chart
- Exhibit B County Aging Providers
- Exhibit C Area Agencies on Aging
- Exhibit D Area Agencies on Aging, FY2017 Operational Funding Source
- Exhibit E Area Agencies on Aging, FY2017 State/Federal Funding
- Exhibit F Bureau of Senior Services, FY2017 Area Agencies on Aging Operational Funding Source by Agency
- Exhibit G Bureau of Senior Services, FY2017 Regional Funding Allocations All Funds
- Exhibit H County Aging Programs, FY2017 Funding Allocations
- Exhibit I West Virginia Aging & Disability Resource Network
- Exhibit J West Virginia Aging & Disability Resource Network, FY2017 Budgets by Site
- Exhibit K West Virginia Aging & Disability Resource Network, FY2017 Unduplicated Clients by Site
- Exhibit L West Virginia Aging & Disability Resource Network, FY2017 Total Contacts by Site
- Exhibit M Bureau of Senior Services, FY2017 Expenditures by Program
- Exhibit M Bureau of Senior Services, FY2017 Expenditures by Program, Non-Medicaid Transfers
- Exhibit O Bureau of Senior Services, FY2017 Expenditures by Funding Source
- Exhibit P Bureau of Senior Services Grants, FY2017 Detailed Expenditures

## West Virginia Bureau of Senior Services Organizational Chart



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

**Barbour County Senior Center, Inc.**

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Sharon Lanham, Director

**Berkeley Senior Services**

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416 1/2 Ohio Avenue  
Nutter Fort, WV 26301  
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Wanda Carrico, Director

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Gary Williams, Director

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

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Laura Beckelhimer, Director

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Organization, Inc.**

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Charles Holley, Director

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Rick Poling, Executive Director

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Leslie McGlothlin, Interim Director

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Marvin "Smokey" Travis, Director



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Janet Zamiela, Director

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Sallie Mathess, Director

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Website: [www.gcscwv.org](http://www.gcscwv.org)  
Darlene Evans, Director

**Greenbrier County Committee on Aging**

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Ramona Stanley, Appalachian AAA, Contact Person  
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**Hampshire County Committee on Aging**

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304-822-4499  
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Email: [aginginhamp@hardynet.com](mailto:aginginhamp@hardynet.com)  
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Julie E. Linger, Director

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Beth Wolanski, Director

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Phyllis Helmick, Director

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

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Amy Wellman, Executive Director

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Paulette Justice, LPC, LCSW, Executive Director

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Website: [www.lcseniorcenter.org](http://www.lcseniorcenter.org)  
Dinah Mills, Director

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

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Website: [www.lincolncountyopportunity.net](http://www.lincolncountyopportunity.net)  
William F. Carpenter, Jr., Director

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

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Beth Thompson, Aging Program Director  
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Debbie Harvey, Director

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Joyce Howard, Director

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Courtney Williams, Executive Director

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Website: [www.casewvprograms.org/CommissionOnAging.html](http://www.casewvprograms.org/CommissionOnAging.html)  
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Oraetta Hubbard, Executive Director, CASE WV

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Website: [www.coalfieldcap.org](http://www.coalfieldcap.org)  
Tim Salmons, Director

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Fax: 304-296-3917  
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**Senior Life Services of Morgan County**

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Website: [www.slsmc.org](http://www.slsmc.org)  
Joel Tuttle, Director

**Nicholas Community Action Partnership, Inc.**

1205 Broad Street  
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Website: [www.ncapwv.org](http://www.ncapwv.org)  
Angela Williams, Executive Director

**Family Service - Upper Ohio Valley**

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Paula Calvert, CEO

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

PO Box 9 (231 Mill Road)  
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LeeAnn Shreve, Director

**Pleasants County Senior Citizens Center**

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Jessica Rupert, Director

**Pleasants Senior Nutrition (nutrition only)**

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David Hoyt, Director

**Pocahontas County Senior Citizens, Inc.**

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John R. Simmons, Director

**Preston County Senior Citizens, Inc.**

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Janie Lou White, Executive Director

**Putnam Aging Program, Inc.**

(also nutrition in Clay and Fayette)  
2558 Winfield Road  
St. Albans, WV 25177-1554  
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Email: [jsutherland@putnamaging.com](mailto:jsutherland@putnamaging.com)  
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Jenni Sutherland, Executive Director

**Raleigh County Commission on Aging**

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Jack Tanner, Director

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

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Website: [www.randolphcountyseniorcenter.com](http://www.randolphcountyseniorcenter.com)  
Laura Ward, Director

**Ritchie County Integrated Family Services**

PO Box 195 (521 South Court Street)  
Harrisville, WV 26362  
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Cindy Summers, Director

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

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Julie Haverty, RN, Director

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Frank Mayle, Director

**Tucker County Senior Citizens, Inc.**

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Roxanne Tuesing, Director

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

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Telephone: 304-758-4919  
Fax: 304-758-4680  
Email: [amy.cstcwv@frontier.com](mailto: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](mailto:acook@upwvsc.org)  
Website: [www.upwvsc.org](http://www.upwvsc.org)  
Allen Cook, Director

**Superior Senior Care (Wayne County)**

360 Main Street  
Hamlin, WV 25523  
Telephone: 304-824-3448  
Fax: 304-824-7662  
Email: [lcoc@zoominternet.net](mailto:lcoc@zoominternet.net)  
Website: [www.lincolncountyopportunity.net](http://www.lincolncountyopportunity.net)  
William F. Carpenter, Jr., Director  
(In-home services, meals, and transportation in  
Stepptown provided by Coalfield Community  
Action Partnership, Inc.)

**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](mailto:webcosencitz@frontiernet.net)  
Debby Moore, 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](mailto: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: [wccoa@suddenlinkmail.com](mailto:wccoa@suddenlinkmail.com)  
Lorraine Roberts, Director

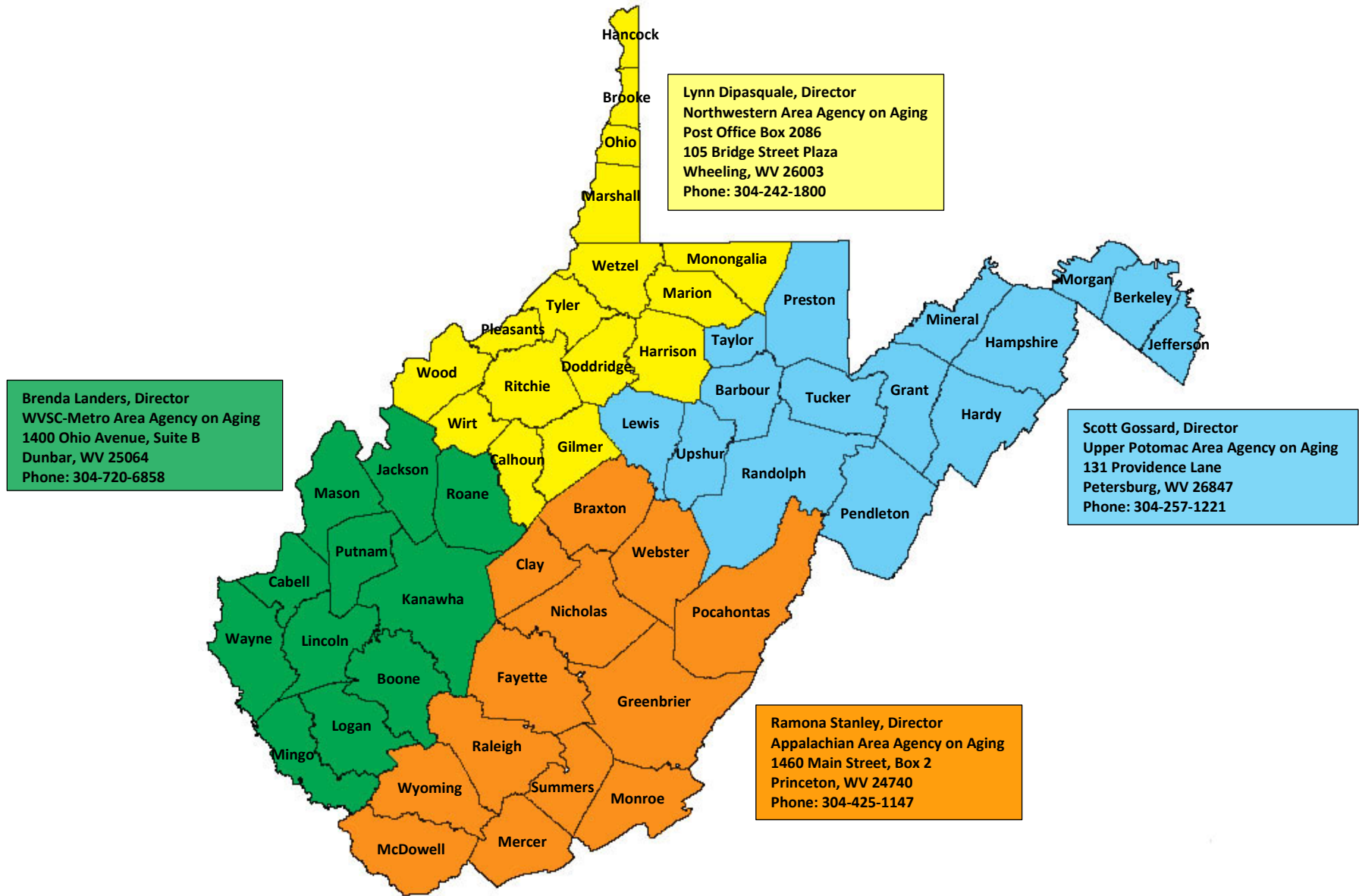
**Wood County Senior Citizens Association, Inc.**

914 Market Street, Suite 106  
Parkersburg, WV 26101  
Telephone: 304-485-6748  
Fax: 304-485-8755  
Email:  
Karyl Krulicki, Board President

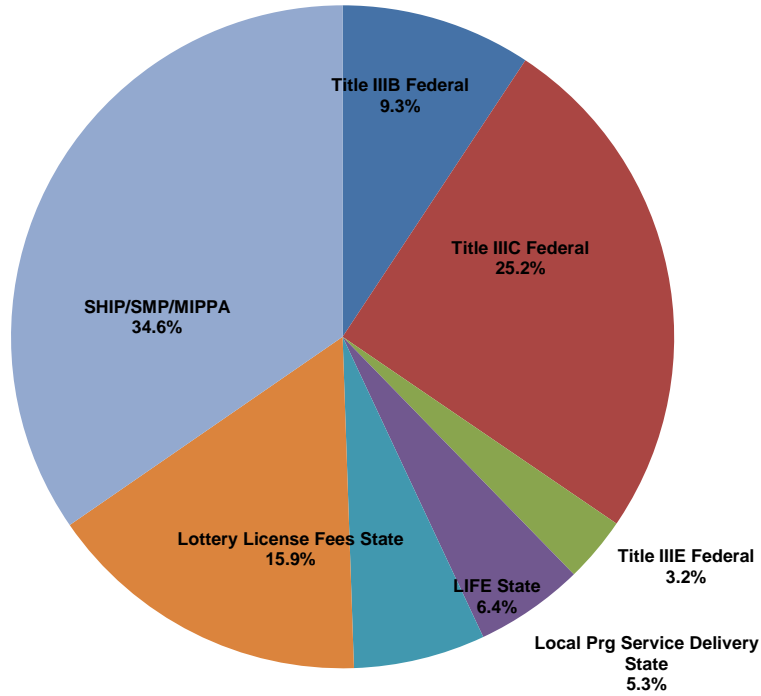
**Council on Aging (Wyoming County)**

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

### AREA AGENCIES ON AGING



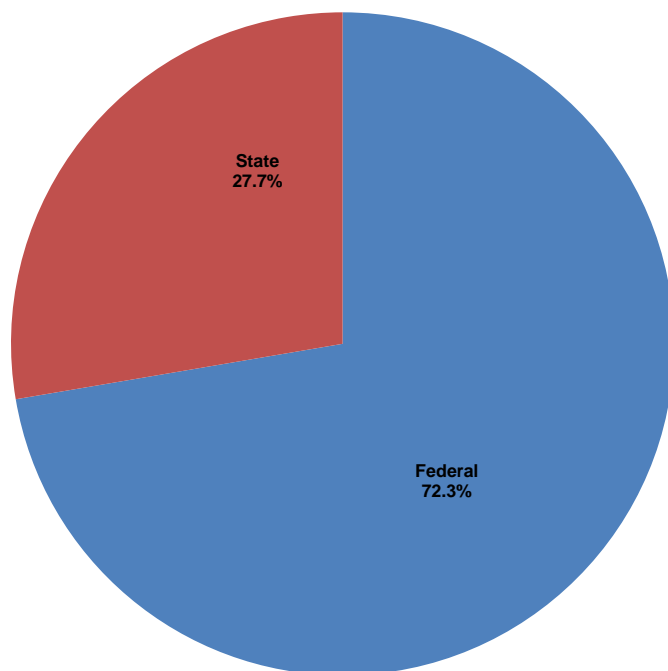
**BUREAU OF SENIOR SERVICES  
FY2017 AREA AGENCIES ON AGING OPERATIONAL  
FUNDING SOURCE**



**BUREAU OF SENIOR SERVICES  
FY 2017 AAA FUNDING**

Title IIIB Federal	9.30%	140,000
Title IIIC Federal	25.23%	380,000
Title IIIE Federal	3.19%	48,000
Local Prg Service Delivery Stat	5.31%	80,000
LIFE State	6.43%	96,808
Lottery License Fees State	15.94%	240,000
SHIP/SMP/MIPPA	34.61%	521,262
	100.00%	1,506,070

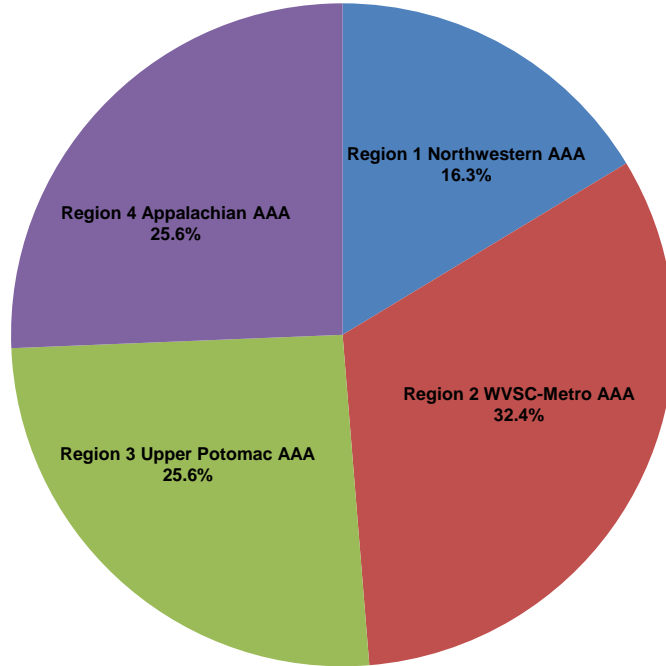
**BUREAU OF SENIOR SERVICES  
FY2017 AREA AGENCIES ON AGING OPERATIONAL  
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES  
FY 2017 AAA FUNDING**

Federal	72.3%	1,089,262
State	27.7%	416,808
<b>TOTAL</b>	<b>100.00%</b>	<b>1,506,070</b>
Region 1	16.35%	246,202
Region 2	32.37%	487,464
Region 3	25.64%	386,202
Region 4	25.64%	386,202
	<b>100.00%</b>	<b>1,506,070</b>

**BUREAU OF SENIOR SERVICES  
FY2017 AREA AGENCIES ON AGING OPERATIONAL  
FUNDING SOURCE by AGENCY**

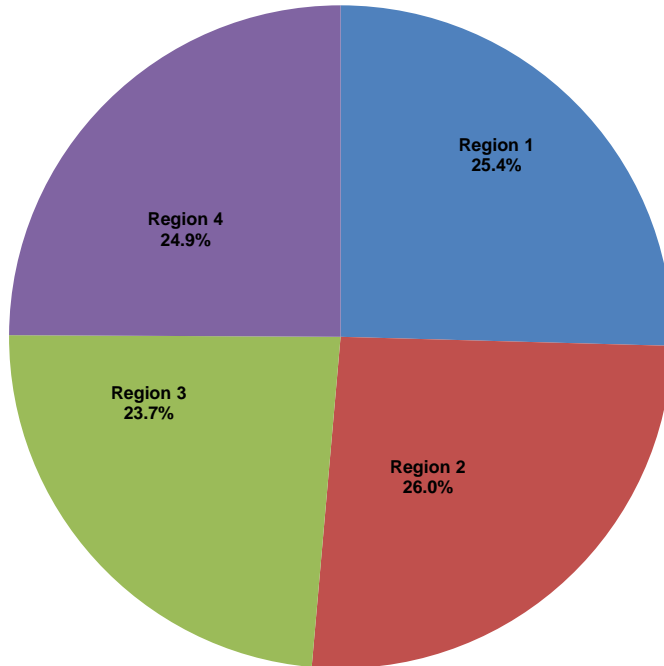


**BUREAU OF SENIOR SERVICES  
FY 2017 AAA FUNDING**

Region 1 Northwestern AAA	16.3%	246,202
Region 2 WVSC-Metro AAA	32.4%	487,464
Region 3 Upper Potomac AAA	25.6%	386,202
Region 4 Appalachian AAA	25.6%	386,202
<b>TOTAL</b>	<b>100.00%</b>	<b>1,506,070</b>



**BUREAU OF SENIOR SERVICES  
FY2017 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES  
FY 2017 REGIONAL ALLOCATIONS**

Region 1	25.43%	10,165,588
Region 2	25.95%	10,373,779
Region 3	23.69%	9,468,627
Region 4	24.92%	9,960,457
TOTAL	100.00%	39,968,451

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

FY 2017 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP/BEC	FY 2017
<b>REGION 1:</b>										
BROOKE	\$195,744	\$182,217	\$33,219	\$319,520	\$0	\$11,599	\$33,660	\$0	\$3,000	\$778,959
BI-COUNTY	\$0	\$22,529	\$0	\$462,980	\$0	\$0	\$19,517	\$0	\$0	\$505,026
CALHOUN	\$83,000	\$186,771	\$26,658	\$89,717	\$0	\$5,066	\$15,857	\$0	\$2,000	\$409,069
DODDRIDGE	\$144,744	\$187,956	\$27,010	\$0	\$0	\$3,444	\$29,390	\$0	\$0	\$392,544
GILMER	\$121,338	\$186,588	\$26,053	\$96,939	\$1,054	\$4,548	\$12,461	\$0	\$2,000	\$450,981
HANCOCK	\$188,756	\$186,233	\$39,392	\$0	\$2,104	\$15,665	\$32,548	\$0	\$3,000	\$467,698
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$224,428	\$190,425	\$74,049	\$0	\$0	\$35,208	\$75,909	\$0	\$0	\$600,019
HARRISON by Dodd	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON by Lewis	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MARION	\$328,823	\$191,990	\$61,082	\$256,965	\$0	\$30,297	\$73,611	\$1,300	\$2,000	\$946,068
MARSHALL	\$205,564	\$182,933	\$36,563	\$104,914	\$0	\$15,296	\$36,538	\$0	\$3,000	\$584,808
MONONGALIA	\$265,703	\$207,092	\$55,322	\$192,935	\$3,875	\$23,872	\$62,939	\$0	\$2,000	\$813,738
OHIO	\$119,025	\$262,856	\$57,310	\$194,449	\$4,271	\$25,945	\$78,323	\$0	\$2,000	\$744,179
PLEASANTS	\$56,500	\$176,267	\$25,963	\$69,538	\$0	\$2,945	\$15,644	\$0	\$2,000	\$348,857
RITCHIE	\$134,287	\$180,711	\$27,459	\$89,345	\$0	\$5,005	\$21,535	\$0	\$2,000	\$460,342
TYLER	\$113,955	\$176,901	\$27,002	\$81,496	\$989	\$4,403	\$17,842	\$0	\$3,000	\$425,588
WETZEL	\$219,829	\$186,493	\$29,365	\$137,917	\$1,382	\$8,584	\$12,642	\$0	\$2,000	\$598,212
WIRT	\$179,933	\$186,070	\$25,388	\$78,234	\$0	\$2,503	\$12,530	\$0	\$2,000	\$486,658
WOOD	\$243,000	\$211,810	\$60,931	\$276,847	\$5,816	\$35,142	\$71,094	\$0	\$2,000	\$906,640
<b>REGION 1</b>	<b>\$2,824,629</b>	<b>\$3,105,842</b>	<b>\$632,766</b>	<b>\$2,451,796</b>	<b>\$19,491</b>	<b>\$229,522</b>	<b>\$622,040</b>	<b>\$1,300</b>	<b>\$32,000</b>	<b>\$9,919,386</b>

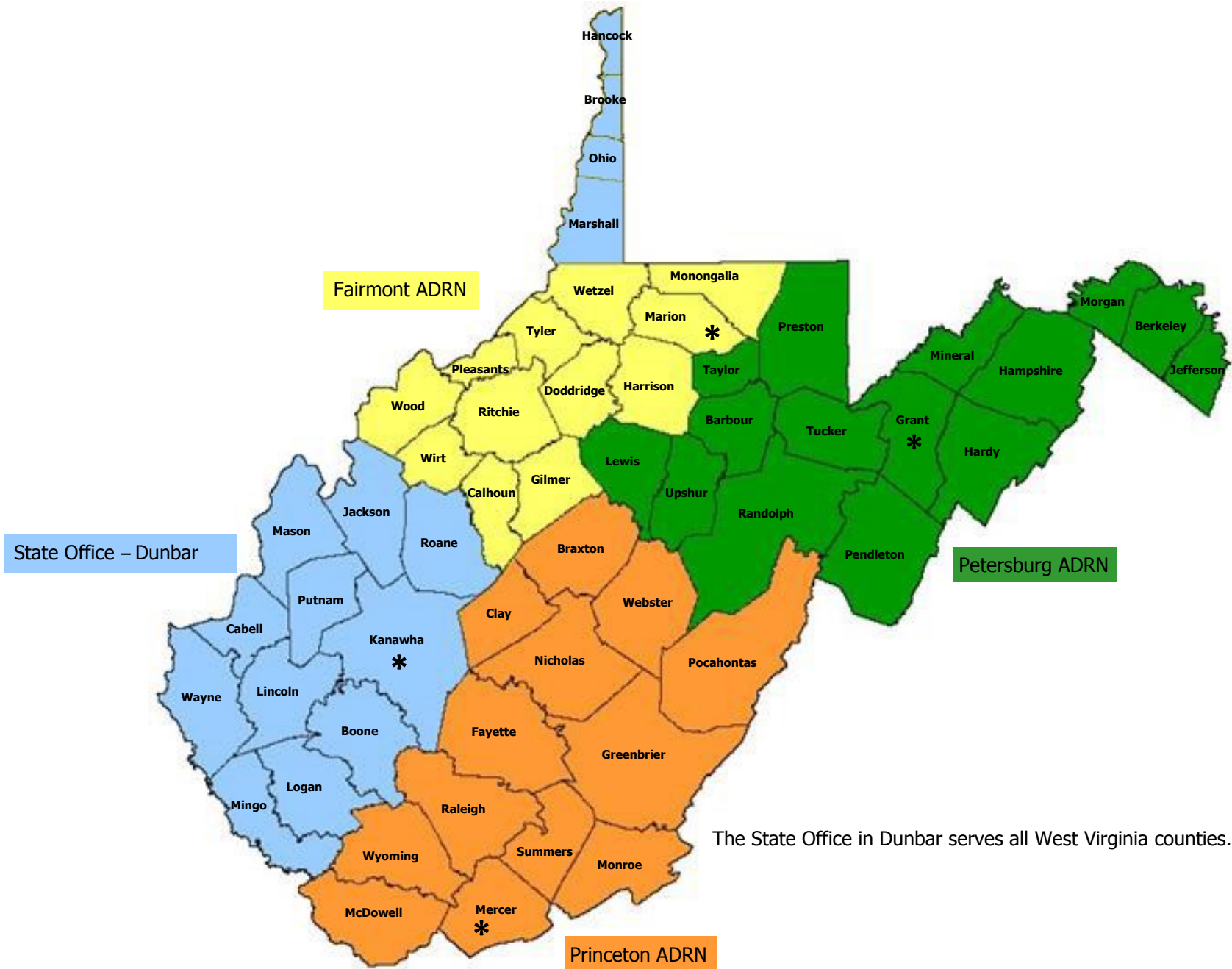
FY 2017 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP/BEC	FY 2017
<b>REGION 2:</b>										
BOONE	\$215,035	\$179,682	\$32,646	\$242,124	\$2,196	\$10,077	\$36,026	\$0	\$2,000	\$719,786
CABELL	\$356,755	\$216,975	\$88,393	\$355,673	\$0	\$49,592	\$113,393	\$0	\$0	\$1,180,771
JACKSON	\$230,687	\$195,509	\$34,267	\$190,672	\$0	\$10,939	\$42,371	\$0	\$0	\$704,445
KANAWHA	\$942,060	\$261,759	\$149,837	\$808,523	\$14,608	\$106,990	\$192,625	\$0	\$67,000	\$2,543,402
LINCOLN	\$271,716	\$179,231	\$31,536	\$133,901	\$2,096	\$9,202	\$33,085	\$0	\$117,000	\$777,767
LOGAN by Lincoln	\$75,300	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$75,300
LOGAN-PRIDE	\$216,000	\$183,240	\$40,299	\$203,126	\$3,659	\$21,172	\$49,875	\$0	\$0	\$717,371
MASON	\$158,078	\$180,712	\$33,578	\$185,614	\$2,392	\$10,712	\$27,783	\$0	\$2,000	\$600,869
MINGO	\$183,460	\$180,262	\$33,497	\$167,461	\$2,609	\$13,103	\$36,369	\$0	\$2,000	\$618,761
PUTNAM	\$155,451	\$203,950	\$41,941	\$243,483	\$2,797	\$14,532	\$57,612	\$0	\$0	\$719,766
PUTNAM by Kanawha	\$31,200	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$31,200
ROANE	\$69,000	\$178,426	\$30,191	\$105,052	\$3,584	\$7,400	\$20,891	\$0	\$0	\$414,544
WAYNE by Lincoln/Mir	\$265,113	\$184,462	\$41,628	\$211,860	\$8,863	\$17,693	\$50,704	\$0	\$2,000	\$782,323
<b>REGION 2</b>	<b>\$3,169,855</b>	<b>\$2,144,208</b>	<b>\$557,813</b>	<b>\$2,847,489</b>	<b>\$42,804</b>	<b>\$271,412</b>	<b>\$660,734</b>	<b>\$0</b>	<b>\$192,000</b>	<b>\$9,886,315</b>

FY 2017 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP/BEC	FY 2017
<b>REGION 3:</b>										
BARBOUR	\$210,400	\$188,362	\$25,473	\$163,662	\$0	\$8,181	\$27,082	\$0	\$3,000	\$626,160
BERKELEY	\$266,731	\$201,558	\$52,040	\$131,794	\$4,299	\$25,317	\$43,020	\$0	\$2,000	\$726,759
GRANT	\$166,375	\$185,805	\$27,413	\$97,860	\$0	\$5,558	\$19,613	\$0	\$3,000	\$505,624
HAMPSHIRE	\$194,049	\$192,941	\$30,781	\$126,770	\$1,597	\$8,690	\$26,477	\$0	\$3,000	\$584,305
HARDY	\$166,224	\$185,946	\$27,808	\$120,077	\$1,012	\$6,454	\$21,733	\$0	\$3,000	\$532,254
JEFFERSON	\$184,727	\$193,885	\$41,790	\$167,020	\$2,446	\$17,446	\$34,928	\$0	\$3,000	\$645,242
LEWIS	\$219,841	\$188,547	\$32,247	\$140,660	\$0	\$8,293	\$26,807	\$0	\$2,000	\$618,395
MINERAL	\$229,105	\$194,564	\$34,512	\$171,175	\$0	\$12,027	\$29,048	\$0	\$3,000	\$673,431
MORGAN	\$150,490	\$187,578	\$30,866	\$90,093	\$0	\$6,327	\$24,868	\$0	\$3,000	\$493,222
PENDLETON	\$153,082	\$189,834	\$26,841	\$93,217	\$0	\$4,944	\$18,690	\$0	\$3,000	\$489,608
PRESTON	\$219,428	\$193,925	\$48,522	\$206,656	\$2,248	\$12,599	\$47,408	\$0	\$2,000	\$732,786
RANDOLPH	\$188,186	\$203,267	\$41,629	\$219,946	\$2,218	\$12,428	\$36,759	\$0	\$67,000	\$771,433
TAYLOR	\$178,293	\$183,949	\$33,952	\$139,715	\$0	\$7,483	\$34,149	\$0	\$2,000	\$579,541
TUCKER	\$196,513	\$186,545	\$26,310	\$110,215	\$0	\$3,675	\$22,075	\$0	\$2,000	\$547,333
UPSHUR	\$168,505	\$193,367	\$34,817	\$120,606	\$0	\$9,463	\$29,574	\$0	\$0	\$556,332
<b>REGION 3</b>	<b>\$2,891,949</b>	<b>\$2,870,073</b>	<b>\$515,001</b>	<b>\$2,099,466</b>	<b>\$13,820</b>	<b>\$148,885</b>	<b>\$442,231</b>	<b>\$0</b>	<b>\$101,000</b>	<b>\$9,082,425</b>

FY 2017 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP/BEC	FY 2017
<b>REGION 4:</b>										
BRAXTON	\$211,348	\$189,249	\$29,530	\$122,214	\$1,580	\$8,265	\$21,252	\$0	\$67,000	\$650,438
CLAY	\$112,398	\$176,704	\$27,228	\$87,380	\$0	\$5,553	\$26,548	\$0	\$0	\$435,811
FAYETTE by Raleigh	\$167,027	\$192,035	\$58,781	\$0	\$5,262	\$30,535	\$66,669	\$0	\$0	\$520,309
FAYETTE by Putnam	\$111,069	\$0	\$0	\$318,892	\$0	\$0	\$0	\$0	\$0	\$429,961
GREENBRIER	\$126,332	\$185,851	\$52,256	\$207,217	\$3,749	\$21,332	\$55,785	\$0	\$0	\$652,522
MCDOWELL	\$217,381	\$192,426	\$42,295	\$231,151	\$4,937	\$30,308	\$48,443	\$0	\$2,000	\$768,941
MERCER	\$321,728	\$197,109	\$59,654	\$337,213	\$6,601	\$38,621	\$72,797	\$0	\$2,000	\$1,035,723
MONROE	\$155,464	\$188,913	\$31,372	\$239,971	\$1,442	\$7,518	\$41,141	\$0	\$0	\$665,821
NICHOLAS	\$218,183	\$196,800	\$33,118	\$255,383	\$2,153	\$11,685	\$29,551	\$600	\$0	\$747,473
POCAHONTAS	\$59,195	\$185,625	\$27,621	\$125,172	\$0	\$5,820	\$23,299	\$0	\$2,000	\$429,894
RALEIGH	\$530,207	\$197,115	\$71,218	\$422,989	\$7,620	\$45,091	\$84,939	\$2,100	\$2,000	\$1,363,279
SUMMERS	\$162,806	\$184,654	\$40,097	\$118,027	\$1,701	\$9,047	\$42,164	\$0	\$0	\$558,496
WEBSTER	\$166,972	\$188,224	\$27,383	\$133,424	\$1,123	\$5,557	\$21,623	\$0	\$0	\$544,306
WYOMING	\$236,852	\$179,601	\$40,530	\$187,888	\$2,054	\$11,103	\$46,462	\$0	\$64,791	\$769,281
<b>REGION 4</b>	<b>\$2,796,962</b>	<b>\$2,454,306</b>	<b>\$541,083</b>	<b>\$2,786,921</b>	<b>\$39,384</b>	<b>\$230,435</b>	<b>\$580,673</b>	<b>\$2,700</b>	<b>\$141,791</b>	<b>\$9,574,255</b>

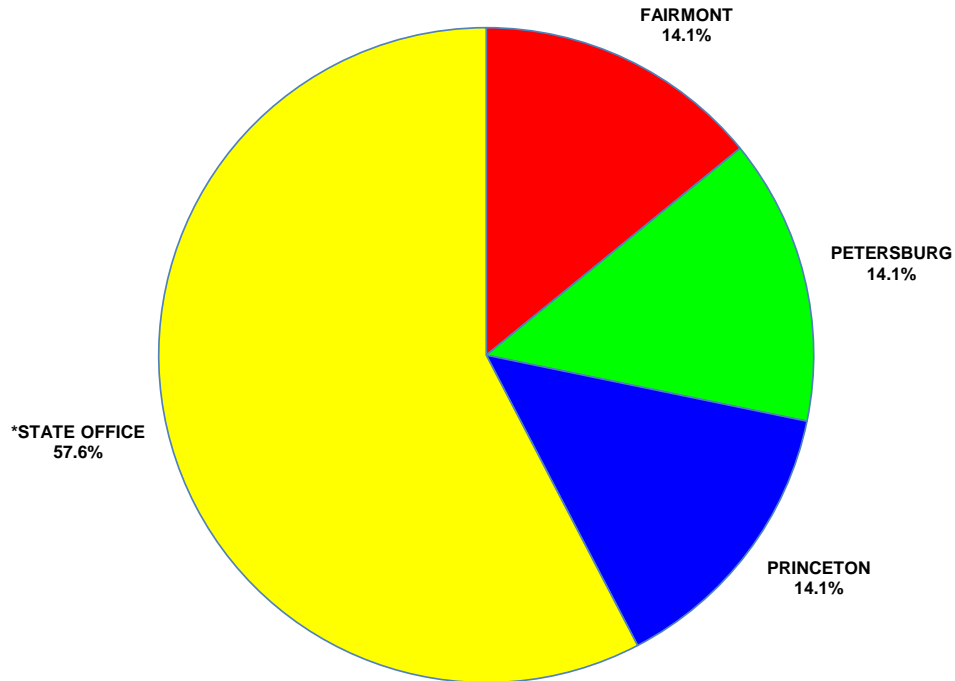
<b>TOTAL</b>	<b>\$11,683,395</b>	<b>\$10,574,429</b>	<b>\$2,246,663</b>	<b>\$10,185,672</b>	<b>\$115,499</b>	<b>\$880,254</b>	<b>\$2,305,678</b>	<b>\$4,000</b>	<b>\$466,791</b>	<b>\$38,462,381</b>
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# AGING & DISABILITY RESOURCE NETWORK OFFICES



The State Office in Dunbar serves all West Virginia counties.

**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK  
FY2017 BUDGETS BY SITE**



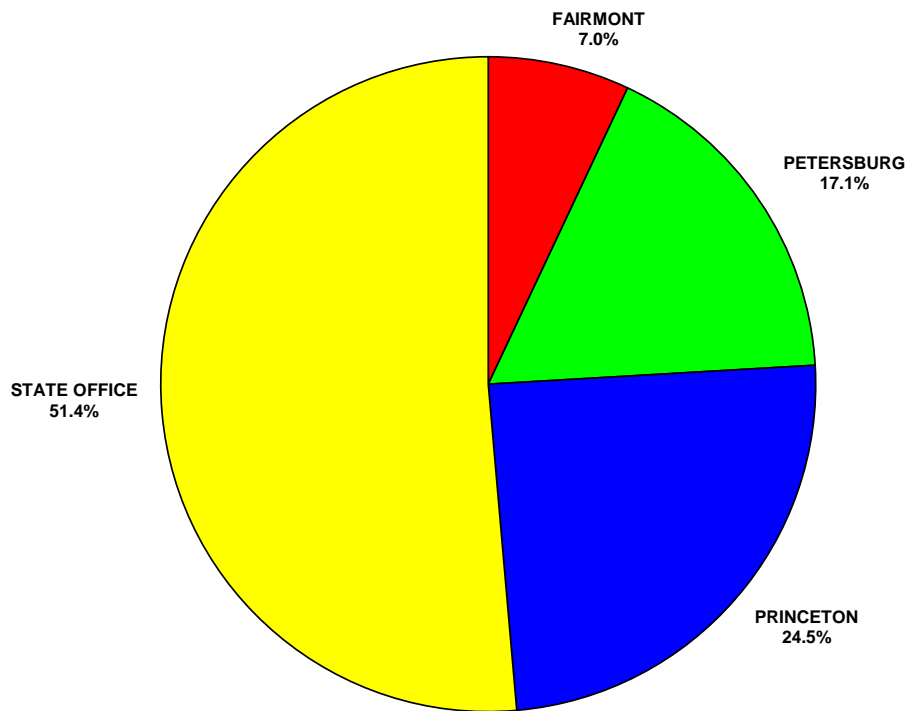
**ADRN  
SITE BUDGETS**

FAIRMONT	14.12%	\$60,000
PETERSBURG	14.12%	\$60,000
PRINCETON	14.12%	\$60,000
*STATE OFFICE	57.65%	\$245,000
<b>**TOTAL</b>	<b>100.00%</b>	<b>\$425,000</b>

\* State Office includes funding for the comprehensive on-line resource database,

\*\*State funded from Lottery Appropriations

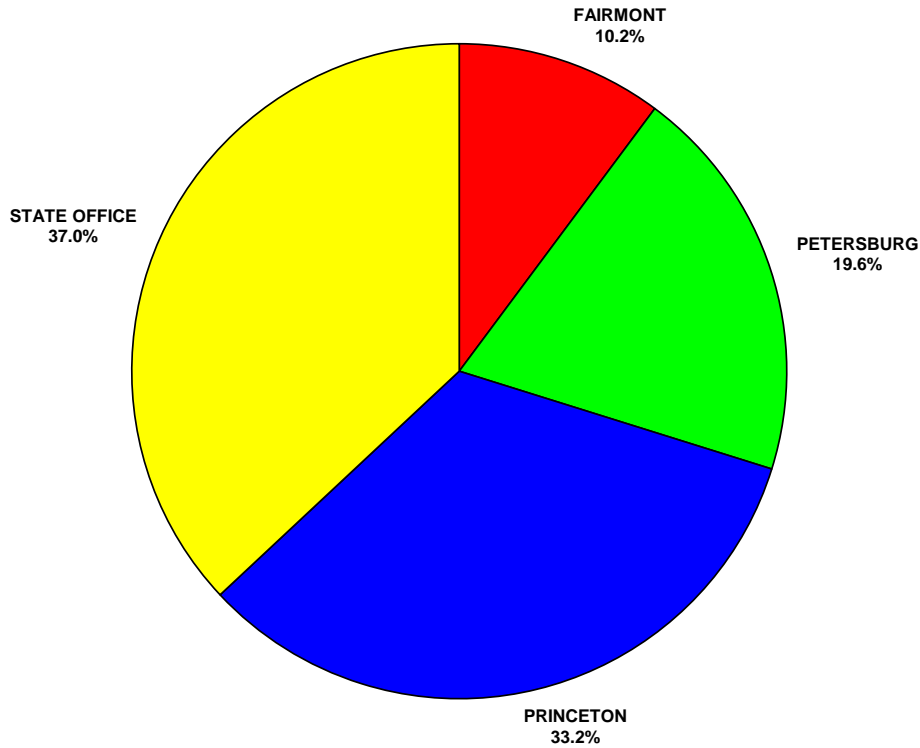
**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK  
FY2017 UNDUPLICATED CLIENTS BY SITE**



**ADRN  
UNDUPLICATED CLIENTS**

FAIRMONT	7.00%	716
PETERSBURG	17.08%	1,747
PRINCETON	24.54%	2,510
STATE OFFICE	51.39%	5,257
<b>TOTAL</b>	<b>100.00%</b>	<b>10,230</b>

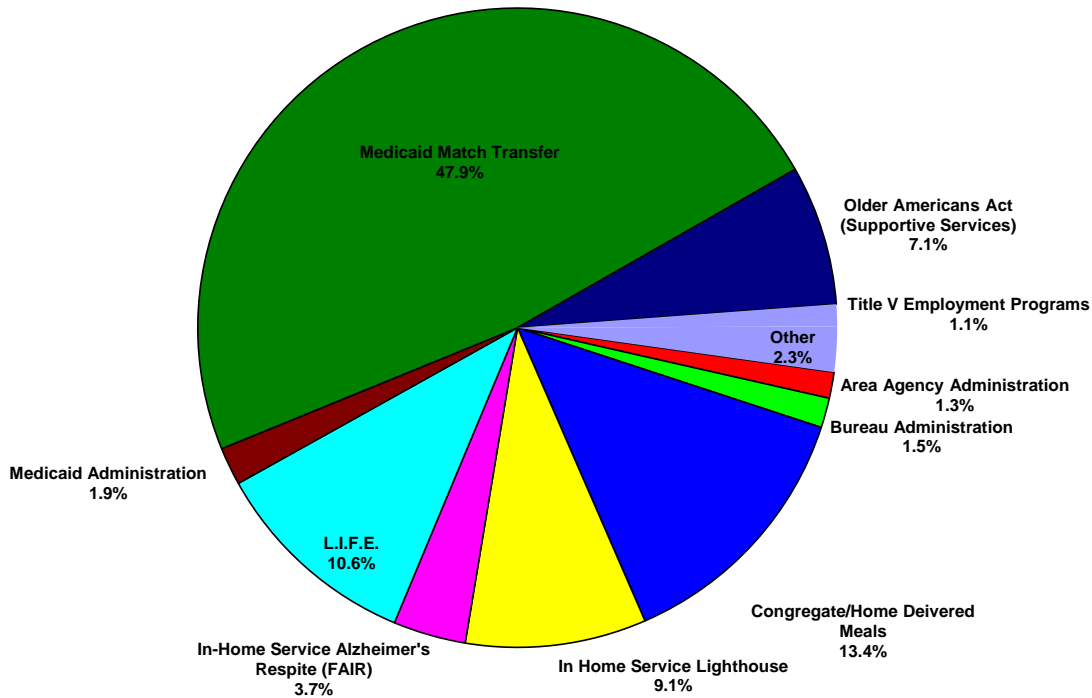
**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK  
FY2017 CONTACTS BY SITE**



**ADRN  
CONTACTS**

FAIRMONT	10.19%	1,608
PETERSBURG	19.64%	3,101
PRINCETON	33.20%	5,242
STATE OFFICE	36.97%	5,836
<b>TOTAL</b>	<b>100.00%</b>	<b>15,787</b>

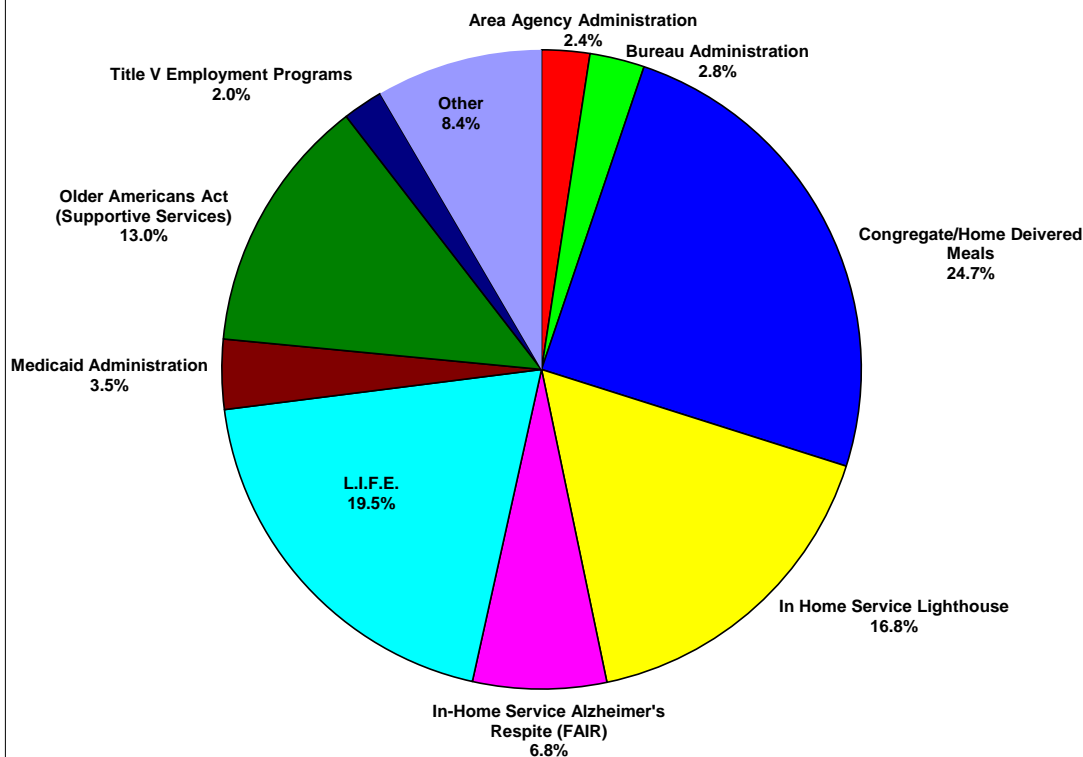
**BUREAU OF SENIOR SERVICES  
FY2017 PROGRAMS BY REVENUE**



**BUREAU OF SENIOR SERVICES  
FY 2017 PROGRAMS BY REVENUE**

Area Agency Administration	1.32%	\$1,191,162
Bureau Administration	1.50%	\$1,357,596
Congregate/Home Deivered Meals	13.43%	\$12,112,211
In Home Service Lighthouse	9.15%	\$8,253,400
In-Home Service Alzheimer's Respi	3.67%	\$3,312,475
L.I.F.E.	10.61%	\$9,574,527
Medicaid Administration	1.92%	\$1,730,000
Medicaid Match Transfer	47.92%	\$43,236,458
Older Americans Act (Supportive)	7.08%	\$6,383,728
Title V Employment Programs	1.11%	\$1,000,000
Other	2.29%	\$2,065,935
<b>TOTAL</b>	<b>100.00%</b>	<b>\$90,217,492</b>
Other		
Special Projects	0.07%	\$63,500
Aged & Disabled Resource Centers	0.47%	\$425,000
Ombudsman	0.68%	\$617,226
Transportation	1.06%	\$960,209
	<u>2.29%</u>	<u>\$2,065,935</u>

**BUREAU OF SENIOR SERVICES  
FY2017 PROGRAMS BY REVENUE  
Non-Medicaid Transfers**

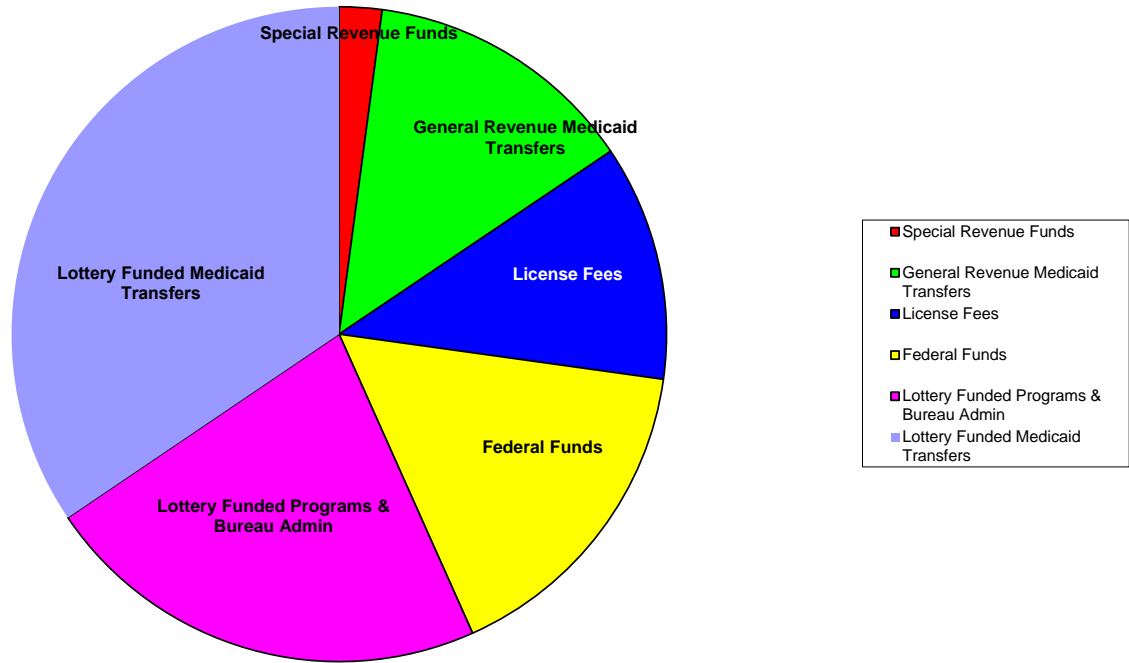


**BUREAU OF SENIOR SERVICES  
FY 2017 PROGRAMS BY REVENUE  
(non Medicaid Transfers)**

Area Agency Administration	2.54%	\$1,191,162
Bureau Administration	2.89%	\$1,357,596
Congregate/Home Deivered Meals	25.78%	\$12,112,211
In Home Service Lighthouse	17.57%	\$8,253,400
In-Home Service Alzheimer's Respi	7.05%	\$3,312,475
L.I.F.E.	20.38%	\$9,574,527
Medicaid Administration	3.68%	\$1,730,000
Older Americans Act (Supportive)	13.59%	\$6,383,728
Title V Employment Programs	2.13%	\$1,000,000
Other	8.79%	\$2,065,935
<b>TOTAL</b>	<b>100.00%</b>	<b>\$46,981,034</b>
Other		
Special Projects	0.14%	\$63,500
Aged & Disabled Resource Centers	0.90%	\$425,000
Ombudsman	1.31%	\$617,226
Transportation	2.04%	\$960,209
	<b>4.40%</b>	<b>\$2,065,935</b>



**BUREAU OF SENIOR SERVICES  
FY2017 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES  
FY 2017 REVENUES BY SOURCE**

Special Revenue Funds	2.11%	\$1,900,000
General Revenue Medicaid Transfers	13.46%	\$12,142,184
License Fees	11.64%	\$10,500,000
Federal Funds	16.11%	\$14,536,246
Lottery Funded Programs & Bureau Admin	22.22%	\$20,044,788
Lottery Funded Medicaid Transfers	34.47%	\$31,094,274
<b>TOTAL</b>	<b>100.00%</b>	<b>\$90,217,492</b>

**BUREAU OF SENIOR SERVICES GRANTS  
PROVIDER TOTALS FY 2017**

**AGING PROVIDERS SERVICE AWARDS**

AGING & FAMILY SERV OF MINERAL CO	229,668.50
BARBOUR CO SENIOR CENTER INC	206,985.00
BERKELEY SENIOR SERVICES	278,698.00
BOONE CO COMMUNITY ORG	205,311.00
BRAXTON CO SENIOR CITIZENS CENTER INC	248,602.00
BROOKE CO COMMITTEE ON AGING	193,011.00
CABELL CO COMMUNITY SERVICES	356,078.23
CALHOUN CO COMMITTEE ON AGING	82,833.00
CLAY CO DEVELOPMENT CORP	117,004.87
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	228,897.00
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	183,418.05
COMMUNITY ACTION OF SOUTHEASTERN WEST VIRGINIA INC	303,973.50
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	117,591.60
COUNCIL OF SENIOR TYLER COUNTIANS	110,268.50
COUNCIL ON AGING INC	268,328.27
DODDRIDGE CO SENIOR CITIZENS INC	136,981.00
FAMILY SERVICE UPPER OHIO VALLEY	118,348.96
GRANT CO COMMISSION ON AGING	173,577.50
GREENBRIER CO COMM ON AGING	115,120.14
HAMPSHIRE CO COMM ON AGING	197,552.00
HARDY CO COMMITTEE ON AGING	167,924.00
HARRISON CO SENIOR CITIZENS CTR INC	219,716.50
JACKSON CO COMM ON AGING	227,978.67
JEFFERSON CO COUNCIL ON AGING	206,757.16
KANAWHA VALLEY SENIOR SERVICES	1,129,990.38
LEWIS CO SENIOR CITIZENS CENTER INC	224,472.00
LINCOLN CO OPPORTUNITY CO	617,569.81
MARION CO SENIOR CITIZENS	325,165.52
MARSHALL CO COMMITTEE ON AGING	208,915.98
MASON CO ACTION GROUP INC	162,759.02
MCDOWELL CO COMMISSION ON AGING	197,981.00
MONROE CO COUNCIL ON AGING INC	156,896.46
NICHOLAS CO COMMUNITY ACTION PARTNERSHIP INC	206,083.50
PENDLETON SENIOR & FAMILY SVS	148,896.00
PLEASANTS CO COMMISSION ON AGING	54,109.50
POCAHONTAS CO SENIOR CITIZENS	64,470.00
PRESTON CO SENIOR CITIZENS INC	1,224,964.00
PRIDE COMMUNITY SERVICES INC	210,777.00
PUTNAM CO AGING PROGRAM INC	274,024.25
RALEIGH CO COMMISSION ON AGING INC	780,841.00
RANDOLPH CO COMMITTEE ON AGING	224,316.00
RITCHIE CO INTEGRATED FAMILY SVS	132,527.50
ROANE CO COMMITTEE ON AGING INC	67,558.00
SENIOR LIFE SERVICES OF MORGAN CO	161,308.00
SENIOR MONONGALIANS INC	252,615.00
SUMMERS CO COUNCIL ON AGING	158,101.60

TAYLOR CO SENIOR CITIZENS INC	172,527.00
TUCKER CO SENIOR CITIZENS INC	200,968.00
UPSHUR CO SR CITIZEN OPP CTR INC	582,454.00
WEBSTER CO COMM OF SENIOR CITIZENS	165,853.50
WETZEL CO COMMITTEE ON AGING	222,530.00
WIRT CO COMMITTEE ON AGING	173,101.60
WOOD CO SENIOR CITIZENS ASSOCIATION INC	243,880.50

#### **AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS**

APPALACHIAN AREA AGENCY ON AGING	6,986,676.18
BELOMAR REGIONAL COUNCIL	7,019,835.35
REGION VIII PLANNING & DEV COUNCIL	6,362,708.87
WVSU METRO AREA AGENCY ON AGING INC	7,159,320.68

#### **AGING NETWORK INITIATIVES**

ARTHRITIS FOUNDATION GREY	1,000.00
GOOD SHEPHERD INTERFAITH VOL CAREGIVERS INC	5,000.00
GREENBOTTOM COMMUNITY & SENIOR CTR INC	20,000.00
INSTITUTE FOR GERI OLYMPICS AND ACTIVE LIVING INCORPORATED	12,000.00
KANAWHA IMPROVEMENT COUNCIL	25,000.00
LEGAL AID OF WEST VIRGINIA INC	613,946.64
MEALS ON WHEELS OF RANDOLPH CO INC	5,000.00
MISSION WEST VIRGINIA INC	23,969.84
SHEPHERD OF THE HILLS MISSION	23,000.00
ST MARYS ROMAN CATHOLIC CHURCH	2,600.00
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	27,000.00
UPPER MASON PARISH	4,000.00
ALZHEIMERS ASSOCIATION	53,750.00

<b>TOTAL FY 2017 BUREAU AWARDS</b>	<b><u>\$41,785,088</u></b>
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- (1) Includes \$992,312 for Title V Employment Grant  
(2) Includes \$413,438 for Client Tracking Data Services