Annual Update to the Area Plan for Programs on Aging and Disability Services

March 17, 2021
The Area Plan

The Area Plan is a detailed statement of the manner in which an Area Agency is developing a comprehensive and coordinated community-based system throughout its planning area for all services authorized under the federal Older Americans Act and state-funded programs.
Older Americans Act

• Landmark legislation passed in 1965 to respond to national concerns about a lack of community social services for older persons

• Established grants to states for community planning and social services, research and development projects, and personnel training in the field of aging

• Subsequent amendments led to the formation of regional Area Agencies on Aging to help coordinate and deliver programming
Older Americans Act
- Focus Areas -

1. Empower older people, their families, and other consumers to make informed decisions and be able to easily access health and long-term care options
2. Enable seniors to remain in their own homes with high quality of life for as long as possible
3. Empower older adults to stay active and healthy
4. Ensure the rights of older people and prevent elder abuse, neglect, and exploitation
5. Maintain effective and responsive management
Federal and State Network

- ACL and TCAD administer programming through a national network of Area Agencies on Aging (and Disability)
- There are 9 Area Agencies in Tennessee
- GNRC is the Area Agency for 13 counties

- ACL and TCAD provide funding, guidance, and oversight
### Older Americans Act - Program Areas -

<table>
<thead>
<tr>
<th>Supportive Services</th>
<th>Information &amp; Assistance, Outreach, Case Management, Homemaker or Chore Services, Transportation, Legal Services, Adult Day Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition Services</td>
<td>Congregate group meals, home delivered meals, and the Nutrition Services Incentive Program</td>
</tr>
<tr>
<td>Disease Prevention</td>
<td>Evidence-Based Education and Programming Support through Senior Centers</td>
</tr>
<tr>
<td>Family Caregiver Support</td>
<td>Education, Support, and Respite for Family and Informal Caregivers</td>
</tr>
<tr>
<td>Ombudsman &amp; Elder Abuse</td>
<td>Advocacy for Older Adults and Prevention of Elder Abuse and Neglect</td>
</tr>
</tbody>
</table>
## Older Americans Act - FY 2022 Funding Levels -

<table>
<thead>
<tr>
<th>Service</th>
<th>USA:</th>
<th>TENN:</th>
<th>GNRC:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supportive Services</strong></td>
<td>$388.6 million</td>
<td>$7.8 million (2% of national)</td>
<td>$1.6 million (20% of state)</td>
</tr>
<tr>
<td><strong>Nutrition Services</strong></td>
<td>$927.9 million</td>
<td>$17.4 million (2% of national)</td>
<td>$2.7 million (16% of state)</td>
</tr>
<tr>
<td><strong>Disease Prevention</strong></td>
<td>$24.6 million</td>
<td>$0.5 million (2% of national)</td>
<td>$100 thousand (20% of state)</td>
</tr>
<tr>
<td><strong>Family Caregiver Support</strong></td>
<td>$186.4 million</td>
<td>$3.8 million (2% of national)</td>
<td>$690 thousand (18% of state)</td>
</tr>
<tr>
<td><strong>Ombudsman &amp; Elder Abuse</strong></td>
<td>$23.4 million</td>
<td>$471 thousand (2% of national)</td>
<td>$89 thousand (18% of state)</td>
</tr>
</tbody>
</table>
# State Funded Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>TENN</th>
<th>GNRC: $455 thousand (18% of state)</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Support for OAA Programs</td>
<td>$2.6 million</td>
<td></td>
</tr>
<tr>
<td>State Options Program</td>
<td>$9.6 million</td>
<td>$2.0 million (21% of state)</td>
</tr>
<tr>
<td>Public Guardianship for the Elderly Program</td>
<td>$2.0 million</td>
<td>$324 thousand (16% of state)</td>
</tr>
<tr>
<td></td>
<td>(2% of national)</td>
<td></td>
</tr>
</tbody>
</table>
Eligibility and Prioritization

Older adults 60 years of age or older are eligible for Older American Act programs. Priority is given to individuals who are:

- Low income
- Ethnic or racial minority
- Limited English proficiency
- Live in rural areas
- Have Alzheimer's or related disorders
- Have severe disabilities
- At risk of institutional placement
Establish Goals, Objectives, and Priorities

Produce and Coordinate the Provider Network

Serve as the Gateway to Information & Assistance

Screen Individuals for Eligibility

Connect Individuals to Services

Track Service Delivery and Monitor Quality
Highlights from 2020

AGING & DISABILITY SERVICES

GNRC’s Aging and Disability Services empower older adults and adults with physical disabilities to maintain a high quality of life in their homes and communities for as long as possible by providing them with information and supports.

In FY2020, GNRC enhanced its elder abuse prevention efforts by participating in World Elder Abuse Awareness Day. Through a week-long social media campaign, GNRC shared statistics, resources, and stories to shine a light on this crucial issue. Care packages containing information about elder abuse prevention were delivered to 1,500 individuals around the region.

Information and Assistance
GNRC’s Information and Assistance Helpline offers easy access to information about resources available in the region for various needs and challenges faced by older adults, and adults with disabilities, and their caregivers.

- 7,000+ Middle Tennesseans received information or screening services
- 12,800+ Individuals received assistance with Medicare

Medicare Counseling
Through the State Health Insurance Assistance Program (SHIP), GNRC provides Medicare beneficiaries with the resources they need to make informed decisions about Medicare that optimize their access to care and benefits.

- 11 Veterans received 70+ hours of services and assistance from loved ones or family friends

In-Home Services
The Options for Community Living program provides a connection to services that assist older adults and adults with physical disabilities with everyday activities.

- 53K+ Collective hours of in-home services provided to 2,000+ individuals

Meal Programs
Through nutrition programs, GNRC provides balanced meals to older adults with nutritional risk. These meals are delivered to individuals’ homes by trained volunteers or shared among peers in a congregate setting.

- 455K+ Meals provided to nearly 4,000 senior adults

Caregiver Support
The National Family Caregiver Support Program is focused on preventing burn-out and social isolation for caregivers of older adults through the provision of respite services.

- 200+ Caregivers received over 28,000 hours of relief

Long-Term Care Services
Through TennCare’s CHOICES intake program, GNRC assists individuals who require nursing home-level care can remain at home with the needed supports as appropriate.

- 1,000+ Individuals assisted through the CHOICES intake process

Public Guardianship
Public conservators are appointed by the courts to provide conservatorship to individuals who are unable to safely make their own decisions regarding their person and/or property.

- 95 Number of senior adults who received conservatorship services

Veterans Services
GNRC facilitates access to sources of income for caregivers for veterans and other supportive services. This program is offered through a partnership with the Pennsylvania Area Agency on Aging and Independent Living, and the Veterans Administration.

- Key Partnerships
  - In partnership with Mid-Cumberland Human Resource Agency, Legal Aid Society of Middle Tennessee, The Cumberland’s, and Metropolitan Social Services, GNRC funds transportation, legal, and ombudsman services for older adults and adults with physical disabilities. In addition, seventeen senior centers throughout the region receive funding to support additional programming and services for older adults.

- 755 Individuals received transportation services
Priorities for 2021

1. Continue to focus on increasing services with remaining funding made available through the CARES Act and supplemental appropriations
2. Expand on work to provide groceries to eligible adults
3. Expand promotion of evidence-based programming to encourage healthy choices and prevent illness
4. Expand outreach efforts, making use of GNRC’s new Outreach and Advocacy Coordinator
5. Upgrade website and communications tools to provide additional options for consumers to access information and assistance
6. Complete a major update to the 4-year Area Plan
Ongoing Challenges

1. Social distancing has made it difficult to engage older adults, creating a barrier to connecting seniors to services

2. Congregate group meals have not been possible due to pandemic, shifting resources to home-delivered meals
   • Shift to home delivery has put a strain on transportation resources

3. Providers of in-home services is dwindling, leaving too many people on waitlists even with increased funding made available from COVID-19 relief spending

4. GNRC provides a heavy subsidy to pay for the full cost of the Public Guardianship program
Requested Action

Endorse the annual update to the Area Plan, allocating more than $8.3 million in federal and state funding to Aging and Disability services across 13 Middle Tennessee counties.

<table>
<thead>
<tr>
<th>Total Programming</th>
<th>$8.3 Million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subgrants and Direct Recipients of Services</td>
<td>66%</td>
</tr>
<tr>
<td>GNRC Personnel and Fringe</td>
<td>22%</td>
</tr>
<tr>
<td>GNRC Other Direct Costs</td>
<td>2%</td>
</tr>
<tr>
<td>GNRC Indirect Costs</td>
<td>10%</td>
</tr>
</tbody>
</table>
The following document was prepared for the Tennessee Commission on Aging and Disability using the required template.
SUBMITTAL PAGE

(X) Plan Update for July 1, 2021- June 30, 2022
( ) Amendment (Date): _____________

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

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

Signature: _______________________________  Date: _________
Sara Fowler, Director
Aging & Disability Services

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

Signature: _______________________________  Date: _________
Don Ames, Chair
Area Agency Advisory Council

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

Signature: _______________________________  Date: _________
Michael Skipper, Executive Director
Greater Nashville Regional Council

Signature: _______________________________  Date: _________
Paige Brown, President
Greater Nashville Regional Council
AREA PLAN on AGING and DISABILITY

For Progress toward a Comprehensive, Coordinated Service System for Older Persons and Adults with Disabilities

Greater Nashville Regional Council

Designated Area Agency on Aging and Disability

for the

Greater Nashville

Planning and Service Area

in TENNESSEE for

July 1, 2021 – June 30, 2022
Plan for Program Development and Coordination

The AAAD is proposing to use $65,000 in Title III-B direct service funds to pay for Program Development and Coordination during FY 2022. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents 4% of the AAAD’s new Title III-B direct service allotment.

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

Coordination Goals and Objectives: To form and maintain partnerships with other organizations and stakeholders that promote advocacy, outreach and services to the aging community.

Strategies:
1. Increase capacity for outreach, advocacy, and partnership-building by hiring an Outreach and Advocacy Coordinator for Aging & Disability Programs.
2. Form partnerships with the following organizations for education, coordination, and advocacy:
   - Suicide Prevention Organizations
   - Faith-based organizations, such as:
     i. Faith-based centers and non-profits
     ii. Local churches
     iii. Others as identified
   - Medical and health providers who serve older adults, including:
     i. Vanderbilt University Medical Center
     ii. Nonprofit & low-cost health centers
     iii. Durable equipment providers
   - Organizations with a strong presence in rural communities
3. Maintain partnerships with the following organizations for education, coordination, and advocacy.
   - Adult Protective Services
   - AgeWell Middle Tennessee
   - Alzheimer’s Association
   - Alzheimer’s Tennessee
• Belmont University
• Center for Nonprofit Management
• Community Life Bridge, Inc (Community Life Ride)
• Conexión Américas
• Empower TN
• Encuentro Latino
• Fisk University
• Hands on Nashville
• Jewish Federation of Nashville and Mid TN
• Lipscomb University
• Nashville CARES
• Nashville State Community College
• National Association of Area Agencies on Aging (N4A)
• Our Place Nashville
• Pennyrile Area Development District
• SAGE: Advocacy & Services for LGBT Elders
• Senior Ride Nashville
• Southeastern Association of Area Agencies on Aging (SE4A)
• TennCare
• Tennessee AIRS
• Tennessee Council on Developmental Disabilities
• Tennessee Emergency Management Agency (TEMA)
• TN Department of Health
• TN Disability Pathfinder
• TN Federation for the Aging
• TN Respite Coalition
• TN Services for the Blind
• United Way of Greater Nashville/211
• Vanderbilt Child and Family Services
• Vanderbilt University
• Wilson Rides
FY 2021 Performance Highlight of Accomplishments with ACL Federal Funds and State Allocations

(Please limit your response to 3 pages)

Provide a status update of the progress and accomplishments of the following federal and state program areas (Be sure to include accomplishments related to carryover funds used in FY 2021 as these were a part of the FY 2021 Area Plan Update):

Older Americans Act Funding

❖ Title IIIB Supportive Services:
   o Information and Assistance:
     ▪ Maintained the Greater Nashville Region Resource Directory in the WellSky Aging & Disability Database.
     ▪ Created new marketing and outreach materials for the helpline and services available, which have been translated into Spanish, and Arabic.
     ▪ Created a network of I&R professionals (I&R Coalition) who meet monthly.
     ▪ Established quarterly resource trainings in collaboration with Disability Pathfinder.
     ▪ Established monthly training meetings with GNRC’s I&R and SHIP staff.
     ▪ GNRC staff presented at the 2020 AIRS e-conference.
     ▪ Developed an Information & Assistance Helpline survey to capture feedback from consumers and improve service.

   o In-Home Services:
     ▪ Held monthly meetings/training sessions for Options and IIIB Case Management staff with updates and training on various topics.
     ▪ Provided mandatory training for GNRC’s provider network on documentation, LGBT populations, Title VI, and more.

❖ Title IIIC Nutrition Services:
   o Held quarterly nutrition provider meetings to provided needed training and guidance, including training on volunteer recruitment.
   o Metro Social Services has reduced staff costs by making most Congregate meal sites volunteer-run.
   o Provided training on SNAP and AAAD Nutrition Programs.
   o From July 1, 2019, to January 31, 2020, 3,180 individuals have been served a total of 264,363 meals using Title IIIC funds. Additional meals have been provided via other funding sources.
Title IIID Disease Prevention & Health Promotion:
  o Encouraged contracted senior centers to take advantage of opportunities to offer fall prevention programs. As a result:
    ▪ Four (4) senior centers currently offer a total of seven (7) SAIL classes.
    ▪ One (1) additional senior center has signed up for SAIL training.
  o Held one (1) virtual CDSMP class with six (6) participants beginning January 2021 despite the restrictions due to the COVID-19 pandemic.

Title IIIE National Family Caregiver Support Program:
  o Held monthly meetings/training sessions for Case Management staff with updates and training on various topics.
  o Provided 12,026 hours of respite services to 157 caregivers in the region.

Title VII Elder Rights
  o In October 2020, staff collaborated with MCHRA to disseminate fraud prevention placemats to 1,686 seniors through the meal delivery program in the Greater Nashville area (excluding Davidson County).
  o In November 2020, staff collaborated with Lebanon Senior Center to disseminate fraud prevention placemats to 140 seniors through the homebound delivery and pick up programs.
  o (FY 2021) In June 2020, GNRC provided informational packets, including information about reporting elder abuse, to nearly 1,500 seniors at 8 housing sites in Davidson County to recognize World Elder Abuse Awareness Day.

State Funds

OPTIONS Home and Community Based Services:
  o See in-home services under Title IIIB Supportive Services above (page 5)

Guardianship:
  o Continued implementing (with in COVID-19 Guidelines) previously revised training orientation for new Public Guardianship program volunteers.
  o Staff continue to diligently provide services to clients, who are appointed by the Circuit, Civil, and Probate Court systems.
  o Guardianship staff contact clients and caregivers monthly, and quarterly assessments are done on each client determining any changes and/or needs that require follow-up. COVID-19 has prevented in person visits; contacts are done virtually and by window visits.
  o Relevant staff underwent training to meet CEU requirements of the National Guardianship Association along with trainings required by TCAD specifically for the Public Guardianship Program. All Staff attended CAT training and conference virtually.
Other

❖ SHIP:
  o Reached 2,774 individuals through mailings regarding the LIS/MSP programs available for individuals meeting certain income requirements and 2,735 individuals reached with PDP worksheets.
  o 2,654 mailings were sent to Medicare beneficiaries in our region this year to notify of the COVID-19 vaccine scam and provide information on scams to prevent Medicare fraud.
  o Created a Spanish language COVID-19 vaccine scam flyer for distribution to Spanish speaking communities.
  o Reached individuals through the distribution of informational placemats in a reverse health fair.
  o Assisted individuals in applying for LIS/MSP assistance.
  o Scheduled 3 trainings for 2020 to bring on 15-20 new SHIP volunteers.

Families First Funds

❖ Nutrition Services:
  o Partnered with 19 local restaurants to deliver over 46,500 restaurant meals to persons in need when COVID stay-at-home efforts were instituted. Over 3,800 people benefitted from these meals and local businesses received over $446,700 in sales through this program.
  o Provided $409,320.00 in additional funding across two (2) providers to serve a total of 45,310 home delivered meals.

CARES Funds

❖ IIIB Supportive Services:
  o Five senior centers piloted a Grocery Delivery service beginning in September 2020, and three additional centers joined the program early in calendar 2021.
  o Through the Grocery Delivery program, 451 boxes of groceries and personal care items have been delivered to 128 households of persons 60 and older as of 2/19/2021.

❖ IIIC Nutrition Services:
  o GNRC’s nutrition partners, MSS and MCHRA, will be providing additional meals to individuals to ensure nutritional needs are being met throughout the week.
  o GNRC’s nutrition partner, MCHRA, will also be providing temporary meal support to individuals on the nutrition waitlist for the duration of this one-time funding.

❖ IIIE National Family Caregiver Support Program:
  o GNRC is transferring CARES NFCSP funds to provide additional Nutrition services.
FY 2021 Highlight of Accomplishments from Other Funding Sources

(Please limit your response to 3 pages)

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

❖ CHOICES:
  o Between July 1, 2020 and February 01, 2021, the CHOICES team assisted 780 CHOICES applicants and their families.
  o Between July 1, 2020 and February 01, 2021, the CHOICES team submitted 478 completed applications for the CHOICES program.
  o Between July 1, 2020, and February 01, 2021, the CHOICES team participated in 8 outreach and educational events and presentations, including those to underserved populations. This number has decreased greatly due to COVID-19.
  o The Community Living Supports Ombudsman made 279 Community Living Supports (CLS) visits from July 1, 2020 – February 29, 2021. This includes Education, Pre-Transition and Post-Transition visits.

❖ Veterans Self-Directed HCBS:
  o Between July 1, 2020 and January 31, 2021, four (4) additional veterans have been fully enrolled into the VD-HCBS program for a total of 36 active enrollees (as of 1/31/21).
  o All participants have mentioned satisfaction with the program and the desire to continue receiving care via the VD-HCBS Program.

❖ Senior Medicare Patrol:
  o In June 2020, distributed 1,418 information packets to housing sites as a part of World Elder Abuse Awareness Day.
  o 2,654 mailings were sent to Medicare beneficiaries in our region this year to notify of the COVID 19 vaccine scam and provide information on scams to prevent Medicare fraud.
  o Reached individuals through the distribution of informational placemats in a reverse health fair, which included information about fraud.
Goals, Objectives, Strategies, and Performance Measures
(Only include Performance Measures for FY 2022. AAADs should only include Objectives and Strategies if you are making an update or adding new Objectives or Strategies.)

Goal 1: Ensure that programs and services funded with federal Older Americans Act (OAA) are cost effective and meet best practices.

Information and Assistance

- **FY 2022 Performance Measures:**
  1. Staff will increase knowledge of local resources through collaborative trainings with Tennessee Disability Pathfinder held during FY 2022.
  2. By the end of FY 2022, all eligible I&A staff will have current AIRS certification.
  3. The Greater Nashville Region Resource Directory will continue to be updated and maintained in FY 2022.
  4. By the end of FY 2022, GNRC will seek to include a mental health agency who provides I&R services in the region to be part of the I&R Coalition.
  5. By the end of FY 2022, translated GNRC materials will be distributed to agencies/organizations/businesses with proven outreach to the Hispanic community.
  6. In FY 2022, GNRC will continue to collaborate and partner with agencies who serve the region’s Hispanic community.
  7. In FY 2022, GNRC will have representation on Encuentro Latino, a collaborative advocacy effort for the Hispanic community in the region.

Nutrition

- **FY 2022 Performance Measures:**
  1. Throughout FY 2022, GNRC will continue to work with nutrition providers to offer additional meals to those in need.
  2. In FY 2022, GNRC will continue to provide additional funds in order to reduce the waitlist for home-delivered meals.
  3. During FY 2022, GNRC will continue to be available to assist with recruiting and vetting volunteers as needed by nutrition providers and will also assist providers in connecting to TCAD volunteers as requested.
  4. In FY 2022, GNRC will continue to offer training to SHIP, I&A, Service Coordinators, and Senior Centers on SNAP and other nutrition programs as available.
IIIB In-home Services

- **FY 2022 Performance Measures:**
  1. In FY 2022, GNRC will schedule monthly meetings with OPTIONS and III-B Case Management staff with updates and training incorporated into meetings.
  2. In FY 2022, GNRC will strive to expend at least 92% of the III-B funds provided.
  3. Throughout FY 2022, GNRC will continue to release individuals from the wait list as funding and service availability allows with the intent to grow the number of clients being served.

National Family Caregiver Support Program (NFCSP)

- **FY 2022 Performance Measures:**
  1. Throughout FY 2022, GNRC will continue to work with local partners to provide in-home education to caregivers.
  2. In FY 2022, GNRC will continue to release wait list referrals in a timely manner.
  3. During FY 2022, GNRC will continue to provide outreach to the community in order to educate the community about the NFCSP.
  4. In FY 2022, GNRC will provide translated FCSP outreach material to agencies and organizations with proven outreach to the Hispanic community.
  5. In FY 2022, GNRC will continue to work with local partner agencies to grow the grandparent caregiver respite summer programs.

Evidence Based

- **FY 2022 Performance Measures:**
  1. During FY 2022, GNRC will continue to work with senior centers to add SAIL programming.
  2. In FY 2022, GNRC will seek to establish additional partnerships in order to provide falls prevention programming once COVID-19 restrictions are lifted.

- **Objective:** To expand the number of evidence-based program opportunities within the district.
- **Strategy:**
  1. Utilize funds to expand access to the Chronic Disease Self-Management Program (CDSMP) to participants at senior centers within the district. [Removed FY 2022]
  2. Expand evidence-based programming offered through GNRC [Added FY 2022]

- **FY 2022 Performance Measures:**
  1. In FY 2022, GNRC will strive to establish partnerships with interested entities, such as medical and health centers, to identify potential participants for evidence-based programming.
2. During FY 2022, GNRC will work to expand awareness of evidence-based programming through partnerships and outreach.

3. During FY 2022, GNRC will identify and begin implementation of at least one (1) additional evidence-based program.

Senior Centers

- **FY 2022 Performance Measures:**
  1. During FY 2022, GNRC will work with centers on expanding programming via Facebook.
  2. Throughout FY 2022, GNRC will work with centers to add at least one community partner to raise awareness about telephone reassurance services and help identify persons in the larger community in need of this service.

Transportation

- **FY 2022 Performance Measures:**
  1. In FY 2022, GNRC will continue to provide referrals to transportation services in the region through the Information and Assistance Helpline and HCBS case management services.
  2. In FY 2022, GNRC will seek to provide funding for transportation services to appointments for the COVID-19 vaccine.
  3. In FY 2022, GNRC will provide funding to transportation service providers in the region.
  4. During FY 2022, GNRC will provide input on transportation services for older adults and adults with physical disabilities as part of the Transportation Working Group.
  5. In FY 2022, GNRC Aging and Disability Services will continue to look for opportunities to coordinate with GNRC’s Regional and Community Planning Department on transportation planning.

Elder Abuse

- **FY 2022 Performance Measures:**
  1. In FY 2022, GNRC staff will disseminate Elder Abuse Prevention brochures (developed by GNRC) to 100 seniors.
  2. In FY 2022, GNRC staff will disseminate Elder Abuse Fraud Prevention Placemats to 100 seniors through the homebound meal delivery program.
  3. In FY 2022, GNRC staff will serve on the Middle Tennessee Elder Watch Committee and Tennessee Vulnerable Adult Coalition (TVAC) to network with external partners.
  4. In FY 2022, GNRC staff will promote World Elder Abuse Awareness Day through GNRC website and social media.
Ombudsman
All objectives, strategies, and performance measures related to the Ombudsman program are set by and will be carried out by Mid-Cumberland Human Resource Agency, GNRC’s contracted provider for these services.

- **FY 2022 Performance Measures:**
  1. In FY 2022, 100% of resident complaints received by the Ombudsman that fall within the Ombudsman Scope of Services will be investigated and 90% of them resolved to the resident’s satisfaction and 90% will report that their knowledge of the ombudsman program has been increased.
  2. During FY 2022, the program will be found to be in substantial compliance at its annual monitoring by the Tennessee Commission on Aging & Disability. Monthly reports will be submitted to the State Long-Term Care Ombudsman.
  3. Throughout FY 2022, Quarterly reports will be submitted to the AAAD and the State Long-Term Care Ombudsman.
  4. During FY 2022, MCHRA will provide 500 consultations per year to facility staff on creating long-term care communities that are safe, provide for quality living, respect resident rights, and offer excellence in care to residents.
  5. By the end of FY 2022, MCHRA will provide 200 information and referral consultations per year to individuals on navigating the long-term care system or identifying resources to prolong independence.
  6. By the end of FY 2022, MCHRA will educate 450 long-term care residents and citizens per year on resident rights and services available through the Ombudsman program and give them literature on the program.
  7. Per revised requirements from the State Ombudsman, MCHRA will make quarterly visits to nursing homes and assisted living facilities and residential homes for the aged to monitor conditions and speak with residents during FY 2022; provided that Covid 19 lockdown restrictions are lifted and Ombudsmen re-entry is able to take place during this calendar year.

Legal Assistance
All objectives, strategies, and performance measures related to the Legal Assistance program are set by and will be carried out by Legal Aid Society of Middle Tennessee & the Cumberlands, GNRC’s contracted provider for these services.

- **FY 2022 Performance Measures:**
  1. During FY 2022, Quarterly reports will be evaluated to ensure that service objectives are met.
  2. By the end of FY 2022, LAS will continue to participate in the development of a statewide community education and awareness campaign to promote statewide senior services and increase awareness of legal aid services.
3. During FY 2022, Quarterly reports will be evaluated to ensure that service objectives are met.

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

**Suicide Prevention**

- **FY 2022 Performance Measures:**
  1. In FY 2022, GNRC will continue to provide opportunities for suicide prevention and pre-intervention training to staff, partners, and volunteers.
  2. In FY 2022, GNRC will promote awareness of suicide prevention month via social media through partnerships with local organizations.

**SHIP**

- **FY 2022 Performance Measures:**
  1. SHIP will assess progress toward measures provided in the contract on a quarterly basis to ensure goals are being met throughout FY 2022.
  2. In FY 2022, SHIP will continue Fall and Spring mailouts for information about available Prescription Drug Plans and LIS/MSP assistance.
  3. SHIP will continue to provide information through GNRC’s agency-wide social networking in FY 2022.
  4. SHIP will continue to offer trainings and an annual volunteer appreciation event in FY 2022.
  5. SHIP will continue community outreach through offering presentations on Medicare and program eligibility in FY 2022.
  6. SHIP staff and volunteers will continue to provide one-on-one phone, in-person, email, and internet-based unbiased Medicare counseling in FY 2022.
  7. By the end of FY 2022, SHIP will maintain at least 50 active SHIP volunteers.

**Underserved Communities**

- **FY 2022 Performance Measures:**
  1. In FY 2022, GNRC will offer annual training on the needs of LGBT older adults through SAGECare.
  2. Throughout FY 2022, GNRC will continue to seek opportunities to be involved in efforts being made to support LGBT older adults in the region.
Goal 3: Ensure that programs and services funded by State allocations are cost effective and meet best practices.

**OPTIONS**
- See IIIB In-home Services under Goal 1, above (page 10)

**Guardianship**
- **FY 2022 Performance Measures:**
  1. In FY 2022, staff will continue monthly visits for each client along with ongoing contacts and quarterly assessments for each client. When deemed necessary, either by the Guardian or the courts, Mental Health Evaluations will be obtained regularly.
  2. By the end of FY 2022, there will be on-going training to meet CEU Requirements of the National Guardianship Association, along with trainings required by the Tennessee Commission on Aging specifically designed for the Public Guardianship Program. Training will also be provided at the Conservatorship of Tennessee annual conference.
  3. In FY 2022, reports from volunteers will continue to be required and reviewed.
  4. By the end of FY 2022, Staff will continue to apply for and access public assistance or grants available to meet a client’s particular need for financial assistance for placement, medications, medical treatment, etc.
  5. Staff will offer Guardianship volunteer trainings in FY 2022 as able with the COVID-19 pandemic.
  6. In FY 2022, GNRC will continue to evaluate ways to utilize Guardianship volunteers amid restrictions due to the COVID-19 pandemic.

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

**SHIP**
- See SHIP, under Goal 2, above (page 13)

**Information and Assistance**
- See Information and Assistance, under Goal 1, above (page 9)
Program Planning for FY 2022

Information & Assistance

1. Complete the following table:

<table>
<thead>
<tr>
<th>Total # of I&amp;A Staff:</th>
<th>Helpline: 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Screening: 3</td>
</tr>
<tr>
<td></td>
<td>Manager: 1</td>
</tr>
<tr>
<td></td>
<td>[Total: 6]</td>
</tr>
</tbody>
</table>

| Total # of AIRS Certified I&A Staff: | 3 |

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

   - GNRC will continue to advertise Information and Assistance services in the Directory of Senior Services.
   - GNRC will disseminate outreach materials at senior centers across the region.

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

1. Complete the following table:

<table>
<thead>
<tr>
<th></th>
<th>FY 2020</th>
<th>FY 2021 – Projected (Served/Units)</th>
<th>FY 2022 – Projected (Served/Units)</th>
</tr>
</thead>
<tbody>
<tr>
<td>State – Options Allocation Amount</td>
<td>$1,779,700</td>
<td>$1,779,700</td>
<td>$2,009,100</td>
</tr>
<tr>
<td># Served</td>
<td>414</td>
<td>324</td>
<td>473</td>
</tr>
<tr>
<td>Units of Service</td>
<td>63,055</td>
<td>58,587</td>
<td>63,992</td>
</tr>
</tbody>
</table>
2. Complete the following table (*The table should include Federal IIIB/State Homemaker In-home service funds only*):

<table>
<thead>
<tr>
<th></th>
<th>FY 2020</th>
<th>FY 2021 – Projected (Served/Units)</th>
<th>FY 2022 – Projected (Served/Units)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Title IIIB/State Homemaker In-home services Allocation Amount</td>
<td>$210,683</td>
<td>$162,100</td>
<td>$234,100</td>
</tr>
<tr>
<td># Served</td>
<td>104</td>
<td>90</td>
<td>116</td>
</tr>
<tr>
<td>Units of Service</td>
<td>10,211</td>
<td>7,859</td>
<td>11,350</td>
</tr>
</tbody>
</table>

3. Describe the methodology for the projections listed above.

- FY 2020: Used totals from SAMS and the final TCAD report.
- FY 2021: December total units from SAMS and amounts spent on through December were annualized. Individuals estimates based on total served through December. This is a projection. It is difficult to determine how many will be replaced during the remaining months. Also, units of service could change depending on the care plans.
- FY 2022: Used projected allocations for the year. The # served is based on the funding allocated divided by the estimated cost per person in FY 2021. This is a projection. It is difficult to determine how many will be replaced during the FY 2022 year. Units of service were based on the average cost per unit in FY 2021 multiplied by the funding allocated for the year.

4. Complete the following table:

<table>
<thead>
<tr>
<th>Number of Individuals on OPTIONS Waiting List – Category A</th>
<th>84 (as of 2/23/2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Individual on Title IIIB Waiting List – Category A</td>
<td>64 (as of 2/23/2021)</td>
</tr>
</tbody>
</table>

5. Describe your plan for addressing the individuals on the waiting list.

- Applicants who are in Category A Waitlist are contacted annually to determine continuing need for services and to update information where appropriate. At this time, applicants’ assessments are updated, which may result in a different priority score and thus a different position on (or removal from) the waitlist. Reassessment
may also result in eligibility for other programs, such as CHOICES, at which point they are referred on.

- Applicants who are in Category B Waitlist will be sent a letter after 3 years. This letter will give the Applicant an opportunity to call in if the Applicant would like to remain on the waitlist, which would result in an assessment being completed to update their information and priority score.

- For each new applicant, a letter is sent advising the applicant that an application for HCBS has been started on their behalf. Information and Contact Numbers are provided so the applicant can contact GNRC if there are any changes. If unable to contact, three (3) phone calls are attempted. If no response to the phone calls, a Notice of Action letter is sent where the individual is given two (2) weeks to respond. If no response, applicant’s name is removed from the Wait List.

6. Include strategies or plans that your AAAD will make to ensure that funds for both OPTIONS and IIIB in-home services are maximized to ensure that funds are expended within the fiscal year for OPTIONS or 92% of IIIB funds by the end of FY 2022.

- GNRC will continue to release individuals from the wait list as service availability allows with the intent to grow the number of clients being served and to ensure that funds are expended within the Fiscal Year.

- GNRC expects to contract with 23 providers for in-home services and continues to look for ways to best support contracted providers to help ensure service availability.

**Title IIIC Nutrition Services**

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

- GNRC has two (2) nutrition providers: Metro Social Services (MSS) covers Davidson County, and Mid Cumberland HRA (MCHRA) covers the remaining twelve (12) counties in our district.

- Each provider secures nutrition sites in the respective counties.

- Each provider can determine eligibility for either type of meal and start an individual’s nutrition service.

- GNRC covers nutrition under unit cost services and through a grant to our two nutrition providers based on their projections within the respective service area.

- Both MCHRA and MSS contract with TRIO Meals for food preparation and delivery to sites.
2. Complete the following table:

<table>
<thead>
<tr>
<th>Provider</th>
<th>IIIC Allocation</th>
<th>NSIP Allocation</th>
<th>Total Amount of Contract</th>
<th># Congregate Meal Sites</th>
<th># Projected Congregate Meals Served in FY 2022</th>
<th># Projected Home Delivered Meals Served in FY 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCHRA</td>
<td>$1,335,909</td>
<td>$200,454</td>
<td>$1,536,363</td>
<td>10</td>
<td>0</td>
<td>263,783</td>
</tr>
<tr>
<td>MSS</td>
<td>$1,048,791</td>
<td>$78,846</td>
<td>$1,127,637</td>
<td>15</td>
<td>0</td>
<td>314,738</td>
</tr>
</tbody>
</table>

- Because of the uncertainty of the COVID-19 pandemic allowing for congregate sites to reopen, GNRC is planning to contract for HDM only. GNRC will request transfers and amend contracts should congregate sites reopen.

3. Complete the following table:

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount IIIC Allocated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition Counseling</td>
<td>$0 Included in meal cost</td>
</tr>
<tr>
<td>Nutrition Education</td>
<td>$0 Included in meal cost</td>
</tr>
<tr>
<td>Other Services (Describe)</td>
<td>$0 n/a</td>
</tr>
</tbody>
</table>

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

- GNRC has two (2) nutrition providers; Metro Social Services (MSS) covers Davidson County, and Mid Cumberland HRA (MCHRA) covers the remaining twelve (12) counties in our district. GNRC has reduced meal cost by leveraging III-C funding through our providers, who over-match with local funding. GNRC staff in service coordination, data management, and quality assurance meet with our subcontractors each quarter to address issues with service delivery, including addressing inefficiencies and improving the program through training, streamlining communication, sharing ideas for saving costs, use of volunteers, and accuracy of data entry.

- Metro Social Services (MSS) has made all sites’ day-to-day functioning self-operating and volunteer-run. MSS maintains administrative and training responsibilities for all sites and MSS staff are available for site support, such as covering when a volunteer is unavailable. Volunteers, many of whom are participants, order and serve the meals and report issues and absences. Some volunteers receive a small stipend.
Mid Cumberland Human Resource Agency (MCHRA) uses social media, newspaper articles, community contacts, radio, and the occasional television segment to promote awareness of the nutrition program and to highlight the need for contributions and volunteer participation. An area of focus for MCHRA has been streamlining of data collection and reporting processes so that administrative costs are reduced.

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

   o GNRC continues to work with our providers on overall stewardship of all program dollars. Both providers contribute significant local funding and would collaborate with GNRC to ensure that congregate meals continue in the case of a funding shortfall. MSS now has 100% self-operating, volunteer-run sites. Both MSS and MCHRA rely heavily on volunteers for nutrition services. Primarily, GNRC continues to work with providers to use congregate funding as efficiently as possible, and to address additional means of stretching those dollars.

6. Describe how participant feedback is solicited and the results are used to improve service quality. Specifically describe what actions were taken in 2021.

   o Both nutrition providers conduct satisfaction surveys, as do their food vendors, and the results are reviewed for menu planning and general program planning. GNRC also conducts satisfaction surveys for nutrition services and provides the results to the respective subcontractor.

   o This unique year, the feedback from MSS meals recipients about loneliness and isolation under COVID safety restrictions led MSS to deliver toiletries, recipes, non-perishable items, towels, and a large print activity book created by MSS staff during the Christmas holiday.

   o MCHRA’s consumer feedback led to the following menu changes this year:
     - Cherry cobbler was added back to the menu.
     - Consumers at the M,W,F sites complained that they were getting chicken each meal; the menu was modified to ensure variety.
     - Mixed vegetables were reviewed after complaints of getting peas and carrots too often to ensure greater variety.
     - The types of cookies offered was made more varied.
7. Describe how your agency and its providers target congregate nutrition services to reach the greatest social and economic need (low income, rural, minority, language barriers). As you compare your current reach to these populations, do you plan to change any congregate site locations in order to better serve them?

   - GNRC continues to promote awareness of congregate meals through our senior centers and other client services such as service coordination and Information and Assistance.
   - Metro Social Services, serving only Davidson County, particularly targets low income, minority, and limited English due to being primarily an urban service in a highly populated county. Their sites are either in residential settings for low-income older adults or in community centers. Several of the latter are in areas primarily populated by persons of color. MSS posts program information at every site and distributes flyers through its other services to adults and through health fairs and other community gatherings, as well as on the MSS website.
   - MCHRA, serving the other twelve (12) counties, targets outreach to low-income areas and numerous areas with high concentrations of older persons with limited English proficiency. MCHRA staff partner with local agencies who provide services to targeted populations to conduct outreach. They also conduct outreach through presentations to churches, through the Foreign Language Institute, as well as using social media and traditional media sources. In addition, MCHRA has created a new position, an Outreach Specialist, who is also tasked with spreading information about congregate meal services to potential clients. MCHRA is hoping to increase the participation at congregate sites but no location changes are planned at this time.
   - Based on current assessment of settings, there is no immediate plan to change congregate locations. The appropriateness of congregate locations will continue to be assessed.

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

   - GNRC’s providers are diligent in keeping clients of both home delivered and congregate meals stocked with either shelf-stable or frozen meals in anticipation of possible emergencies such as inclement weather that could close sites temporarily. Inventory quality and freshness is monitored by both providers.
     - For their residential sites, MSS ensures that there are two (2) days’ worth of emergency meals onsite at all times, and these are secured.
     - For other MSS congregate sites, meals are given to participants five (5) times across the year for their home use in case the congregate site closes.
     - MCHRA distributes emergency meals to consumers of both home delivered and congregate sites across the year, particularly when severe weather is predicted.
MCHRA has made cross training a priority in an attempt to ensure continuity of services in the event of an emergency. The program updates its Inclement Weather/Emergency policy annually which identifies standard procedure to follow in the event of an emergency. With the additional funding available in FY21, both providers increased delivery of frozen or shelf-stable meals which also served to cover for emergency needs.

**Guardianship:**

1. Complete the following table:

<table>
<thead>
<tr>
<th></th>
<th>2020 Calendar Year</th>
<th>2021 Calendar Year – Projected</th>
<th>2022 Calendar Year – Projected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Caseload</td>
<td>92</td>
<td>80</td>
<td>80</td>
</tr>
</tbody>
</table>

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

   - GNRC continues to employ a full-time Volunteer Coordinator for the agency who works to retain and recruit volunteers for the Public Guardianship program.
   - GNRC Public Guardianship staff assists with Public Guardianship Volunteer trainings and conducts volunteer placements with clients.
   - GNRC Volunteer program is working to establish volunteer hubs in the region to increase outreach.
   - Due to the restrictions amid the COVID-19 pandemic, volunteer opportunities for Guardianship volunteers are currently limited; GNRC plans to identify other ways to utilize and involve volunteers for the Guardianship program during these restrictions.

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

1. Complete the following table:

<table>
<thead>
<tr>
<th></th>
<th>FY 2020</th>
<th>FY 2021 – Projected (Served/Units)</th>
<th>FY 2022 – Projected (Served/Units)</th>
</tr>
</thead>
<tbody>
<tr>
<td># Served (Excluding Case Management, Information Services, and Information &amp; Assistance)</td>
<td>220</td>
<td>151</td>
<td>157</td>
</tr>
</tbody>
</table>
2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

   The NFCSP is implemented to address what we see as the greatest needs in our area. For example, in FY 2021 we have increased the amount of reimbursement we provide towards incontinence supplies in order to better meet client needs. However, we further see another great need for increased education and outreach efforts to raise awareness of the available resources available to caregivers in our region. Throughout the coming fiscal year, we intend to focus on increasing participation in the NFCSP by developing innovative outreach strategies, with a focus on outreach to underserved populations such as racial and ethnic minorities, immigrant communities, the LGBT community, and rural populations as well as exposure to the program and services through our on-going In-Home Dementia Education provided to all caregivers, not only to those enrolled in the FCSP.

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

   - GNRC will have a full-time Outreach Coordinator to assist with more targeted outreach for all Aging & Disability programs including NFCSP.
   - GNRC will continue to use partnerships including providers and other caregiver programs to promote NFCSP services through contacts, education, and brochures.
   - With the change of new lead role, GNRC will make a strong effort to network and learn from other AAAD to better promote and serve populations of minority groups and regional differences.
   - GNRC is in the process of providing more options for caregivers including Voucher Reimbursement through PPL and exploring options to better serve grandparent groups.
   - GNRC will focus on outreach through partnerships including Mental Health America of the MidSouth, Coalition on Aging, and Family Children Services that service unique caregivers within the community.
   - GNRC will focus on continuing education and partnerships with workshops including virtual to promote NFCSP with information for caregivers.

<table>
<thead>
<tr>
<th>Units of Service (Excluding Case Management, Information Services, and Information &amp; Assistance)</th>
<th>FY 2020</th>
<th>FY 2021 – Projected (Served/Units)</th>
<th>FY 2022 – Projected (Served/Units)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31,096</td>
<td>26,842</td>
<td>28,073</td>
</tr>
</tbody>
</table>

March 2021
GNRC FY 2019-2022 Area Plan FY 2022 Update

4. Include strategies or plans that your AAAD will make to ensure that IIIE funds are maximized to ensure that funds are expended by 92% of IIIE funds by the end of FY 2022.

   o GNRC will continue to have little to no wait list for the NFCSP in order to serve as many caregivers as possible in FY 2022.
   o GNRC will continue to seek partnerships to develop caregiver support groups throughout the region.
   o GNRC will continue to expand outreach to promote caregiver services.

Legal Assistance

1. What legal priority case is the most served in the area? Legal priorities are defined as Income, Healthcare/Long term care, Nutrition, Protective Services, Housing, Utilities, Guardianship Defense, Abuse/Neglect and Age Discrimination.

   o GNRC’s contracted provider for Legal Services, Legal Aid Society (LAS), provides services in the legal priority areas as defined above. Out of the legal priority areas noted above, LAS provides the most legal services in the protective services, healthcare/long term care, and housing priority areas.

2. Does the legal priority with the greatest number of cases represent the greatest need or is there another legal priority with fewer cases that should be addressed through education efforts?

   o The greatest number of cases handled in the Greater Nashville region under Title IIIB by LAS are in protective services. The greatest need overall among the client population is in the legal priority area of health. However, this is addressed primarily by experienced staff attorneys in the Nashville office through the Tennessee Senior Law Alliance (TSLA). The TSLA program funds additional staff dedicated to providing educational outreach. Their efforts are instrumental in spreading the word about all the types of services LAS provides.

3. What economically or socially needy population, defined as Clients in Poverty, Minority in Poverty, Rural and, Frail/Disabled, represent less than 50 percent of those served through legal assistance. What targeting and outreach efforts can be done to increase those numbers served?

   o Minority clients in poverty represent less than 50 percent of those served. LAS has ongoing targeting and outreach efforts to reach potential clients in poverty, minority individuals in poverty, and individuals in rural areas. Some of these outreach efforts include partnering with local churches and senior centers to disseminate information about the services offered by LAS and increasing the number of clinics in rural and low-income areas.
4. How will the AAAD and legal provider increase service to those identified economically or socially needy populations? How will the AAAD and legal provider address the identified legal priority needs in the PSA?

   o GNRC will continue to make our providers, particularly senior center staff, aware of legal services through training and outreach, and to make consumers aware via I&A referrals and service coordination referrals.
   o LAS will continue to provide outreach presentations and numerous brochures and to make services accessible and user-friendly so that anyone can initiate the process simply by calling Legal Aid.

**Senior Centers**

1. Complete the following table:

<table>
<thead>
<tr>
<th>Senior Center</th>
<th>#Participants</th>
<th>#Low-Income</th>
<th>#Minority</th>
<th>#Rural</th>
<th># English Limitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ajax Turner Senior Center</td>
<td>700</td>
<td>112</td>
<td>154</td>
<td>140</td>
<td>28</td>
</tr>
<tr>
<td>Ashland City Senior Center</td>
<td>945</td>
<td>70</td>
<td>25</td>
<td>850</td>
<td>0</td>
</tr>
<tr>
<td>Byrum-Porter Senior Center</td>
<td>1449</td>
<td>47</td>
<td>17</td>
<td>976</td>
<td>1</td>
</tr>
<tr>
<td>Dickson Senior Center</td>
<td>361</td>
<td>49</td>
<td>15</td>
<td>361</td>
<td>2</td>
</tr>
<tr>
<td>Fifty Forward/ College Grove</td>
<td>80</td>
<td>10</td>
<td>7</td>
<td>80</td>
<td>0</td>
</tr>
<tr>
<td>Fifty Forward/ Donelson Station</td>
<td>547</td>
<td>3</td>
<td>104</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Fifty Forward/ Knowles</td>
<td>166</td>
<td>30</td>
<td>91</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Gallatin Senior Center</td>
<td>506</td>
<td>40</td>
<td>117</td>
<td>113</td>
<td>0</td>
</tr>
<tr>
<td>Hendersonville Senior Center</td>
<td>1,118</td>
<td>25</td>
<td>63</td>
<td>15</td>
<td>7</td>
</tr>
<tr>
<td>J. D. Lewis Senior Center</td>
<td>108</td>
<td>12</td>
<td>4</td>
<td>108</td>
<td>0</td>
</tr>
<tr>
<td>LaVergne Senior Center</td>
<td>109</td>
<td>20</td>
<td>22</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mt. Juliet Senior Center</td>
<td>192</td>
<td>15</td>
<td>17</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robertson County Senior Citizens</td>
<td>300</td>
<td>200</td>
<td>50</td>
<td>125</td>
<td>15</td>
</tr>
<tr>
<td>St. Clair Street Senior Center</td>
<td>1,138</td>
<td>97</td>
<td>160</td>
<td>40</td>
<td>31</td>
</tr>
<tr>
<td>Stewart County Senior Center</td>
<td>300</td>
<td>65</td>
<td>29</td>
<td>300</td>
<td>0</td>
</tr>
<tr>
<td>Torrey Johnson Senior Center</td>
<td>511</td>
<td>86</td>
<td>42</td>
<td>310</td>
<td>0</td>
</tr>
<tr>
<td>Trousdale County Senior Center</td>
<td>77</td>
<td>9</td>
<td>12</td>
<td>77</td>
<td>0</td>
</tr>
</tbody>
</table>
2. Describe your agency’s approach to working with those senior centers that need to improve their reach to the target populations.

   o GNRC works year-round with center staff to know the populations within their catchment areas by providing data and training and by facilitating sharing among center staff in how to enhance outreach and services to all underserved groups.
   o GNRC has required centers to conduct outreach within the larger community of groups of older adults who are under-represented in the center’s membership and to provide intercultural learning opportunities for members so that prejudices decline and ease of inclusion rises.
   o GNRC’s centers all offer varied programming to persons at no cost, and these are advertised in multiple ways so that persons of low income can know of the opportunities for learning and socialization that are free.

**Emergency Preparedness**

1. Name of Staff Person on the local emergency management team: Cynthia Balfour

2. How is the agency’s emergency plan communicated to staff?

   o The emergency plan is provided to all staff and posted on GNRC’s Intranet – GNRC employee information portal.
   o When an emergency occurs, GNRC will communicate through our email system to our staff. As our email server has backups in two (2) different states in two (2) different regions of the country, there is a high probability that the email system will be available.
   o GNRC will also post any pertinent information on our website if possible and appropriate.

**SHIP**

1. Complete the following table:

<table>
<thead>
<tr>
<th></th>
<th>Grant Year 2020 (April – March)</th>
<th>Grant Year 2021 (April – March)</th>
<th>Grant Year 2022 (April – March)</th>
</tr>
</thead>
<tbody>
<tr>
<td># Client Contacts</td>
<td>12,210</td>
<td>14,322</td>
<td>22,173</td>
</tr>
<tr>
<td># of Consumers Reached Through Outreach Events</td>
<td>1,330</td>
<td>5,057</td>
<td>22,173</td>
</tr>
</tbody>
</table>
2. Describe your efforts to increase the number in each column in the table above.

   o Enhancing engagement through community outreach events and counseling sites.
   o Creating innovative virtual programming and outreach events.
   o Providing education on SHIP & SMP services.
   o Assisting LIS/MSP eligible individuals with applications assistance, benefits enrollment, and Medicare preventive services in all program counties.
   o Including the TN SHIP hotline on all marketing materials, printed and electronic.
   o Encouraging individuals to call for counseling service requests.
   o Adding QR codes to all SHIP posters, flyers, brochures, social media and webpage for quick counseling and community events requests.
   o Building partnerships on an ongoing basis with new community venues to provide group education including retirement groups, churches, new American communities, and medical providers.

3. Describe your agency’s approach to reaching Medicare beneficiaries who are hard to reach due to ethnicity; limited English proficiency; those with disabilities and those eligible for low income subsidies.

   o Past partnerships include BRIDGES for the Deaf and Hard of Hearing, Nashville CARES, Vanderbilt Homeless Outreach Clinic, The People’s Clinic of Clarksville, and Metro Center Healthcare Group. These agencies help a high volume of low-income Medicare beneficiaries and care for beneficiaries under and over 65.
Ongoing and future partnerships will be created with other agencies and organizations that provide services to non-native English speakers, such as Conexión Américas, Encuentro Latino, Nashville Public Library, Muslim faith-based organizations, Siloam Health, and neighborhood health clinic.
**Targeting Status Report**

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

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

<table>
<thead>
<tr>
<th>2021* OBJECTIVE</th>
<th>ACTUAL ACCOMPLISHMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase outreach to the LGBT community</td>
<td>• GNRC staff participated in the Nashville Pride Community Visioning Project Older Adults Taskforce.</td>
</tr>
<tr>
<td></td>
<td>• GNRC is offering LGBT-focused training and will maintain SAGECare Credentials.</td>
</tr>
<tr>
<td>Increase outreach to Hispanic community</td>
<td>• GNRC has representation on Encuentro Latino to strengthen and develop partnerships with agencies who serve older adults and adults with disabilities who speak Spanish.</td>
</tr>
<tr>
<td>Increase outreach in rural communities</td>
<td>• GNRC implemented a Grocery Program through contracted senior centers to reach older adults in the region, including those in rural communities.egra centers to reach older adults in the region, including those in rural communities.</td>
</tr>
<tr>
<td></td>
<td>• GNRC worked with TCAD to gather information in rural communities in order to connect them to the TN DOH. This effort assisted the TN DOH to coordinate with local Senior Centers and/or Senior Housing complexes to set up vaccination sites.</td>
</tr>
<tr>
<td>Increase outreach to low-income and minority populations</td>
<td>• GNRC has begun efforts to develop partnerships with non-profit medical and health centers who serve these populations.</td>
</tr>
</tbody>
</table>

* Last complete 12-month period.
Targeting Plan, Title VI

Civil Rights Act of 1964, Title VI, and Targeting Activities
Area Agency Title VI Implementation Plan FY 2022

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

   - GNRC’s Title VI unit consists of one Title VI/Nondiscrimination Coordinator. Grant Kehler serves in this role. His responsibilities include the following:
     - Attend Training
     - Ensure all new and current employees attend/receive Title VI training
     - Display Title VI posters
     - Ensure all contracts have Title VI assurance language
     - Monitor the ethnicity of those who receive contracts
     - Provide refresher training to subrecipients
     - Develop written complaint procedures
     - Maintain records of all Title VI complaints and information
     - Develop Limited English Proficiency (LEP) guidelines
     - Develop Title VI Plan

2. Complete the following table:

<table>
<thead>
<tr>
<th></th>
<th>FY 20</th>
<th>FY 21 - Projected</th>
<th>FY 22 - Projected</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Individuals Served</strong></td>
<td>23481</td>
<td>22784</td>
<td>23248</td>
</tr>
<tr>
<td><strong>Total Minority Individuals Served</strong></td>
<td>5142</td>
<td>5008</td>
<td>5244</td>
</tr>
</tbody>
</table>

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

   - GNRC utilizes the Avaza Language Line for interpretation services when working with clients with limited English proficiency to ensure that resources and programs are accessible. A copy of Limited English Proficiency Policy is attached (Attachment B-6_3-4ab.PDF).

4. Complaint Procedures
   a. Describe the Title VI Complaint procedures followed by your agency.
GNRC’s Nondiscrimination policy and complaint procedure are attached (Attachment B-6_3-4ab.PDF). Detailed information about how to file a complaint is included in the procedure.

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

   o GNRC’s Nondiscrimination policy and complaint procedure are attached (Attachment B-6_3-4ab.PDF). Detailed information about investigations, report of findings, and appeals is included in the policy.

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

   o To the best of our knowledge and belief, GNRC has not had any Title VI complaints. However, in the event of any complaint, GNRC will maintain a log of any complaints. A copy of the form for logging complaints is attached (Attachment B-6_4c.PDF).

5. List the total number of all contractors and provide the number and percentage of minority contractors, and the dollar amount and percentage expended with minority contractors.

<table>
<thead>
<tr>
<th>Total Contractors</th>
<th>Number</th>
<th>Percentage</th>
<th>Amount Expended</th>
<th>Percentage Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>39 (all)</td>
<td>17 (owned*)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minority Contractors</td>
<td>4 (2 were added in FY21. Funding based on 2 in FY20.)</td>
<td>15% (owned*)</td>
<td>$66,017.39 FY 2020</td>
<td>1.4% of all FY 2020</td>
</tr>
</tbody>
</table>

* Includes only contractors that are owned by an individual or group of individuals. Does not include governmental agencies, senior centers, or other agencies without an identified owner/team of owners.

6. Title VI requires agencies and sub-recipients to monitor contractors regarding the dissemination of the following information to the public: non-discriminatory policy, programs and services, complaint procedures, and minority participation on planning boards and advisory bodies. Describe the procedures taken to assure that this information is presented.

   o GNRC reviews Title VI and related requirements with all service providers as part of annual training meetings. This training is typically conducted by GNRC’s staff attorney and covers non-discrimination and complaint procedures, including required forms, processes, and signage. The training also includes working with persons with
limited English proficiency. After the group meetings, all handouts are also emailed to providers.

- GNRC Quality Assurance staff also use the TCAD-issued Title VI review tool to review Title VI requirements annually as part of monitoring of providers.
- Title VI refresher training is provided to all recipients on an annual basis. The training packet provided to subrecipients is attached (Attachment B-6_6.PDF). Further, every subrecipient contract includes the following language:

  Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal or state law. The Contractor shall, upon request, show proof of nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

7. There is a need for a clear understanding of the demographic diversity of a region and methods to provide information and education to the underserved populations even when there are waiting lists, there are other opportunities/resources unknown to these groups. List the strategies to achieve this outreach within those identified communities.

a. Describe how the Area Agency plans and coordinates activities to disseminate information about services and programs to minority populations in the planning and service area?

- GNRC works with contracted senior centers to identify the minority groups in each center’s area and monitors center efforts to connect to these groups to make sure all are aware of the center programming and that all are welcome. The centers also assist with sharing information about community resources, including GNRC services. GNRC supplies the latest population data to center staff annually.
- GNRC seeks to be involved in community groups who serve minority populations in order to disseminate information.
- GNRC will be hiring an Outreach Coordinator who will continue the efforts to identify and execute best practices for reaching minority populations in the region.

b. How is diversity reflected in all aspects of area planning—programming, participants, personnel, service providers, governing/advisory entities?

- The following data reflects diversity in all aspects of planning:
  - **Programming:** Our home and community based services participants receive services based on a prioritization of their needs, and diversity is not a consideration for determining who receives benefits.
  - **Participants:** Approximately 22% of all individuals served in FY 2020 were of racial minority.
- **Personnel:** Approximately 33% of all AAAD staff self-identify as a racial minority. Approximately 93% of all AAAD staff self-identify as women. Approximately 7% of all AAAD staff self-identify as individuals with disabilities.

- **Service Providers:** Of our contracted service providers with an identified owner/team of owners, 15% are owned by individuals of racial minority.

- **Advisory Council:** 64% of the current members self-identify as female. 36% of the current members self-identify as an individual of racial minority. 95% of current membership is over age 60.

c. What documentation or process is used by the Area Agency to document activities focused on increasing the representation and/or participation of minority populations in programs and services?

- GNRC provides each of the funded Senior Centers with annual data that details the demographic characteristics of residents in their communities. This data is then used by the Centers to plan specific activities focused on increasing the participation of minority populations in their Center’s programming. GNRC requires centers to complete programming designed to bring members of underrepresented groups within their larger communities into the center, along with offering at least one program designed to increase understanding and reduce prejudices of non-minority members. The proposed activities require approval by GNRC, and centers report on the outcome of those efforts.

- All outreach and educational activities conducted by GNRC staff are recorded and tracked in SAMS. While the database does have the ability to include notes on the target populations of these activities, unfortunately at this time it does not have the capability to run reports on this data.

- TN SHIP documents demographics, including target population information, for all outreach events and individual counseling sessions. Information includes whether an individual meets low-income federal and state guidelines as set forth by MIPPA programs (LIS/MSP), lives in a rural area (based on zip code), is a non-native English-speaker, and their identified race. The collected information is entered into the Administration on Community Living’s STARS database.
Older Americans Act Required Targeting Activities

Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; including specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and propose methods to achieve the objectives.

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

<table>
<thead>
<tr>
<th>OBJECTIVE</th>
<th>TASK / ACTIVITY</th>
<th>AREA AGENCY STAFF RESPONSIBLE</th>
</tr>
</thead>
</table>
| Increase outreach to Hispanic community | • Provide translated materials to agencies, organizations, and businesses with demonstrated outreach to the Hispanic Community.  
• Continue to develop partnerships with agencies who serve older adults and adults with disabilities who speak Spanish. | All relevant staff |
| Increase outreach in rural communities | • Engage Senior Centers in the region to identify community hubs in rural communities to focus outreach efforts.  
• Continue serving older adults in rural communities through the Grocery Program.  
• Provide information about available services to law enforcement in rural communities. | All relevant staff |
| Increase outreach to low-income and minority populations | • Continue to provide informational outreach materials and develop partnerships with medical providers and community resources who serve low-income and minority populations.  
• GNRC will maintain SAGECare Credentials through LGBT-focused training. | All relevant staff |
AAAD STAFFING

1. Include an Organizational Chart for the Area Agency with staff names, position/title, and funding source.
   - Attachment C-1_1.PDF

2. List all new hires not included in the FY 2021 Area Plan Update. Include the following information:
   - Name and Position
   - Full/Part time status (If the individual will have multiple roles, indicate each responsibility separately and the percent of time to be dedicated to each role)
   - Required Qualifications (List the individual’s qualifications)

<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Position</th>
<th>Full/Part Time</th>
<th>% Time Dedicated</th>
<th>Required Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Shea Northfield</strong></td>
<td>Medicare Counselor</td>
<td>Full</td>
<td>100%</td>
<td>BA in Planning and Public Policy Management, BS in Psychology, M.Ed</td>
</tr>
<tr>
<td>(Hired 9/10/2020)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Jessica Rame</strong></td>
<td>Information &amp; Assistance Counselor</td>
<td>Full</td>
<td>100%</td>
<td>Bachelor of Business Administration</td>
</tr>
<tr>
<td>(Hired 10/1/2020)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Jenny Calvillo</strong></td>
<td>Service Coordinator</td>
<td>Full</td>
<td>100%</td>
<td>Bachelor of Social Work</td>
</tr>
<tr>
<td>(Hired 11/2/2020)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BreAnna Browder</strong></td>
<td>Service Coordinator</td>
<td>Full, Temp.</td>
<td>100%</td>
<td>Bachelors in Psychology, 3 years’ experience</td>
</tr>
<tr>
<td>(Hired 11/30/2020)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Aubrey Durnin</strong></td>
<td>Information &amp; Assistance Counselor</td>
<td>Full</td>
<td>100%</td>
<td>MS Mental Health Counseling, BA</td>
</tr>
<tr>
<td>(Hired 2/10/2021)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. What is the name of the individual who directly supervises the Director of the Area Agency on Aging and Disability?
   - Michael Skipper, Executive Director
4. The total number of staff at the AAAD is 42. Of the total number of AAAD staff, the following are:
   - Age 60+: 11
   - Female: 39
   - Minority: 14
   - Disabled: 3

5. Provide the total number of FTE Options Counselors that manage an active caseload for OPTIONS, III-B In-home Services, III-C, and/or III-E.
   - GNRC has 9 permanent FTE Options Counselors, 1 temporary FTE Options Counselor, and 1 Options Counselor currently on leave. This team of 10 active FTE Options Counselors manage an active caseload of 1275 clients total (as of 2/23/2021). This caseload does not count VD-HCBS cases or TennCare Choices intakes.

6. What is the average caseload for Options Counselors managing cases for OPTIONS, III-B In-home Services, III-C, and/or III-E?
   - The average caseload for an FTE Options Counselor is approximately 128 clients. This caseload does not count VD-HCBS cases or TennCare Choices intakes.

7. What is your plan for increasing capacity in programs with regards to Options Counselor’s caseloads as funding for programs increase?
   - GNRC will continue to support Options Counselors as caseloads increase by seeking best practices and increasing efficiency in the program.
     - GNRC continues to rework caseloads by location/territory to make travel to in-home visits more efficient.
     - GNRC continues to expand and improve the use of technology for file and data storage/tracking.
   - GNRC will continue to look for opportunities for volunteers to support the work done by Options Counselors in order to increase staff capacity.
### Training and Staff Development Plan

**FY2022 (to be up-dated annually)**

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

<table>
<thead>
<tr>
<th>Title &amp; Subject of Training</th>
<th>Category &amp; Number of Persons to be Trained</th>
<th>Estimated Date of Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAAD Staff</td>
<td>Providers/Partners</td>
<td>Volunteers</td>
</tr>
<tr>
<td>Aging in America*</td>
<td>2</td>
<td>Apr-22</td>
</tr>
<tr>
<td>CMS Regional Annual Update Training</td>
<td>2</td>
<td>TBD</td>
</tr>
<tr>
<td>CNM Training</td>
<td>7</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Conservatorship of TN Conference</td>
<td>3</td>
<td>Spring 2022</td>
</tr>
<tr>
<td>Disability Mega Conference</td>
<td>4</td>
<td>Spring 2022</td>
</tr>
<tr>
<td>TN Elder Justice Conference</td>
<td>4</td>
<td>Fall 2021</td>
</tr>
<tr>
<td>Emergency Preparedness Conference*</td>
<td>2</td>
<td>Apr-2022</td>
</tr>
<tr>
<td>HCBS Annual Conference*</td>
<td>2</td>
<td>Aug-21</td>
</tr>
<tr>
<td>Internal I&amp;A Trainings</td>
<td>10</td>
<td>Monthly</td>
</tr>
<tr>
<td>N4A Conference</td>
<td>2</td>
<td>July 21</td>
</tr>
<tr>
<td>National AIRS Conference*</td>
<td>4</td>
<td>Spring 2022</td>
</tr>
<tr>
<td>National Guardianship Conference*</td>
<td>1</td>
<td>October 2021</td>
</tr>
<tr>
<td>Nutrition Provider Training</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Options Provider Training</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>Service Coordinator In-House Training</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>I&amp;A Trainings w/ Partners</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>SE4A Conference*</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Senior Centers Directors’ Meeting</td>
<td>8</td>
<td>25</td>
</tr>
<tr>
<td>SQL Reporting Training</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>TCAD Annual SHIP Training</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Title &amp; Subject of Training</td>
<td>Category &amp; Number of Persons to be Trained</td>
<td>Estimated Date of Training</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>--------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>TCAD District Public Guardian Training</td>
<td>3</td>
<td>Spring 2022</td>
</tr>
<tr>
<td>TDDA Conference</td>
<td>10</td>
<td>TBA</td>
</tr>
<tr>
<td>TFA Conference</td>
<td>14</td>
<td>Oct-21</td>
</tr>
<tr>
<td>Tim Takacs Time Out Workshop</td>
<td>30</td>
<td>Jun-22</td>
</tr>
<tr>
<td>TN AIRS Conference</td>
<td>6</td>
<td>Spring 2022</td>
</tr>
<tr>
<td>TN Justice Center Trainings</td>
<td>5</td>
<td>Ongoing</td>
</tr>
<tr>
<td>TN SHIP/SMP Volunteer Trainings</td>
<td>4</td>
<td>TBD</td>
</tr>
<tr>
<td>WellSky Annual SAMS Conference*</td>
<td>2</td>
<td>Sep-21</td>
</tr>
<tr>
<td>WellSky Annual Training*</td>
<td>3</td>
<td>Spring 2022</td>
</tr>
</tbody>
</table>
Advisory Council

A. MEMBERSHIP and REPRESENTATION
Composition of Council: Choose among the following options to specify which category each Advisory Council member represents on the table below.

- a. Age 60+ (50% Older persons)
- b. Minority age 60+
- c. Minority age <60
- d. Resides in a Rural Area
- e. Family Caregiver
- f. Advocate for Older Persons
- g. Service Provider for Older Persons
- h. Advocate for Individuals with Disabilities
- i. Service Provider for Individuals with Disabilities
- j. Business Community
- k. Local Elected Official
- l. Provider of Veterans’ Health Care
- m. General Public (County Representative)
- n. Has a Disability

<table>
<thead>
<tr>
<th>Members</th>
<th>Represents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don Ames</td>
<td>Age 60+; Business Community, General Public, Leader in Private or Voluntary Sectors; Has a Disability</td>
</tr>
<tr>
<td>Faye Baldwin</td>
<td>Age 60+; Leader in Private or Voluntary Sectors</td>
</tr>
<tr>
<td>Barbara Belcher</td>
<td>Age 60+; Family Caregiver, General Public</td>
</tr>
<tr>
<td>Ronnie Boyd</td>
<td>Age 60+; Family Caregiver</td>
</tr>
<tr>
<td>Susie Boyd</td>
<td>Age 60+; Family Caregiver</td>
</tr>
<tr>
<td>Ed Cole</td>
<td>Age 60+; Advocate for older persons, Service provider for older persons, leader in private or voluntary sectors</td>
</tr>
<tr>
<td>Dan Dillon</td>
<td>Age 60+; Advocate for Older Persons, Advocate for Persons with Disabilities, Leader in Private or Voluntary Sectors, General Public; Has a Disability</td>
</tr>
<tr>
<td>Will Duncan</td>
<td>Minority Age 60+; Advocate for Older Persons, Business Community, Local Elected Official, General Public, Leader in Private or Voluntary Sectors</td>
</tr>
<tr>
<td>Monroe Gildersleeve</td>
<td>Minority Age 60+; Advocate for Individuals with Disabilities, Local Elected Official; Has a Disability</td>
</tr>
<tr>
<td>Susan Gould</td>
<td>Age 60+; Advocate for Older Persons, General Public</td>
</tr>
<tr>
<td>Betsy Hester</td>
<td>Age 60+; Local Elected Official, Advocate for Individuals with Disabilities</td>
</tr>
<tr>
<td>Yvonne Hunter</td>
<td>Age 60+; Family Caregiver, Advocate for Older Persons, Service Provider for Older Persons, Business Community; Has a Disability</td>
</tr>
<tr>
<td>Martha Kinel</td>
<td>Age 60+; Advocate for Older Persons</td>
</tr>
</tbody>
</table>
Members Represents

Karin Landers Age 60+; Business Community

Amber Locke Age 60+; Family Caregiver, Advocate for Older Persons, Advocate for Individuals with Disabilities, Business Community, General Public

Patty Moore Age 60+; Advocate for Older Persons, Advocate for Individuals with Disabilities, Service Provider for Individuals with Disabilities (Hospice volunteer)

Stacey Moore Advocate for Older Persons, General Public

Barbara Payne Age 60+; Advocate for Older Persons, General Public

Ann Peek Age 60+; Advocate for Older Persons, Family Caregiver, General Public

Lawrence Saunders Age 60+; General Public

Hershell Warren Minority Age 60+; Local Elected Official; Has a Disability

Katie Wilson Minority Age 60+; Family Caregiver, Advocate for Individuals with Disabilities, Leader in Private or Voluntary Sectors; Has a Disability

B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY 2021 - FY 2022 (Up-dated annually)
Give Dates and Times of Scheduled Meetings

FY 2021
August 17, 2020 at 10:00 a.m.
November 16, 2020 at 10:00 a.m.
March 8, 2021 at 10:00 a.m.
May 17, 2021 at 10:00 a.m.

FY 2022
August 16, 2021 at 10:00 a.m.
November 15, 2021 at 10:00 a.m.
February 21, 2022 at 10:00 a.m.
May 16, 2022 at 10:00 a.m.

C. OFFICERS & OFFICE

<table>
<thead>
<tr>
<th>Name of Officer</th>
<th>Office</th>
<th>Date Term Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don Ames</td>
<td>Chair</td>
<td>May 2022</td>
</tr>
<tr>
<td>Monroe Gildersleeve</td>
<td>Vice Chair</td>
<td>May 2022</td>
</tr>
</tbody>
</table>

D. ADVISORY COUNCIL BYLAWS
Attach Bylaws that show date of last review.

- Attachment C-3_D.PDF
Advisory Council Bylaws

*Only Update if there have been changes to the Bylaws*

- No changes have been made to the Aging & Disability Advisory Committee Bylaws
## Public Hearings on Area Plan

### A. PUBLIC HEARING INFORMATION

<table>
<thead>
<tr>
<th>Date(s) of Public Hearing</th>
<th>Time(s) when hearing was held</th>
<th>Place(s) where hearing was held</th>
<th>Was Place Accessible?</th>
<th>Type of Notice(s) or Announcement(s)</th>
<th>Date(s) of Notices or Announcements (attach copy)</th>
</tr>
</thead>
</table>

### B. ATTENDANCE*

<table>
<thead>
<tr>
<th>County</th>
<th># of Advisory Council Members from County</th>
<th>Total from County**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total # Advisory Council Members in column 2**

**Total Attendance***

* Do not include AAAD staff in Public Hearing attendance

** Include Advisory Council Members in column 3 so that the Total Attendance reflects everyone in attendance.

### C. AGENDA & ANNOUNCEMENTS

Attach a copy of the agenda. See P&P manual for required agenda topics. Attach one example of each type of notice sent out and describe who notices were sent to. If the AAAD is requesting a waiver for any reason, the agenda and announcement must include a statement that a waiver is being requested. Document efforts to outreach to rural, minority and low-income populations for their participation in this planning effort.
D. DESCRIPTION
   Include any other information about the Public Hearing. Mention any extenuating circumstances that affected attendance (weather, high proportion of sickness, etc.).

E. SUMMARY of PUBLIC COMMENTS
   Opportunity must be provided for comments on goals, budgets, and waivers.

F. SUMMARY of CHANGES
   List changes made in this plan as a result of comments made at public hearing(s).
Advisory Council Participation in the Area Plan Process

Describe how the Area Agency Advisory Council was involved in the development of the Area Plan.

1. Date(s) when the Area Plan was reviewed by the Advisory Council.

   - February 26, 2021/March 1, 2021 – Full Area Plan Draft sent to Advisory Council for review via email & mail.
   - March 1 – March 10, 2021 – Open for feedback via online survey, email, or phone.
   - March 8, 2021 – Virtual Advisory Council Meeting, which included an informational session about the Area Plan and the opportunity to provide verbal feedback.
   - March 25, 2021 – A link to the final draft of the Area Plan Update was sent to Advisory Council by email.

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

   - Advisory Council members were sent the Area Plan Update draft in addition to a link to an online feedback form via mail on February 26, 2021, and via email on March 1, 2021 (depending on member preference).
     - Memo, email, & feedback form: Attachment D-2_2a.PDF
     - Correspondence invited members to share feedback by online form, phone, or during the virtual March 8th meeting.
   - Agenda from March 8, 2021 virtual meeting: Attachment D-2_2b.PDF
     - In response to COVID-19, this meeting was held virtually by web and phone.
   - The drafted Area Plan Update and feedback form link were resent to Advisory Council members via email on March 9, 2021 to capture any remaining input.
     - 3/9 Email: Attachment D-2_2c.PDF
   - A link to the final draft of the Area Plan Update was sent to Advisory Council members via email on March 25, 2021.
     - 3/25 Email: Attachment D-2_2d.PDF

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

   - All Advisory Council Members were provided involved in the review process via the Area Plan Update drafts.
Feedback was received from:
- Karin Landers
- Don Ames
- Amber Locke
- Betsy Hester

March 8, 2021 Virtual Meeting Attendance:
- Don Ames
- Faye Baldwin
- Ronnie Boyd
- Susie Boyd
- Monroe Gildersleeve
- Betsy Hester
- Yvonne Hunter
- Columbus Jones
- Martha Kinel
- Karin Landers
- Amber Locke
- Patty Moore
- Katie Wilson

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

Advisory Council comments included:
- Praise for the fraud prevention placemat outreach initiative.
- Suggestion to provide information to bail bondsman and police departments in rural communities.
- Suggestion to provide information to durable equipment providers about available services.
- Suggestion to partner with UT Extensions for nutrition efforts and programs.
- Questions about projected funding and data for transportation and nutrition.
- Questions about the HCBS waiting list and an expressed desire to advocate for additional funding for the Options program.
- Correction to an Advisory Council member’s disability status.

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

In response to the Advisory Council’s review, GNRC:
- Corrected the disability status of an Advisory Council member.
- Added a targeted outreach activity related to law enforcement.
- Added durable medical equipment providers to the plan for program development and coordination partner list.
Request for Waiver for FY____
____________________ AAAD

DIRECT PROVISION OF SERVICES PROVIDED BY OLDER AMERICANS ACT FUNDING

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

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

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain how this service is directly related to the AAAD’s administrative function.
4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out on a unit cost contract. Include the AAAD cost per client for Case Management Services.

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

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

____ Ombudsman

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

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

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

___ Legal Assistance

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

___ Senior Center/Office on Aging

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

___ Other ______________________________________

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain how this service is directly related to the AAAD’s administrative function.
4. Explain why it is more cost effective for the AAAD to provide this service than
   contracting it out.

SIGNATURES:

______________________________________  __________________
AAAD Director      Date

______________________________________  __________________
Chief Administrative Officer of Grantee Agency  Date

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

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

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

SIGNATURES:

____________________________________  __________________
AAAD Director      Date

____________________________________  __________________
Chief Administrative Officer of Grantee Agency  Date

____________________________________  __________________
Advisory Council Chairperson  Date
### Table 1: Counties Containing Only Rural Designated Areas

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### Table 2: Counties Containing Urban-Designated Areas

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Request for Waiver for FY __
REQUIRED MINIMUM EXPENDITURES FOR PRIORITY SERVICE

Required minimums:

a. Services associated with access to other services: including but not limited to information and referral, case management, transportation, and outreach (35%)
b. In-home services - (10%)
c. Legal assistance (2%).

1. AAAD: __________________________________________

2. Service Category: ________________________________________

3. Required minimum expenditure for this priority service using the required minimum percentage: $ _________________

4. Actual expenditure of Title III (federal funds only) for this service during the past fiscal year

5. Expenditure amount requested under this waiver

6. Justify the request for waiver by explaining the:
   a. Projected impact on other services, using documented facts and figures (attach documentation);
   b. Projected impact on this service, using documented fact and figures (attach documentation), and
   c. Projected impact on level of service need and availability throughout the PSA.

7. Outline AAAD plan and timeframe for achieving the required minimum funding level.

SIGNATURES

_________________________________   _________________
AAAD Director      Date

_________________________________   _________________
Chief Administrative Officer of Grantee Agency  Date

_________________________________   _________________
Advisory Council Chairperson    Date
Request for Waiver FY 2022
COST SHARE REQUIREMENT

1. List Service(s) for which cost share waiver is requested.

2. Check below the basis for waiver request.
   ___ a. A significant proportion of persons receiving the Older Americans Act services listed above have incomes below 200% of the Federal Benefit Rate.
   ___ b. Cost sharing would be an unreasonable administrative or financial burden on the area agency.

3. Justify the request for waiver based on the proportion of low-income individuals participating in services affected by cost share.

4. Justify the request for waiver explaining the negative impact of cost share on area agency administration or financial responsibilities.

5. Attachments: At the end of Request for Waiver(s) attach the following items:
   a. List all agencies, providers, and individuals that received personal notice of public hearings (attach copy of letter sent).
   b. List all publications which carried public notice of public hearings and indicate circulation of each. (Attach a copy of notice.)
   c. Record of public hearings. The record shall detail all written and oral testimony regarding the area agency’s intention to request the waiver specified above.

SIGNATURES

________________________________________   _______________
AAAD Director                             Date

________________________________________   _______________
Chief Administrative Officer of Grantee Agency     Date

________________________________________   _______________
Advisory Council Chairperson            Date
Request for Waiver for FY
TCAD POLICY REQUIREMENT

1. AAAD: ____________________________

2. TCAD Policy for which waiver is requested:

3. Reference location of specific TCAD policy for which waiver is requested:

4. Give full justification for this waiver request by documenting all efforts of the AAAD to meet the requirement and specific barriers to meeting the requirements.

5. Outline steps the AAAD will take to meet the requirements, giving specific dates of accomplishment for each step.

SIGNATURES:

____________________________________   _______________
AAAD Director                                    Date

____________________________________   _______________
Chief Administrative Officer of Grantee Agency   Date

___________________________________    _______________
Advisory Council Chairperson                   Date
**ADDITIONAL DOCUMENTS (Attached)**

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