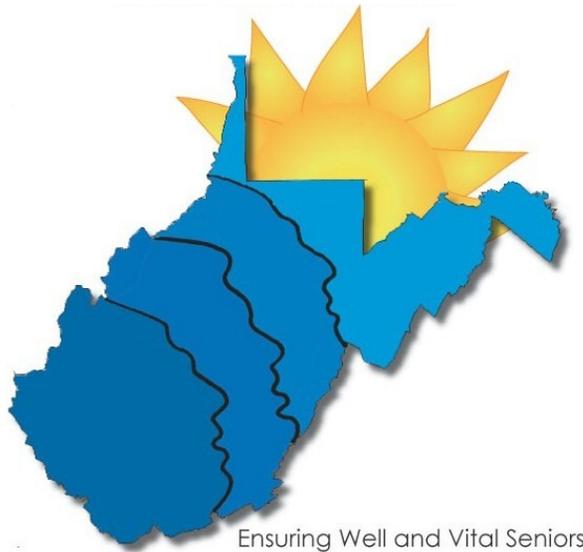


WEST VIRGINIA BUREAU OF SENIOR SERVICES



ANNUAL REPORT

State Fiscal Year 2021
July 1, 2020–June 30, 2021



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2021 Annual Report

July 1, 2020–June 30, 2021

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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.

This report is available online at:

www.wvseniorservices.gov

and

http://www.wvlegislature.gov/Reports/Agency_Reports/agencylist_all.cfm

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STATE FISCAL YEAR 2021 ANNUAL REPORT
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From Robert E. Roswall, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2021 Annual Report. The Bureau's Provider Network of 65 providers served our West Virginia seniors well in 2021, with 4.1 million units of service to 39,859 seniors in West Virginia. Our seniors contributed more than \$2.9 million for the services they received, allowing more seniors to be served.

SUCSESSES

The Summer Feeding Program was created by Governor Jim Justice in June 2020 and continued into 2021. This program provides shelf stable meals to eligible seniors, eligible household members, and grandfamilies. Shelf stable meals are weekly (five-day) food boxes. The number of Summer Meals increased in FY2021 from 114,025 to 455,655 meals.

Senior nutrition services continued to increase in FY2021, with total meal services just over three million meals. There was an increase of 551,000 meals from pre-COVID meal services.

ONGOING PROJECTS

The West Virginia State Plan on Aging was submitted to the Administration for Community Living in July 2021. The Plan received a tentative approval, pending the development and submission of a new Intrastate Funding Formula by May 1, 2022. The new State Formula will be effective with Federal Fiscal Year 2023, beginning October 1, 2022.

The Bureau is developing processes for services to be delivered to seniors via a person-centered concept and personal options. Services will be provided based on the senior's needs and personal choice.

The Bureau is continuing to work to develop a home accessibility and modification program to assist seniors to stay in their homes and age well in West Virginia.

STRUCTURE

The West Virginia Bureau of Senior Services is a Cabinet Level Agency and the State Unit on Aging. The Bureau contracts with Area Agencies on Aging (AAAs) to sub-contract with provider agencies in their respective areas. The four AAAs divide the state with two northern AAAs and two southern AAAs. Populations within AAAs are close to equal. Provider agencies under the AAAs vary from eleven county providers to sixteen county providers. Of our 57 contracted providers, 54 are multipurpose agencies providing all Older Americans Act (OAA) Services.

The Bureau operates all its Older Americans Act Programs and West Virginia State Lottery Programs by a Program Operations Manual that is a step-by-step of how to deliver services and reporting.

See Exhibit A for the Bureau's staff organizational chart.

ADDRESSING COVID-19 AND GOING FORWARD

The County Aging Provider network used the Bureau's guidance to develop COVID-19 policies regarding temporarily closing activities and centers and reopening of senior centers, center activities and operations.

All provider agencies developed their own county-based opening policies, approved by their board of directors and reviewed by their local county health department.

This process has worked very well in the operations of centers and programs. Local decisions were made on suspending services temporarily to address COVID-19 issues in the local community and throughout counties and on reopening centers and programs.

PROGRAMS

OLDER AMERICANS ACT FEDERALLY FUNDED PROGRAMS

Overview

The Older Americans Act (OAA) is among the most important contributions of aging legislation ever enacted by Congress. The OAA consists of:

- Title III-B – Legal Assistance, Supportive Services
- Title IIIC-1 – Congregate Meals
- Title IIIC-2 – Home-Delivered Meals
- Title III-D – Evidence-Based Wellness Programs
- Title III-E – National Family Caregiver Support Program
- Title V – Senior Community Service Employment Program
- Title VII – Long-Term Care Ombudsman Program

The 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 network of contractors (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, and F). These funds are then distributed to the State's established County Aging Provider network (see Exhibit G) for in-home care and respite services. There is no charge to seniors or their families for OAA services, although a confidential donation for services provided or a cost share is encouraged.

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

- Through Older Americans Act programs, 27,609 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 21% were age 85+; 32% were 75-84; 43% were 60-74
 - 39% lived in poverty; 50% lived alone; 48% were at high nutritional risk.

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need, including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaid.org; and outreach visits to individual senior centers and partners. WVSLA published frequent posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com and on our Facebook page, particularly about emerging COVID-19 related legal issues, including emerging federal benefits issues, scams, and state legal issues like evictions and voting changes this year. WVSLA continued to participate in the statewide Financial Exploitation Task Force, Rape and Domestic Violence Information Center's (RDVIC's) Sexual Assault Response Team, Monongalia/Preston County's STOP Violence Team, and the National Association of Senior Legal Hotlines. WVSLA also partnered in an ad hoc group with other justice groups in the state to help develop and implement collaborative advocacy strategies in quick response to COVID-19 related legal issues impacting WV seniors, including evictions, foreclosures, debt collection, food access, voting access, and landlord abuses. In conjunction with the WV Access to Justice Foundation this year, they worked with the Consumer Committee to develop a series of initiatives to support seniors in consumer matters, including identifying trigger points and their corresponding partners, where timely relevant financial literacy information could prevent costly mistakes.

WVSLA also served a total of 681 seniors across 54 counties, providing 1669.75 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out-of-court advocacy.

Title III-B Supportive Services



Local aging service providers (county senior centers) offer a variety of Title III-B Supportive Services, established by local providers via public comments and provider plans. Services include transportation for seniors to senior centers, grocery stores, doctors, and pharmacies. Other services may include personal care, health screenings, and exercise programs. For seniors who are homebound, some providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs. Other services included under Supportive Services are adult daycare, assisted transportation, client support and outreach.

In State FY 2021, 16,298 seniors received 216,136 hours of Supportive Services.

- 18% were age 85+; 35% were 75-84; 47% were 60-74
- 37% lived in poverty; 51% lived alone; 42% were at high nutritional risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 Congregate Meals are served in senior centers and their satellite sites throughout West Virginia. These meals meet federally-mandated nutrition requirements and a minimum of 1/3 of the Dietary Reference Intakes, and the centers offer an opportunity for seniors to socialize. IIIC-2 Home-Delivered Meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 100 locations, 250 days a year throughout the state. Due to COVID-19, by Executive Order 39-20, senior centers and congregate sites closed effective March 2020 and began reopening in May 2021.



- In State Fiscal Year 2021, 21,318 West Virginia seniors received 2,580,728 meals, either in their homes (12,364 seniors, 1,988,234 home-delivered meals) or at County Nutrition Sites (2,455 seniors, 10,754 congregate meals).
- The average collected for home-delivered meals was \$.53, and for congregate \$2.94. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:
 - 21% were age 85+; 33% were 75-84; 43% were 60-74
 - 41% lived in poverty; 51% lived alone; 52% were at high nutritional risk
- For home-delivered meals:
 - 26% were age 85+; 33% were 75-84; 38% were 60-74
 - 49% lived in poverty; 56% lived alone; 70% were at high nutritional risk
- For congregate meals:
 - 16% were age 85+; 39% were 75-84; 42% were 60-74
 - 30% lived in poverty; 48% lived alone; 29% were at high nutritional risk



Grab and Go Meals

County senior centers were forced to close in March 2020 due to the pandemic and began reopening in May 2021. To serve those seniors who ate congregate meals at the senior centers, County Aging Providers began handing out Grab and Go meals. Seniors were able to stay safe in their vehicles and pick these meals up curbside.

- In State Fiscal Year 2021, 9,430 consumers were served 581,740 meals. While senior centers remained closed, this program continued into FY2022.
 - 14% were age 85+; 33% were 75-84; 50% were 60-74
 - 33% lived in poverty; 44% lived alone; 31% were at high nutritional risk

Title III-D Evidence-Based Wellness Programs

The Administration for Community Living's definition of evidence-based is the following: Demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability and/or injury among older adults; proven effective with older adult population, using experimental or quasi-experimental design; research results published in a peer-review journal; fully translated in one or more community site(s); and developed dissemination products available to the public.

- Due to COVID-19, guidelines have been developed for virtual III-D classes.
- Bureau staff collaborated with health promotion programs to provide education materials and information on mini-grants and as a referral source to County Aging Providers. These programs include Mountains of Hope Comprehensive Cancer Coalition, West Virginia Asthma Coalition, Osteoporosis/Arthritis Advisory Council, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, National Diabetes Prevention Program (WVBPH), and Geri-Olympics.
- The Bureau sponsors and staff assist with Aging and Family Services of Mineral County's Annual Senior Olympics, but due to COVID-19, the event was cancelled for 2021.
- 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.

Title III-E National Family Caregiver Support Program

The Bureau receives funding and provides services through Title III-E, the National Family Caregiver Support Program (NFCSP). This Older Americans Act program 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. NFCSP services include respite care (in-home or congregate), information about services, help in accessing services, counseling, support groups, and family caregiver training. Some of these services are available in each West Virginia county. They vary by county. A partner program is FAIR.

In State Fiscal Year 2021, 66,779 units of service were provided to 813 families caring for older individuals or persons of any age with dementia. These numbers decreased from the same period last year. As with other in-home and support services, both results may have been COVID-19 related, as some families temporarily declined services.

Additionally, Title III-E supported Healthy GrandFamilies, a free initiative led by West Virginia State University, that provides information and resources to grandparents who are raising one or more grandchildren. Healthy GrandFamilies provides a series of education and information sessions for grandparents and includes three months of follow-up services with a social worker. Healthy GrandFamilies is primarily funded by the West Virginia Legislature.

Title V Senior Community Service Employment Program (SCSEP)



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 age 55 and older who live at or below 125% of the federal poverty level, the SCSEP places seniors at nonprofit or government 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. The remaining counties participate in the SCSEP through the National Council on Aging (NCOA).

- Preston County Senior Citizens provided support to 87 people, with four achieving unsubsidized employment in the second quarter after exit, and five achieving unsubsidized employment in the fourth quarter after exit. During enrollees' on-the-job training, they provided 39,916 hours to community service groups, with an additional 18,482 hours to senior specific groups.
- The Federal funds expenditure was \$767,647, and non-Federal funds were \$65,277.
- There were 93 authorized positions and 77 modified positions with 31 active host agencies in eleven counties – Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 58,398 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding for and provides Long-Term Care Ombudsman Program services in accordance with Title VII of the Older Americans Act; West Virginia Code 16-5L; and accompanying regulations and rules. 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 level of care, protect 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 Care 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 operated by Legal Aid of West Virginia. (See Exhibit H for a map of Long-Term Care Ombudsman regions.) In FY2021, the Regional Program consisted of a program director and nine paid ombudsmen, each covering a multi-county region.

The Ombudsmen continued to be flexible and creative to safely remain effective resident advocates throughout the COVID emergency. This required frequent modifications to the in-person visitation plan as outbreaks ebbed and flowed in West Virginia's long-term care facilities and communities. The Ombudsmen worked diligently to assure that residents continued to receive quality person-centered care and had access to their Ombudsman. When in-person visits were not possible, the Ombudsmen used technology—telephone, video, and, in some cases, window visits to assure access. While these tools are useful, they will not replace in-person visits. These visits are a core Ombudsman service and an essential advocacy tool. On-site visits provide residents with routine access to the Ombudsman and allow the Ombudsman to personally identify areas of concern that should be addressed. The Ombudsmen must be physically present in facilities to build trust and rapport with residents for them to confidently entrust the Ombudsman with their concerns.

Despite these challenges, the Ombudsman Program made 243 in-person visits and conducted 157 monitoring visits in 149 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes).

- The Ombudsmen investigated 552 complaints made by or on behalf of long-term care residents. Sixty-seven percent (67%) of those complaints were verified. Sixty-seven percent (67%) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.

- The Ombudsmen worked with resident councils 132 times; participated in ten community education sessions; conducted ten training sessions for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors and the Ombudsman Program.
- The Ombudsmen provided 2,518 telephone consultations to individuals in the community and facility staff.
- The program operated within a total general budget of \$1,139,805. This was comprised of \$144,159 Federal Older Americans Act, Title VII Chapter 2 funds; \$187,774 Federal Older Americans Act, Title III funds; \$327,226 State funds; \$42,667 Local funds; and \$437,979 other Federal funds. These other Federal funds consisted of \$220,000 Medicaid; \$128,940 Coronavirus Aid, Relief, and Economic Security (CARES); \$25,531 Coronavirus Response & Relief Supplemental Appropriations (CRRSAA); and \$63,508 American Rescue Plan (ARPA). The CARES, CRRSAA, and ARPA funds are time-limited single appropriations which must be used to provide Long-Term Care Ombudsman services in response to the Coronavirus Emergency. The Ombudsmen are developing a plan that includes special projects, promotional materials and education to assure that West Virginia's long-term care residents receive the maximum benefit from these additional dollars.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$35,350,407 from the West Virginia Lottery to fund in-home services, transportation, meals, provider operations and Bureau administration.

Family Alzheimer’s In-Home Respite (FAIR)

The dictionary defines respite as an interval of rest or relief from something difficult. Caring for someone with Alzheimer’s disease or a related dementia may be very rewarding. It is also difficult. That is why the Family Alzheimer’s In-Home Respite (FAIR) Program is such a valuable resource for family caregivers. FAIR, a state-funded program available in all fifty-five counties through County Aging Providers, 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 county senior centers give family caregivers a break from caregiving responsibilities and provide companionship and individualized activities for their loved ones with dementia. FAIR is monitored by Bureau staff to ensure that program guidelines are followed.



In FY2021:

- FAIR was significantly impacted by COVID-19, either because families put services on hold to protect loved ones or because of a shortage of workers or both. Still, FAIR workers provided 181,612 hours of service to 653 families (1,306 caregivers and individuals with Alzheimer’s or a related dementia).
- FAIR clients statewide averaged 42.5 hours of service each month.
- FAIR manual training was provided to eight new county FAIR coordinators.

FAIR services are provided on a sliding fee scale, based on 200% of the federal poverty guidelines, considering income minus all medical expenses of the care receiver (and spouse, when there is a spouse). In FY2021, Lighthouse and FAIR fees collected statewide totaled \$938,857, which is used to provide additional hours of service in these two programs in the counties where they were collected. Fees collected in FY2021 averaged \$1.34 for each hour of service provided.

Of the total number of caregivers who received FAIR services:

- 11% were age 85+; 32% were 75-84; 37% were 60-74 (Note: There are no age restrictions for the FAIR program. The remainder of FAIR clients were under the age of sixty.)
- 21% lived in poverty; 15% lived alone; 18% were at high nutritional risk.

Lighthouse Program

The Lighthouse Program is a personal care service designed to assist seniors with 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 worker 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 minus medical expenses. 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. The Lighthouse program is available in all 55 counties.



- In State Fiscal Year 2021, 2,081 seniors received 521,494 hours of service.
- The average number of Lighthouse clients in any given month was 1,292. The average total hours of Lighthouse per month was 43,458. The average number of Lighthouse clients served by each county in any given month was 33. The average hours of service a Lighthouse client received each month was 34.

Of the total number of seniors who received Lighthouse services:

- 39% were age 85+; 37% were 75-84; 24% were 60-74
- 30% lived in poverty; 54% lived alone; 59% were at high nutritional risk

As with FAIR, payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$938,857. The fees collected for services averaged \$1.34 per hour of service.

Lighthouse services during the pandemic were affected by decreased number of direct care workers in almost all counties. Lighthouse Program number of hours, unduplicated clients, and total hours per month all decreased.

Legislative Initiative for the Elderly (LIFE) Program Funds

LIFE is funded by the State Legislature through lottery funds. LIFE is not a program. LIFE provides funding to County Aging Providers that can be allocated by each county according to need. Services delivered with these funds are modeled after those provided by the Older Americans Act, with each County Aging Provider receiving funds to be used to expand and enhance needed services and operational costs in their

county. 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 Aging Providers may budget these funds based on the individual county's priority needs.

- 14,366 individuals received 167,574 separate occurrences of transportation or other services through LIFE funds.
- 1,044 individuals received 22,154 trips (transportation services); 396 received 7,450 trips under Assisted (hands on) Transportation, and 674 received 14,704 trips under Transportation.
- 557 individuals received 29,959 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 2,986 individuals received 7,873 units of client support.
- 57,423 sessions or contacts were made to 9,846 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in FY 2021
 - 20% were age 85+; 31% were 75-84; 46% were 60-74
 - 40% lived in poverty; 51% lived alone; 47% were at high nutritional risk

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they need to have access to information that can help them make those choices. Care decisions should reflect an individual's personal goals, values, and beliefs and should be discussed with appropriate family members. Advance directives give individuals control over end-of-life treatments and care and protect family members from having to make those hard decisions. Advance directives allow individuals to name the person they want to carry out their wishes and make decisions for them, if it is determined they cannot make those decisions for themselves. In FY2021, the Bureau continued to make the following information available free of charge to all who requested it:

- **Advance Directives for Health Care Decision-Making in West Virginia**, which answers the most frequently asked questions about end-of-life care decisions and contains advance 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.
- **Five Wishes**, a product of Aging with Dignity, a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. 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.

Aging and Disability Resource Centers (ADRCs)

(www.wvnavigate.org)



West Virginia's Aging and Disability Resource Centers (ADRCs) are "one-stop shops" for long-term care access. They raise visibility about the full range of available options; provide objective information, advice, and assistance; empower people to make informed decisions about their long-term services and supports; and help people access public and private programs. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. The ADRC is the designated agency to screen and complete referrals to the state's Money Follows the Person (MFP) Program, Take Me Home Transition Program and is also designated as a Community

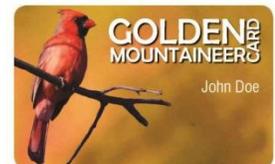
Partner with WV DHHR's PATH (People's Access to Help) site to assist consumers to apply for Medicaid, SNAP, Medicare Savings Programs and other related benefits. Most recently in WV, the ADRC has established a partnership with the Social Security Administration to be a Community Partner with their SSA Vulnerable Populations Outreach, which includes being able to refer directly to SSA or complete SSI applications.

Currently, there are three regional ADRC offices operated by the state's Area Agencies on Aging, and the statewide ADRC operated by the WVSU Metro Area Agency on Aging. The ADRC offices are state-funded through the Bureau of Senior Services. The ADRC has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code. (See Exhibit I for a map of ADRC locations, Exhibit J for FY 2020 budgets by site, and Exhibit K for FY 2020 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Centers.
- ADRC had 11,525 total contacts and assisted 5,368 individuals with their long-term care services and supports.

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. 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, 1-877-987-3646.

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 Services (PC) Program. Duties of the Operating Agency include operational oversight, initial and continuing certification, retrospective provider/personnel reviews and provision of technical assistance to ADW and PC providers. The Bureau operates a toll-free complaint and/or issues telephone line to address inquiries by 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.

Medicaid Aged and Disabled Waiver (ADW)

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 individuals to remain at home rather than being placed in a long-term care facility (LTCF).

The program is focused on providing services that are person-centered and that promote choice, independence, participant direction, respect, dignity, and community integration. The seven services available in the Aged and Disabled Waiver program are Pre-Transition Case Management, Community Transition Services, Case Management, Personal Attendant Services, Nursing Assessment/Supervision, Personal Emergency Response Systems (PERS) 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 can hire, train, supervise, and terminate their own employees and are allocated a monthly budget based on their assessed level of need.

To be medically eligible for Aged and Disabled Waiver services, Medicaid recipients must have five 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 Bureau of Senior Services conducts quality provider monitoring and annual continuing certification of personnel for both the Aged and Disabled Waiver and Personal Care providers. Provider monitoring includes records review, site and policy review, validation of staff qualifications and compliance with ADW and Personal Care policy. The Bureau conducts initial certification and opening of all new provider agency applicants with a verification of certification to the Bureau for Medical Services claims management contractor for Medicaid enrollment to ensure providers meet certification standards. In addition, the Bureau implements the ADW Quality Improvement Advisory Council, which develops an annual Quality Work Plan and ongoing quality improvement projects with Council and stakeholder input.

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 FY 2021, 5,843 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.

Annual provider monitoring reviews are conducted by the Bureau of Senior Services' Registered Nurse Monitors. Records are reviewed for compliance with Federal and State program regulations. Validation of staff qualifications/training and annual certification is also conducted.

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, titled Personal Options, began in May 2007.

Additional Bureau of Senior Services data:

- 13,133 Aged and Disabled Waiver and Personal Care technical assistance and contacts were conducted with providers and outside entities.
- Annual ADW Quality Provider Monitoring was conducted by monitoring staff of 142 providers who served ADW members. This included records review, validation of provider and staff qualifications and certification requirements. (Monitoring was conducted via desk reviews due to COVID-19.)
- Annual Personal Care Provider monitoring was conducted by monitoring staff of 57 sites who served Personal Care members. This included records review, validation of provider and staff qualifications and certification requirements. (Monitoring was conducted via desk reviews due to COVID-19.)
- At year-end, 1,372 ADW Members were receiving services through the Personal Options model.
- 981 Member Transfers were conducted per ADW policy “member rights,” which includes the member’s right to transfer Case Management or Personal Attendant agencies.
- 169 Personal Care Transfers were conducted per policy “member rights,” which includes the member right to transfer Personal Care provider agency.
- Quarterly Provider Trainings were conducted on 08/19/20, 11/18/20, 02/19/21 and 05/19/21, which included statewide provider agencies for both ADW and Personal Care.
- Bi-weekly COVID-19 Provider conference calls were conducted throughout FY 2021 for all ADW and Personal Care provider agencies to provide clarification or technical assistance.
- Four New ADW Case Management Providers were certified and opened in FY2021.
- Sixty-nine Take Me Home WV (Money Follows the Person) participants were transitioned from nursing homes back into the community.
- An additional 1,938 applicants were activated on the ADW Program, increasing service access to home and community-based services (factored in the total below).
- There were 6,973 ADW active members as of June 30, 2021 (LOCHRA Report).

OTHER FEDERALLY FUNDED PROGRAMS (Non-Older Americans Act)

Health Insurance Marketplace

The Bureau of Senior Services, until September 2018, housed a Health Insurance Marketplace Navigator. The



Navigator was trained to help people understand health coverage options through the Marketplace, which provides insurance for those uninsured, and assist them to enroll in coverage. The Navigator is now located at First Choice Services (1-844-WV-CARES). The Bureau still receives calls and makes referrals to the Marketplace Navigator.

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. This is a competitive grant, and the Bureau was approved for the SMP grant for an additional five years starting June 2018. Counselors and volunteers provide 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.



- SMP reached more than 3,100 Medicare beneficiaries through individual interactions and provided more than 160 group outreach and education events, reaching more than 7,600 people and over 350 media outreach and education events. (Group/in-person outreach has been greatly impacted due to COVID-19. However, media outreach increased significantly.)
- WV SMP had 68 active SMP team members during the past year located within County Aging Provider offices, Aging and Disability Resource Centers, 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)

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

- SHIP served more than 15,500 Medicare beneficiaries and provided almost 900 public and media events statewide with more than 8,300 reached through Group Outreach and almost 175,000 reached through Media Outreach (Group/in-person outreach was greatly impacted due to COVID).
- WV SHIP had a total of 79 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Provider offices and Aging and Disability Resource Centers.
- 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.

SPECIAL PROJECTS

“The Road Ahead”

The Commissioner of the Bureau of Senior Services hosts “The Road Ahead,” a monthly television program on Aging Well in West Virginia. The show is produced by the West Virginia Library Commission. Topics covered this year included COVID-19’s Impact on Seniors, West Virginia State Plan on Aging, Senior Centers Reopening, West Virginia Statewide Independent Living Council and Health Care Literacy for Seniors.

Robert W. Jackson Senior Conference and Thirty-Ninth Silver Haired Legislature (SHL)

Both events were canceled due to COVID-19.

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, to recognize June 15, 2021, as World Elder Abuse Awareness Day. Due to COVID-19, this one-day event was held virtually with 229 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention. The Bureau sponsored the afternoon keynote speaker, FBI Special Agent Greg Lipari. Special Agent (SA) Lipari has been with the FBI for twelve years and shared his extensive experience working counterterrorism, public corruption, civil rights, and complex financial crimes investigations, including criminal enterprises targeting older adults across the United States and Canada.

The Ron Nestor Award is presented annually to an individual who has advocated to end elder abuse and helped raise awareness of elder abuse in West Virginia. The 2021 Ronald Nestor Award recipient, announced during the event, was Cecilia “Cece” Brown. Cece has a forty-plus year career in social services. For more than thirty years, she has focused on protecting seniors in WV from abuse, neglect, and exploitation. Cece is a graduate of Marshall University with a Social Work degree and a minor in Psychology.

Cece has held numerous positions throughout her career, including Program Manager at the Bureau for Medical Services and Quality Assurance Program Manager and Interim Director of Medicaid Operations at the WV Bureau of Senior Services.

Cece was instrumental in developing the current Incident Management System used by all ADW and Personal Care Services providers statewide. She headed up the Bureau Quality Assurance Advisory Council that developed a large library of training materials, policy guides and protocols used by all ADW and Personal Care Services providers. She also developed a template for APS to alert them to potential unsafe situations and request for follow-up to ensure the health and safety of seniors in the community. Cece's dedication to research, quality improvement and education over the years has allowed countless seniors to remain safely in their homes and communities.

West Virginia Senior Farmers' Market Program



In August 2020, 16,800 vouchers were distributed to local agencies for distribution to eligible seniors. Each senior could get \$30.00 (six (6) \$5.00 vouchers). Some senior facilities were closed to the public due to Covid-19. A delay in issuing the vouchers, due to the pandemic, impacted the number of vouchers that were distributed to seniors. At this time, the West Virginia Department of Agriculture (WVDA) is unsure of the number of vouchers that were actually distributed to seniors, as vouchers are still being returned to WVDA. A total of 319 farmers participated in the program. However, WVDA heard from many seniors that by the time the vouchers were distributed, produce was becoming scarce.

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$42.9 million, of which \$21 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$21.9 million for Bureau services.
- General Revenue appropriations totaled \$30 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 FY2021 totaling \$2.7 million (Title III \$1.8 million, In-Home Services \$.9 million). These funds are used to provide additional services.
- The Bureau received \$1,551,372 in Family First Coronavirus Response Act (FFRCA) funding, and \$5,630,547 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding, \$1,072,295 from the Consolidated Appropriation Act for nutrition, various Expanding Access to COVID-19 Vaccine grants, and \$8,962,240 from the American Rescue Plan. Those grants total approximately \$17.8 million.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2021 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit N lists the Bureau's grants/detailed expenditures for FY2021.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 86,725 visitors, and its pages received over 1.1 million hits.
- 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* senior nutrition newsletter.
- The Bureau's Facebook page, <https://bit.ly/33QYGFj>, launched in March 2012, is used to share information and photographs with the public. The page has more than 3,300 "Likes." During the last year, the Bureau used Facebook as a way of keeping the public informed of senior centers reopening.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page, <https://bit.ly/2OaBdZj>, in October 2012. The page is used to share photographs, SHL position papers, and other information regarding SHL with members and the public.

West Virginia State Health Insurance Assistance Program (SHIP) Website and Facebook Pages

- The website, www.wvship.org, had 19,310 visitors to the website, and its pages received 227,416 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page, <https://bit.ly/32LmWHQ>, was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

The West Virginia Bureau of Senior Services offers workshops and trainings and collaborates with other agencies throughout the state to meet the education needs of seniors, family caregivers, health care providers, other professional agencies and organizations, consumers and the public. While opportunities were limited in fiscal 2021 and the format was often virtual, Bureau staff still presented the following workshops, trainings and presentations:

- Adult Abuse/Neglect/Exploitation Identification
- Alzheimer's Overview
- Bridging the Gap - WV SHIP's Role in Helping Transition from Medicaid to Medicare
- Case Management (Conflict-Free)
- Communicating Effectively with a Person Who Has Dementia
- County Aging Provider/Area Agency on Aging Quarterly Meetings
- COVID-19 and West Virginia Long-Term Care Facilities – The Resident's Perspective
- FAIR Manual training
- Financial Exploitation and Abuse in Long-Term Care
- Get Ready; Get Set; Go!
- Health & Employee Benefits Fairs
- HIPAA
- Lighthouse Manual training
- Long-Term Care Ombudsman Program
- Medicare Minute Presentations
- Medicare Open Enrollment Dedicated Enrollment Events
- Medicare: Protecting Yourself from Fraud and Abuse
- Medicare SHIP Bingo at Senior/Low-Income Housing
- New Director Training
- Nothing Ever Prepared Me to Be a Caregiver
- Nutrition Training for County Aging Programs
- One-Stop Partners Quarterly Meeting Presentation
- Personal Options
- Person-Centered Planning
- Person-Centered Planning for Personal Care Providers
- Practical Ethics for Ombudsmen
- Proactive Legal Planning for West Virginia Seniors
- Quality Training, from the ADW Quality Improvement Council
- Quarterly Provider Meetings for ADW and PC Providers
- Safe Banking for Seniors
- Senior Medicare Patrol (SMP) Outreach and Educational Sessions
- Services Available Through the West Virginia Bureau of Senior Services

- SHIP Annual Training
- SHIP Medicare APS Presentations
- SHIP Medicare Open Enrollment Presentations
- SHIP Program Overview and Appropriate Referral Presentations
- SHIP Understanding Medicare Workshops
- Social Security In-Service Medicare Presentations
- Spam/Scam Avoidance
- The Road Ahead
- Title V Educational Workshops for Enrollees
- West Virginia ABLE training for SHIP/SMP counselors

Elder Abuse Awareness Day: Strengthening Our Community: Advocating for Older Adults (hosted by the Bureau; presented by Bureau staff and partner agencies)

- Fraud Watch Network
- Substance Use Disorder: Treatment Options for Our Aging Veteran Population
- Elder Justice Act, COVID and Adult Protective Services
- Elder Fraud
- Residents' Rights
- A Collaborative Effort to End Maltreatment

COLLABORATIONS & PARTNERSHIPS

Every year, the WV Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau. In Fiscal Year 2021, the Bureau collaborated with and/or partnered with the following to serve seniors and individuals with disabilities to the fullest extent possible:

- AARP West Virginia
- Access and Functional Needs (AFN) Threat Preparedness Workgroup
- Administration for Community Living
- Administration for Community Living – COVID-19 Collaboration on OAA Policy
- Adult Protective Services (APS)
- ADVancing States
- Aged and Disabled Waiver Providers
- Aged and Disabled Waiver Quality Improvement Council
- Alzheimer’s Association, West Virginia Chapter
- Area Agencies on Aging
- Cabell Huntington Hospital
- Cabin Creek Health Centers
- Camden Clark Hospital – Lifetime Partners
- Centers for Disease Control and Prevention
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Area Medical Center
- Charleston/Kanawha Housing Authority
- Charleston Town Center
- Committee on Quality Improvement
- Continuous Quality Improvement (CQI) Council
- Coordinating Council for Independent Living
- County Aging Providers
- Disability Rights WV
- Edgewood Summit
- Elder Abuse Awareness Day
- Facing Hunger Foodbank
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Services
- Gospel Lighthouse Church, Naoma, WV
- Governor Jim Justice
- Herbert Henderson Office of Minority Affairs
- Highmark Health
- Interagency Collaborative Team
- Kanawha-Charleston Health Department
- KEPRO

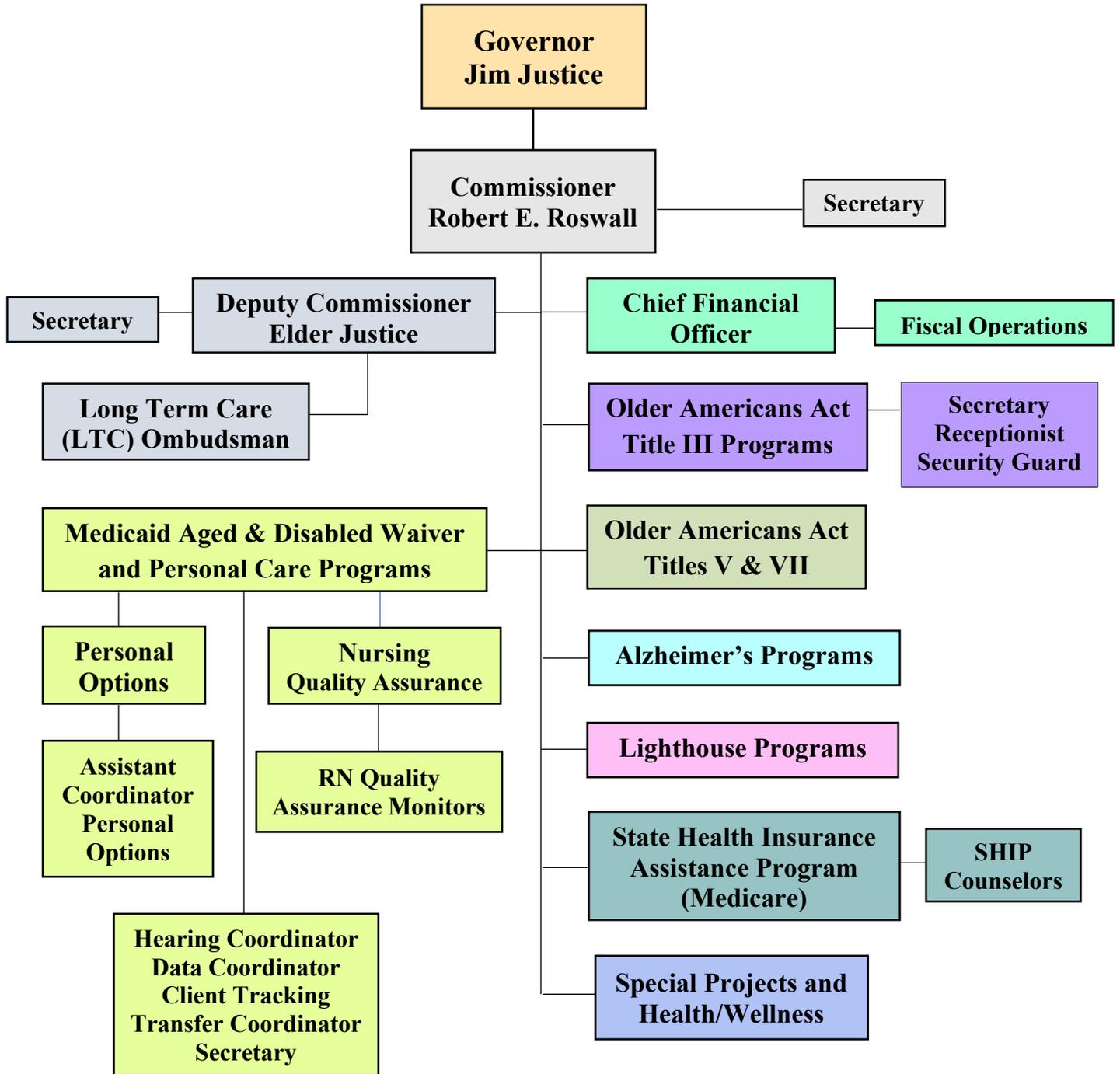
- Legal Aid of West Virginia
- Lewis County Family Resource Network
- Marion County Family Resource Network
- Meals on Wheels Association of America (MOWAA)
- Medicaid Fraud Control Unit
- Medicaid Personal Care Providers
- Mission West Virginia, Relatives as Parents Program
- Mountaineer Foodbank
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Council on Aging (NCOA)
- National Long-Term Care Ombudsman Resource Center
- Nursing Home Advisory Council
- Office of Technology & DHHR, Incident Management System
- Office of Technology, Learning Management Center
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Rape and Domestic Violence Center
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- Senior Corps Advisory Council
- Senior Medicare Patrol (SMP) National Resource Center
- Senior Olympics
- Sexual Assault Response Team, Monongalia County
- Silver Haired Legislature (SHL)
- Social Security Administration (SSA)
- State Health Insurance Assistance Program (SHIP) Technical Assistance (TA) Center
- State Nutritionist Collaboration Group
- Statewide Independent Living Council (SILC)
- STOP the Violence Project
- Take Me Home, West Virginia, Quality Council
- The Manahan Group
- Union Mission Food Drive
- WellSky
- West Virginia ABLE
- West Virginia Access to Justice Commission
- West Virginia Army National Guard
- West Virginia Attorney General's Office
- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families
- West Virginia Bureau for Children and Families QI Council
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health

- West Virginia CARES Faith Initiative
- West Virginia CARES Faith and Dementia Advisory Council
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Center on Budget and Policy
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Department of Health and Human Resources
- West Virginia Department of Health and Human Resources County Offices
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Division of Emergency Management (WVEM)
- West Virginia Division of Personnel
- West Virginia Equal Employment Opportunity Office
- West Virginia Geriatric Society
- West Virginia Health Care Authority
- West Virginia Interactive
- West Virginia Library Association
- West Virginia Network of Ethics Committees
- West Virginia Northern Library Network
- West Virginia Office of the Insurance Commissioner
- West Virginia Senior Legal Aid
- West Virginia Serious Illness Coalition
- West Virginia State University Healthy GrandFamilies Program
- West Virginia Statewide Independent Living Council (SILC)
- West Virginia United Methodist Conference
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Health Sciences Center
- West Virginia University Rockefeller Neurosciences Institute
- West Virginia Voluntary Organizations Active in Disasters (VOAD)
- West Virginia Workforce Development Board
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)

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, FY2021 State/Federal Funding
- Exhibit E Bureau of Senior Services, FY2021 Area Agencies on Aging Operational Funding Source by Agency
- Exhibit F Bureau of Senior Services, FY2021 Regional Funding Allocations All Funds
- Exhibit G County Aging Providers, FY2021 Funding Allocations
- Exhibit H West Virginia Long-Term Care Ombudsman Regions
- Exhibit I West Virginia Aging & Disability Resource Centers
- Exhibit J West Virginia Aging & Disability Resource Centers, FY2021 Budgets by Site
- Exhibit K West Virginia Aging & Disability Resource Centers, FY2021 Total Contacts by Site
- Exhibit L Bureau of Senior Services, FY2021 Appropriations by Program
- Exhibit M Bureau of Senior Services, FY2021 Expenditures by Funding Source
- Exhibit N Bureau of Senior Services Grants, FY2021 Detailed Expenditures

West Virginia Bureau of Senior Services
Organizational Chart

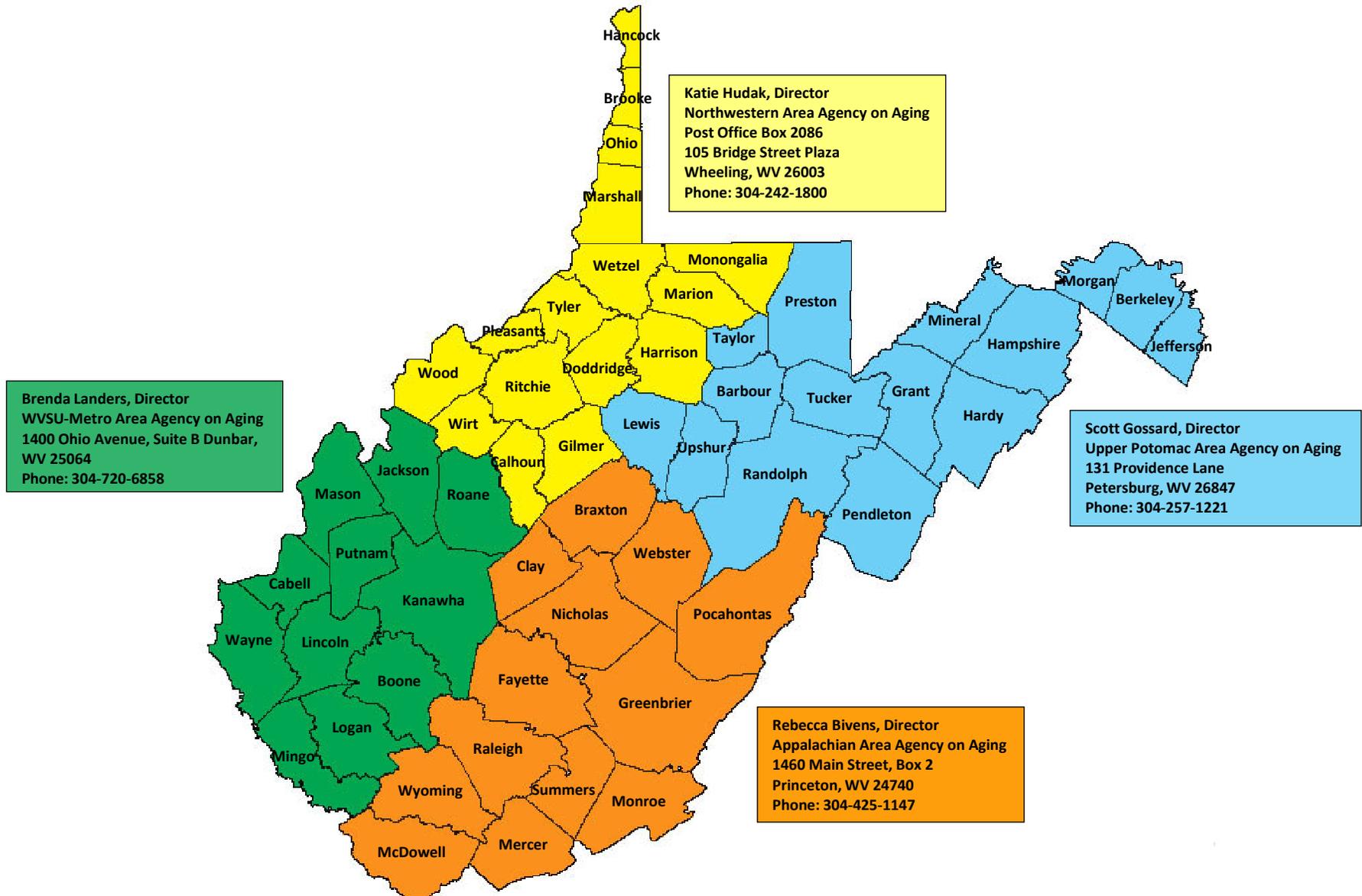


**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

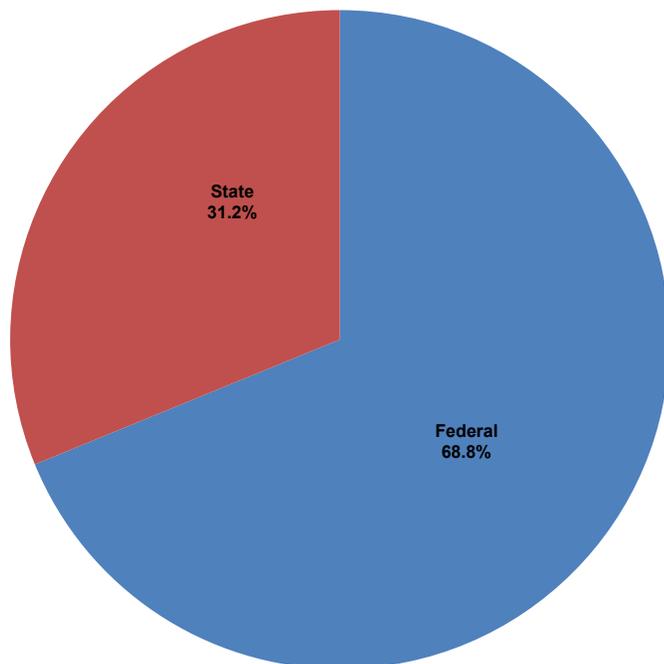
- Barbour County Senior Center, Inc.
- Berkeley Senior Services
- Bi-County Nutrition (Doddridge and Harrison nutrition)
- Boone County Community Organization
- Braxton County Senior Citizens Center, Inc.
- Brooke County Committee on Aging
- Cabell County Community Services Organization, Inc.
- Calhoun County Committee on Aging, Inc.
- Clay Senior and Community Services, Inc.
- Doddridge County Senior Citizens, Inc.
- Fayette County Office
- Council of Senior Citizens of Gilmer County, Inc.
- Grant County Commission on Aging Family Services
- Greenbrier County Committee on Aging
- Hampshire County Committee on Aging
- Hancock County Senior Services
- Hardy County Committee on Aging
- Harrison County Senior Citizens, Inc.
- Jackson County Commission on Aging, Inc.
- Jefferson County Council on Aging
- Kanawha Valley Senior Services
- Lewis County Senior Citizens Center, Inc.
- Lincoln County Opportunity Co., Inc. (Lincoln and Wayne Counties)
- Pride Community Services, Inc. (Logan County)
- Marion County Senior Citizens, Inc.
- Marshall County Committee on Aging
- Mason County Action Group, Inc.
- McDowell County Commission on Aging
- CASE WV Aging Program (Mercer County)
- Aging and Family Services of Mineral County, Inc.
- Coalfield Community Action Partnership, Inc. (Mingo County)
- Senior Monongalians, Inc.
- Monroe County Council on Aging
- Senior Life Services of Morgan County
- Nicholas Community Action Partnership, Inc.
- Family Service - Upper Ohio Valley
- Pendleton Senior and Family Services, Inc.
- Pleasants County Senior Citizens Center
- Pleasants Senior Nutrition
- Pocahontas County Senior Citizens, Inc.

- Preston County Senior Citizens, Inc.
- Putnam Aging Program, Inc.
- Raleigh County Commission on Aging
- The Committee on Aging for Randolph County, Inc.
- Ritchie County Integrated Family Services
- Roane County Committee on Aging, Inc.
- Summers County Council on Aging
- Taylor County Senior Citizens, Inc.
- Tucker County Senior Citizens, Inc.
- Council of Senior Tyler Countians, Inc.
- Upshur County Senior Citizens Opportunity Center, Inc.
- Webster County Commission of Senior Citizens
- Wetzel County Committee on Aging
- Wirt County Committee on Aging, Inc.
- Wood County Senior Citizens Association, Inc.
- Council on Aging (Wyoming County)

AREA AGENCIES ON AGING



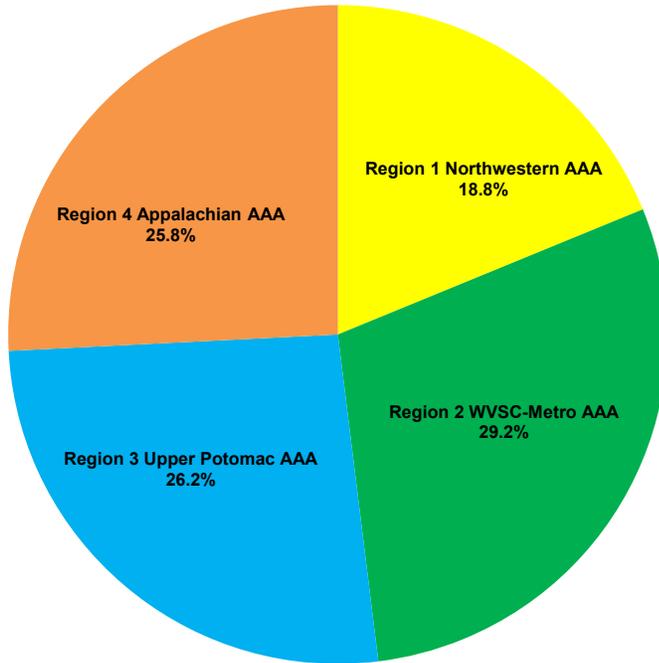
**BUREAU OF SENIOR SERVICES
 FY2021 AREA AGENCIES on AGING OPERATIONAL
 STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
 FY 2021 AAA FUNDING**

Federal	68.8%	919,607
State	31.2%	416,808
TOTAL	100.00%	1,336,415
Region 1	18.80%	251,202
Region 2	29.24%	390,804
Region 3	26.17%	349,702
Region 4	25.79%	344,707
	100.00%	1,336,415

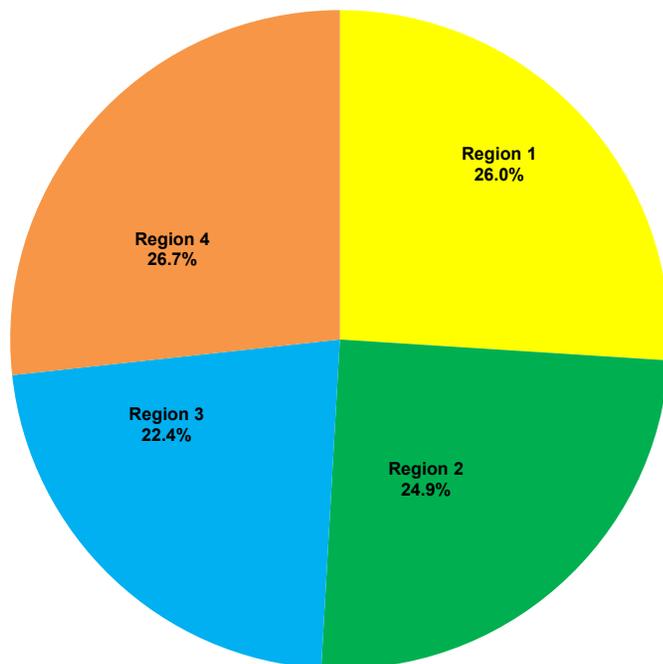
**BUREAU OF SENIOR SERVICES
 FY2021 AREA AGENCIES on AGING OPERATIONAL
 FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
 FY 2021 AAA FUNDING**

Region 1 Northwestern AAA	18.8%	251,202
Region 2 WVSC-Metro AAA	29.2%	390,804
Region 3 Upper Potomac AAA	26.2%	349,702
Region 4 Appalachian AAA	25.8%	344,707
TOTAL	100.00%	1,336,415

**BUREAU OF SENIOR SERVICES
FY2021 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY 2021 REGIONAL ALLOCATIONS**

Region 1	26.01%	9,834,008
Region 2	24.89%	9,409,953
Region 3	22.37%	8,457,177
Region 4	26.73%	10,104,676
TOTAL	100.00%	37,805,814

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 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2021
REGION 1:										
BROOKE	\$98,742	\$182,217	\$30,810	\$293,140	\$0	\$13,704	\$33,660	\$0	\$0	\$652,273
BI-COUNTY	\$0	\$22,529	\$0	\$442,296	\$0	\$0	\$19,517	\$0	\$0	\$484,342
CALHOUN	\$99,510	\$186,771	\$25,925	\$86,790	\$0	\$5,706	\$15,857	\$0	\$5,000	\$425,559
DODDRIDGE	\$160,906	\$187,956	\$26,270	\$67,415	\$0	\$4,090	\$29,390	\$0	\$0	\$476,027
GILMER	\$132,431	\$186,588	\$25,220	\$94,867	\$1,054	\$5,276	\$12,461	\$0	\$5,000	\$462,897
HANCOCK	\$92,078	\$186,233	\$35,469	\$0	\$2,104	\$19,092	\$32,548	\$0	\$5,000	\$372,524
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$202,405	\$190,425	\$66,250	\$0	\$5,500	\$42,021	\$75,909	\$0	\$0	\$582,510
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	\$269,179	\$191,990	\$55,925	\$269,987	\$0	\$34,801	\$73,611	\$1,300	\$3,000	\$899,793
MARSHALL	\$168,849	\$182,933	\$33,415	\$0	\$0	\$18,045	\$36,538	\$0	\$0	\$439,780
MONONGALIA	\$231,249	\$207,092	\$49,744	\$200,661	\$3,875	\$28,745	\$62,939	\$0	\$3,000	\$787,305
OHIO	\$72,368	\$262,856	\$53,026	\$402,564	\$4,271	\$29,687	\$78,323	\$0	\$0	\$903,095
PLEASANTS	\$20,133	\$176,267	\$25,329	\$70,645	\$0	\$3,499	\$15,644	\$0	\$5,000	\$316,517
RITCHIE	\$131,102	\$180,711	\$26,481	\$96,436	\$0	\$5,859	\$21,535	\$0	\$5,000	\$467,124
TYLER	\$151,986	\$176,901	\$26,129	\$78,987	\$989	\$5,166	\$17,842	\$0	\$0	\$458,000
WETZEL	\$170,698	\$186,493	\$27,742	\$73,800	\$1,382	\$10,002	\$12,642	\$0	\$3,000	\$485,759
WIRT	\$112,890	\$186,070	\$24,918	\$82,057	\$0	\$2,913	\$12,530	\$0	\$0	\$421,378
WOOD	\$156,179	\$211,810	\$53,340	\$294,684	\$5,816	\$41,772	\$71,094	\$0	\$3,000	\$837,695
REGION 1	\$2,270,705	\$3,105,842	\$585,993	\$2,554,329	\$24,991	\$270,378	\$622,040	\$1,300	\$37,000	\$9,472,578

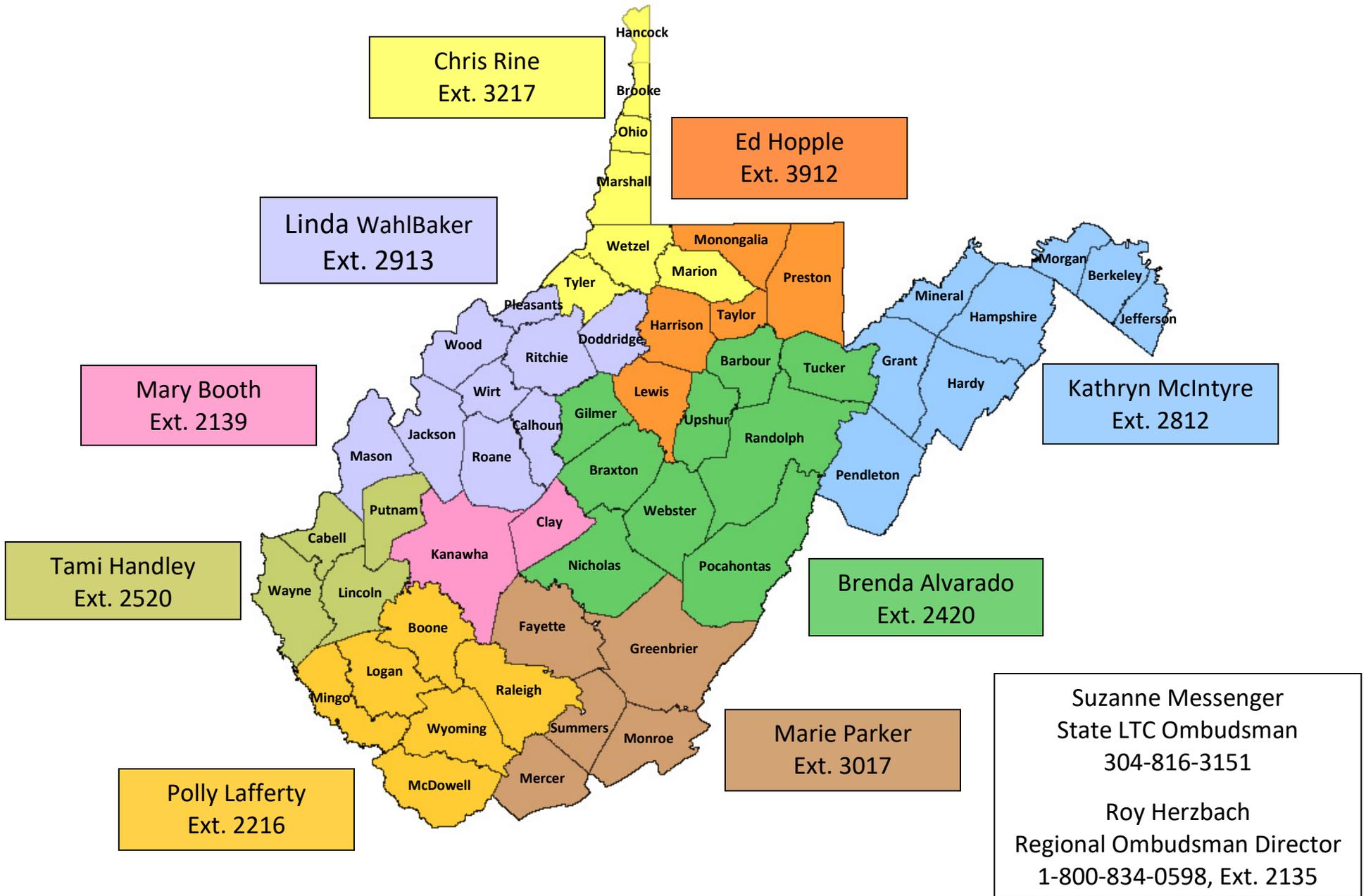
FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2021
REGION 2:										
BOONE	\$182,270	\$179,682	\$30,724	\$206,356	\$2,196	\$11,756	\$36,026	\$0	\$4,000	\$653,010
CABELL	\$193,474	\$216,975	\$79,578	\$419,090	\$0	\$57,291	\$113,393	\$0	\$0	\$1,079,801
JACKSON	\$155,602	\$195,509	\$31,760	\$201,985	\$0	\$13,128	\$42,371	\$0	\$0	\$640,355
KANAWHA	\$656,956	\$261,759	\$130,782	\$818,117	\$14,608	\$123,634	\$192,625	\$0	\$59,100	\$2,257,581
LINCOLN	\$314,977	\$179,231	\$29,784	\$346,339	\$2,096	\$10,732	\$33,085	\$0	\$59,100	\$975,344
LOGAN by Lincoln	\$81,840	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$81,840
LOGAN-PRIDE	\$167,854	\$183,240	\$37,035	\$231,599	\$3,659	\$24,022	\$49,875	\$0	\$3,000	\$700,284
MASON	\$113,292	\$180,712	\$31,268	\$200,370	\$2,392	\$12,730	\$27,783	\$0	\$4,000	\$572,547
MINGO	\$164,969	\$180,262	\$31,356	\$205,332	\$2,609	\$14,973	\$36,369	\$0	\$3,000	\$638,870
PUTNAM	\$170,950	\$203,950	\$37,952	\$256,002	\$2,797	\$18,016	\$57,612	\$0	\$0	\$747,279
PUTNAM by Kanawha	\$12,073	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,073
ROANE	\$47,318	\$178,426	\$28,743	\$109,996	\$0	\$8,665	\$20,891	\$0	\$0	\$394,039
WAYNE by Lincoln/Mir	\$258,905	\$184,462	\$37,904	\$0	\$8,863	\$20,946	\$50,704	\$0	\$0	\$561,784
REGION 2	\$2,520,480	\$2,144,208	\$506,886	\$2,995,186	\$39,220	\$315,893	\$660,734	\$0	\$132,200	\$9,314,807

FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2021
REGION 3:										
BARBOUR	\$158,517	\$188,362	\$23,971	\$147,734	\$0	\$9,492	\$27,082	\$0	\$0	\$555,158
BERKELEY	\$285,032	\$201,558	\$45,052	\$159,626	\$4,299	\$31,419	\$43,020	\$0	\$5,000	\$775,006
GRANT	\$143,803	\$185,805	\$26,269	\$95,191	\$0	\$6,558	\$19,613	\$0	\$5,000	\$482,239
HAMPSHIRE	\$129,716	\$192,941	\$28,635	\$122,767	\$1,597	\$10,565	\$26,477	\$0	\$5,000	\$517,698
HARDY	\$99,223	\$185,946	\$26,546	\$122,737	\$1,012	\$7,556	\$21,733	\$0	\$5,000	\$469,753
JEFFERSON	\$205,727	\$193,885	\$37,697	\$143,907	\$2,446	\$21,022	\$34,928	\$0	\$5,000	\$644,612
LEWIS	\$276,249	\$188,547	\$30,676	\$125,590	\$0	\$9,666	\$26,807	\$0	\$5,000	\$662,535
MINERAL	\$253,641	\$194,564	\$31,754	\$158,928	\$0	\$14,437	\$29,048	\$0	\$5,000	\$687,372
MORGAN	\$169,755	\$187,578	\$29,151	\$91,342	\$0	\$7,825	\$24,868	\$0	\$3,000	\$513,519
PENDLETON	\$73,509	\$189,834	\$25,867	\$94,582	\$1,500	\$5,795	\$18,690	\$0	\$5,000	\$414,777
PRESTON	\$192,297	\$193,925	\$45,821	\$202,987	\$2,248	\$14,958	\$47,408	\$0	\$3,000	\$702,644
RANDOLPH	\$186,689	\$203,267	\$38,889	\$209,680	\$2,218	\$14,821	\$36,759	\$0	\$59,100	\$751,423
TAYLOR	\$165,060	\$183,949	\$32,297	\$139,994	\$0	\$8,929	\$34,149	\$0	\$4,000	\$568,378
TUCKER	\$209,090	\$186,545	\$25,493	\$103,752	\$0	\$4,389	\$22,075	\$0	\$0	\$551,344
UPSHUR	\$105,735	\$193,367	\$32,600	\$106,420	\$2,000	\$11,400	\$29,574	\$0	\$0	\$481,096
REGION 3	\$2,654,043	\$2,870,073	\$480,718	\$2,025,237	\$17,320	\$178,832	\$442,231	\$0	\$109,100	\$8,777,554

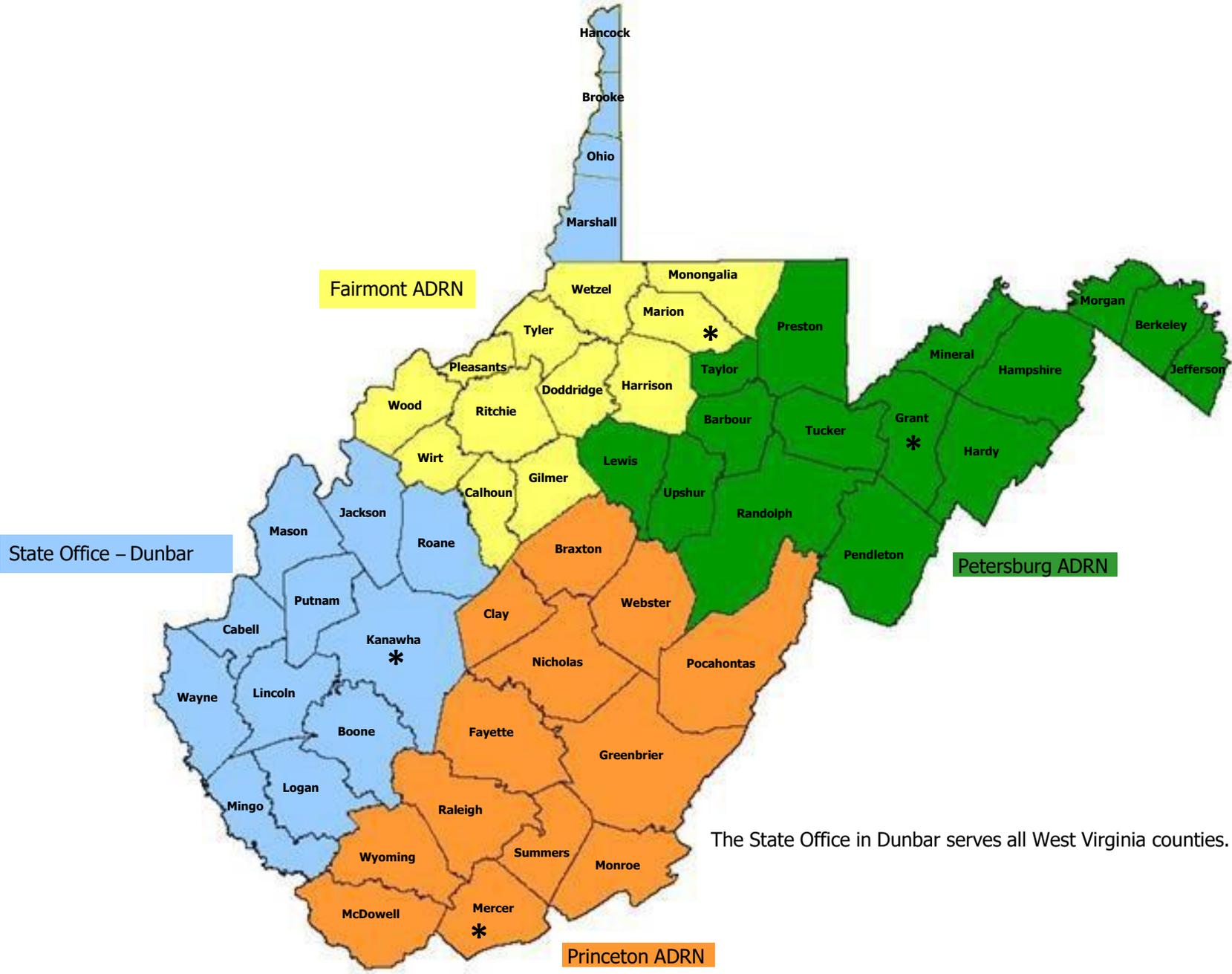
FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2021
REGION 4:										
BRAXTON	\$184,609	\$189,249	\$28,157	\$129,260	\$1,580	\$9,465	\$21,252	\$0	\$59,100	\$622,672
CLAY	\$118,904	\$176,704	\$26,430	\$89,804	\$0	\$6,250	\$26,548	\$0	\$0	\$444,640
FAYETTE by Raleigh	\$147,027	\$192,035	\$53,982	\$0	\$5,262	\$34,727	\$66,669	\$0	\$0	\$499,702
FAYETTE by Putnam	\$89,419	\$0	\$0	\$380,101	\$0	\$0	\$0	\$0	\$0	\$469,520
GREENBRIER	\$67,501	\$185,851	\$48,301	\$202,811	\$3,749	\$24,787	\$55,785	\$0	\$0	\$588,785
MCDOWELL	\$246,208	\$192,426	\$39,318	\$233,878	\$4,937	\$32,909	\$48,443	\$0	\$0	\$798,119
MERCER	\$351,519	\$197,109	\$52,985	\$357,343	\$6,601	\$44,446	\$72,797	\$0	\$5,000	\$1,087,800
MONROE	\$62,355	\$188,913	\$29,990	\$197,457	\$1,442	\$8,725	\$41,141	\$0	\$0	\$530,023
NICHOLAS	\$206,192	\$196,800	\$30,796	\$272,262	\$2,153	\$13,713	\$29,551	\$600	\$0	\$752,067
POCAHONTAS	\$157,728	\$185,625	\$26,721	\$116,992	\$1,162	\$6,606	\$23,299	\$0	\$0	\$518,133
RALEIGH	\$521,039	\$197,115	\$62,721	\$432,136	\$7,620	\$52,513	\$84,939	\$2,100	\$3,000	\$1,363,183
SUMMERS	\$102,157	\$184,654	\$38,603	\$108,282	\$1,701	\$10,352	\$42,164	\$0	\$0	\$487,913
WEBSTER	\$205,528	\$188,224	\$26,536	\$134,556	\$0	\$6,297	\$21,623	\$0	\$0	\$582,764
WYOMING	\$227,485	\$179,601	\$38,639	\$187,237	\$2,054	\$12,755	\$46,462	\$0	\$59,100	\$753,333
REGION 4	\$2,687,671	\$2,454,306	\$503,179	\$2,842,119	\$38,261	\$263,545	\$580,673	\$2,700	\$126,200	\$9,498,654

TOTAL	\$10,132,899	\$10,574,429	\$2,076,776	\$10,416,871	\$119,792	\$1,028,648	\$2,305,678	\$4,000	\$404,500	\$37,063,593
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WEST VIRGINIA LONG-TERM CARE OMBUDSMAN REGIONS 1-800-834-0598

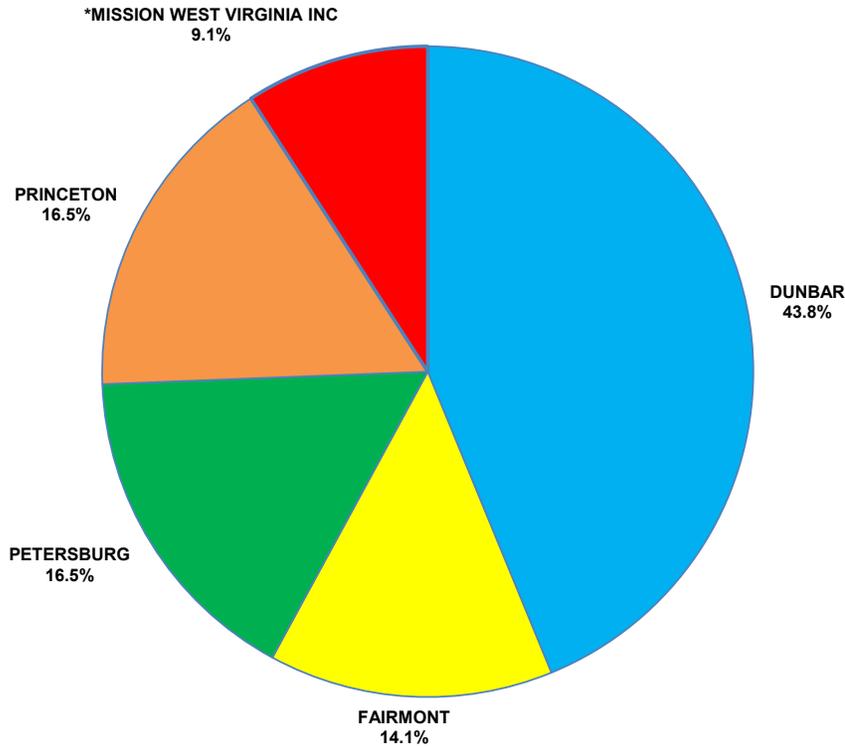


AGING & DISABILITY RESOURCE CENTER OFFICES



The State Office in Dunbar serves all West Virginia counties.

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2021 BUDGETS BY SITE**

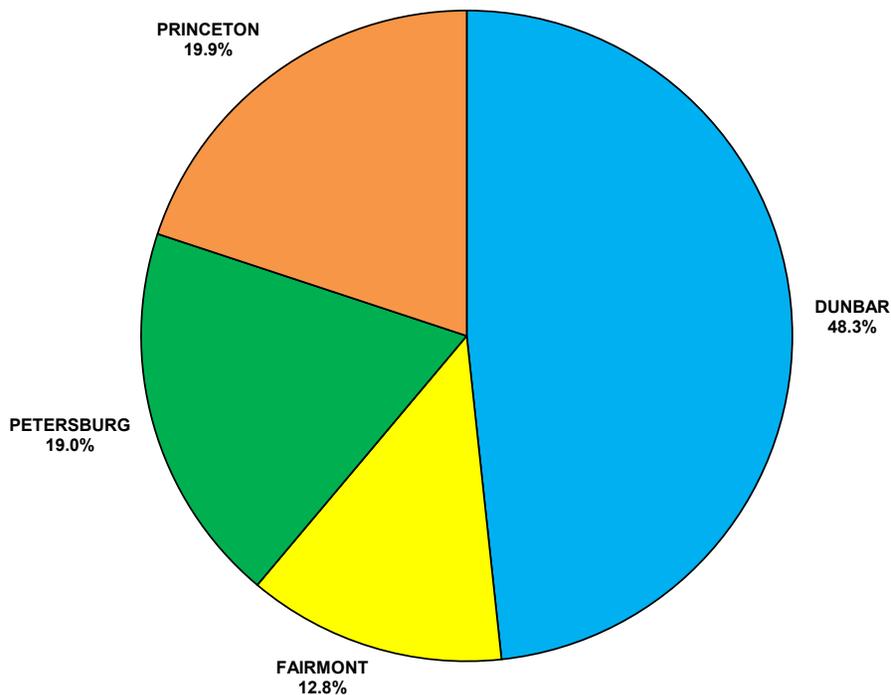


**ADRC'S
SITE BUDGETS**

DUNBAR	43.80%	\$186,150
FAIRMONT	14.12%	\$60,000
PETERSBURG	16.47%	\$70,000
PRINCETON	16.47%	\$70,000
*MISSION WEST VIRGINIA INC	9.14%	\$38,850
**TOTAL	100.00%	\$425,000

* Mission West Virginia Inc Relatives as parents Program (RAPP)
 **State funded from Lottery Appropriations

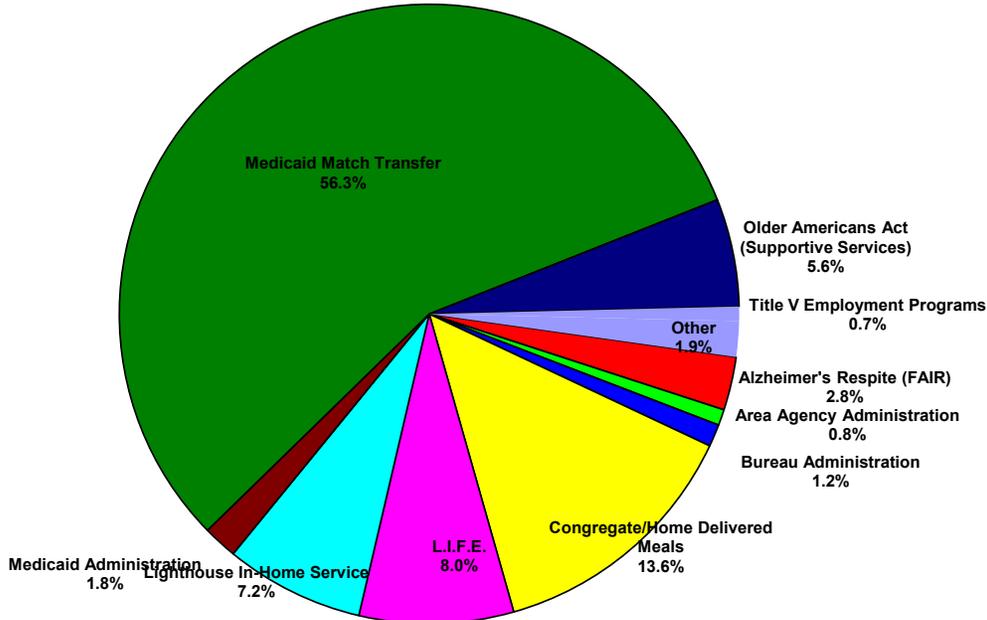
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2021 CONTACTS BY SITE**



**ADRC'S
CONTACTS**

DUNBAR	48.30%	5,566
FAIRMONT	12.82%	1,478
PETERSBURG	18.96%	2,185
PRINCETON	19.92%	2,296
TOTAL	100.00%	11,525

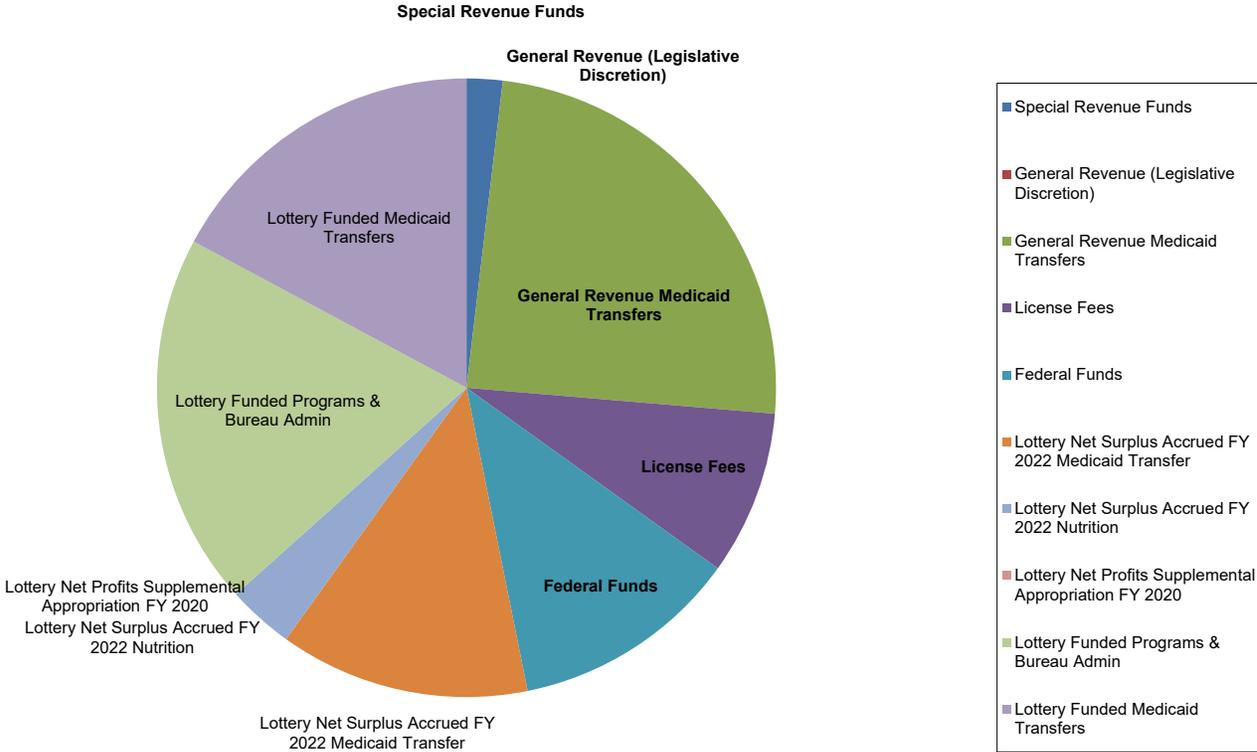
**BUREAU OF SENIOR SERVICES
FY2021 APPROPRIATIONS BY PROGRAMS**



**BUREAU OF SENIOR SERVICES
FY 2021 PROGRAMS BY REVENUE**

Alzheimer's Respite (FAIR)	2.79%	\$3,317,455
Area Agency Administration	0.83%	\$984,712
Bureau Administration	1.16%	\$1,382,975
Congregate/Home Delivered Meals	13.60%	\$16,177,479
L.I.F.E.	8.05%	\$9,574,527
Lighthouse In-Home Service	7.25%	\$8,623,118
Medicaid Administration	1.79%	\$2,130,000
Medicaid Match Transfer	56.30%	\$66,966,528
Older Americans Act (Supportive)	5.62%	\$6,690,795
Title V Employment Programs	0.75%	\$889,511
Other	1.86%	\$2,211,792
TOTAL	100.00%	\$118,948,892
Other		
Special Projects	0.05%	\$63,500
Aging & Disability Resource Centers	0.36%	\$425,000
Ombudsman	0.61%	\$723,292
Bureau Administration (Legislative)	0.00%	\$0
Transportation	0.84%	\$1,000,000
	1.86%	\$2,211,792

**BUREAU OF SENIOR SERVICES
FY2021 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2021 REVENUES BY SOURCE**

Special Revenue Funds	1.93%	\$2,300,000
General Revenue (Legislative Discretion)	0.00%	\$0
General Revenue Medicaid Transfers	25.18%	\$29,950,955
License Fees	8.84%	\$10,509,593
Federal Funds	12.26%	\$14,582,217
Lottery Net Surplus Accrued FY 2022 Medicaid Transfer	13.45%	\$16,000,000
Lottery Net Surplus Accrued FY 2022 Nutrition	3.57%	\$750,000
Lottery Net Profits Supplemental Appropriation FY 2020	0.00%	\$0
Lottery Funded Programs & Bureau Admin	20.04%	\$23,840,554
Lottery Funded Medicaid Transfers	17.67%	\$21,015,573
TOTAL	100.00%	\$118,948,892

**BUREAU OF SENIOR SERVICES GRANTS
PROVIDER TOTALS FY 2021**

AGING PROVIDERS SERVICE AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$260,341
BARBOUR CO SENIOR CENTER INC	\$166,086
BERKELEY SENIOR SERVICES	\$292,663
BOONE CO COMMUNITY ORG	\$186,779
BRAXTON CO SENIOR CITIZENS CENTER INC	\$256,384
BROOKE CO COMMITTEE ON AGING	\$102,269
CABELL CO COMMUNITY SERVICES	\$197,442
CALHOUN CO COMMITTEE ON AGING	\$107,348
CLAY SENIOR & COMMUNITY SERVICES INC	\$121,175
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$195,862
COMMISSION ON AGING FAMILY SERVICES INC	\$137,180
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$94,364
COMMITTEE ON AGING FOR RANDOLPH COUNTY INC	\$250,820
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$362,053
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$143,717
COUNCIL OF SENIOR TYLER COUNTIANS	\$148,937
COUNCIL ON AGING INC	\$287,182
DODDRIDGE CO SENIOR CITIZENS INC	\$160,784
FAMILY SERVICE UPPER OHIO VALLEY	\$73,398
GREENBRIER CO COMM ON AGING	\$69,484
HAMPSHIRE CO COMM ON AGING	\$135,869
HARDY CO COMMITTEE ON AGING	\$102,494
HARRISON CO SENIOR CITIZENS CTR INC	\$207,469
JACKSON COUNTY COMMISSION ON AGING INC	\$161,240
JEFFERSON CO COUNCIL ON AGING	\$214,179
KANAWHA VALLEY SENIOR SERVICES	\$736,608
LEWIS CO SENIOR CITIZENS CENTER INC	\$283,088
LINCOLN CO OPPORTUNITY CO	\$677,537
MARION CO SENIOR CITIZENS	\$269,795
MARSHALL CO COMMITTEE ON AGING	\$167,548
MASON CO ACTION GROUP INC	\$118,665
MCDOWELL COUNTY COMMISSION ON AGING INC	\$252,653
MONROE CO COUNCIL ON AGING INC	\$64,078
NICHOLAS CO COMMISSION	\$6,728
NICHOLAS COMMUNITY ACTION PARTNERSHIP INC	\$204,290
PENDLETON SENIOR & FAMILY SVS	\$70,664
PLEASANTS CO COMMISSION	\$28,216
POCAHONTAS CO SENIOR CITIZENS	\$157,563
PRESTON COUNTY SENIOR CITIZENS INC	\$908,052
PRIDE COMMUNITY SERVICES INC	\$177,484
PUTNAM CO AGING PROGRAM INC	\$258,275
RALEIGH CO COMMISSION ON AGING INC	\$655,638
RITCHIE CO INTEGRATED FAMILY SVS	\$138,469
ROANE COUNTY COMMITTEE ON AGING INC	\$51,489
SENIOR LIFE SERVICES OF MORGAN CO	\$162,002
SENIOR MONONGALIANS INC	\$234,245
SUMMERS COUNTY COUNCIL ON AGING INC	\$105,099
TAYLOR CO SENIOR CITIZENS INC	\$172,385
TUCKER CO SENIOR CITIZENS INC	\$206,939
UPSHUR CO SR CITIZEN OPP CTR INC	\$520,774
WEBSTER CO COMM OF SENIOR CITIZENS	\$207,069
WETZEL CO COMMITTEE ON AGING	\$167,770

WIRT CO COMMITTEE ON AGING	\$115,967
WOOD CO SENIOR CITIZENS ASSOCIATION INC	\$162,321

AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS

APPALACHIAN AREA AGENCY ON AGING	\$10,104,676
BELOMAR REGIONAL COUNCIL	\$9,834,008
REGION VIII PLANNING & DEV COUNCIL	\$8,457,177
WVSU METRO AREA AGENCY ON AGING INC	\$9,409,953

AGING NETWORK INITIATIVES

ALZHEIMERS ASSOCIATION	\$45,000
GOOD SHEPHERD INTERFAITH VOLUNTEER CAREGIVERS INC	\$4,000
INSTITUTE FOR GERI OLYMPICS AND ACTIVE LIVING INCORPORATED	\$13,000
LEGAL AID OF WEST VIRGINIA INC	\$735,000
MEALS ON WHEELS OF RANDOLPH CO INC	\$9,000
MISSION WEST VIRGINIA INC	\$33,791
ROSEDALE SENIOR CITIZEN CENTER INC	\$3,500
SHEPHERD OF THE HILLS MISSION	\$23,500
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	\$26,000
UPPER MASON PARISH	\$3,500
WEST VIRGINIA STATE UNIVERSITY RESEARCH AND DEVELOPMENT CORP	\$30,000

\$50,449,029