

# UPPER COASTAL PLAIN COUNCIL OF GOVERNMENTS

## AREA AGENCY ON AGING

### *Regional Aging Services Plan*

July 1, 2016 – June 30, 2020

**FY 16-17 Update**

**BOOMING AHEAD TOGETHER:**

**A COMPASS**

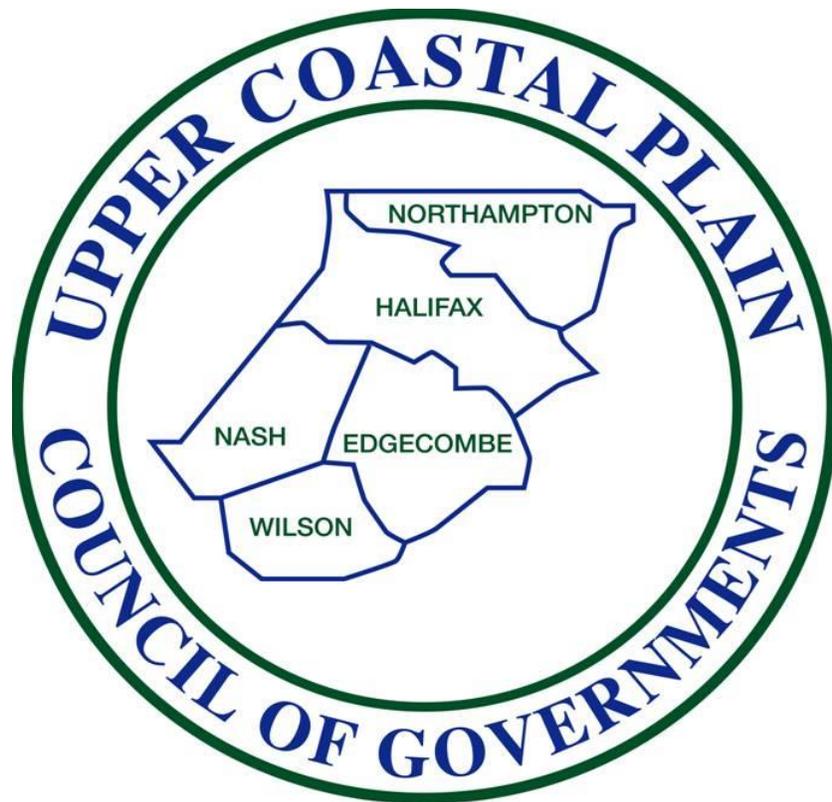
**FOR SUCCESSFUL AGING**

# Upper Coastal Plain



*Assistance. Advocacy. Answers on Aging.*

Serving Edgecombe, Halifax, Nash,  
Northampton and Wilson Counties



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## Goals and Objectives

### **Goal 1: Empower older adults and their families to make informed decisions and easily access existing health and long-term care options**

**Objective 1.1: Educate the public on the availability of services to foster independence, self-sufficiency, and their future planning for long-term needs**

#### *Strategies:*

An Older Adult Resource Guide for our region will be updated, redesigned, maintained and perpetually distributed by the Area Agency on Aging (AAA) staff each year. This is being transitioned from an outside publisher and should see initial publication by July 2016.

*Measure:* Completion of guide, annual updates to information, electronic and/or paper distribution (as funding permits). Distribution will include, but not be limited to, Home and Community Care Block Grant (HCCBG) providers, Senior Community Service Employment Program (SCSEP) host agencies, long term care facilities, Regional Aging Advisory Committee (RAAC) members, and AAA program participants.

*FY 16-17 Update:* Due to insufficient funding, the AAA can no longer produce the Older Adult Resource Guide for our region. Instead of printing the guide, we have done the following:

- During FY-17, the FCSP Specialist shared NC 211 with caregivers during support group meetings. NC 211 information is given to each newly registered family caregiver.
- During FY-17, NC 211 material was provided at each LCA/Options Counseling visit.

- During FY-17, the SCSEP Coordinator shared NC 211 with participants during job clubs. NC 211 information is given to each newly registered participant.
- NC 211 information was provided to the RAAC and HCCBG providers during quarterly meetings.
- Ombudsman educate social workers and discharge planners to provide information to residents for discharging home.

Use of a Facebook Page to share events, programs, advocacy opportunities, and resources and information. This page will be updated weekly to keep stakeholders up to date on available resources.

*Measure:* Use the data analysis tools provided by the website to track engagement. Establish as baseline and increase likes by at least 5% annually.

FY 16-17 Update: AAA staff submitted items of interest to the AAA Director or Assistant Director for approval. Once approved, the Lead LTC Ombudsman ensured that items were scheduled to be posted. Items included new hire announcements, news articles related to aging issues, event updates, encouraging stories involving seniors and more. As of July 1, 2016, the AAA Facebook page had 98 likes. As of December 31, 2016, it had 107 likes. Therefore, we have increased our likes by more than 5% in the current fiscal year.

Have each AAA program contribute to the Upper Coastal Plain Council of Governments (UCPCOG) E-newsletter.

*Measure:* Verify that at least one aging relevant topic is included in each published E-newsletter.

FY 16-17 Update: AAA staff contributed to published E-newsletters during the fiscal year.

- The SCSEP Coordinator contributed information regarding temporary services and Older Workers' Week for publication.

- The AAA Director contributed information regarding new hires and other relevant aging topics for publication.
- The Family Caregiver Specialist submitted articles regarding upcoming support group meetings, caregiver events and workshops.

Our region will have access to current and relevant information and assistance through resources available in the AAA Library. A resource library is located at the AAA and maintained by the Family Caregiver Support Program (FCSP) staff. The library includes a large variety of caregiver videos, books, audio tapes, journals and other resources that are available to be checked out through the Family Caregiver Support Program.

*Measure:* Usage of materials will be tracked with a checkout log, available resources will be inventoried and documented every four years, beginning in fiscal year 2016, and new resources will be added as funding permits.

*FY 16-17 Update:* It was decided that due to the lack of interest from the community to check out materials, the AAA Library would be used for training purposes and workshops.

Long Term Care (LTC) Ombudsman will review and analyze the Ombudsman Documentation and Information System (ODIS) data to determine trends, as well as identify training opportunities for facility staff, residents, families and Community Advisory Committee (CAC) members and will provide community education opportunities throughout the five-county region.

*Measure:* LTC Ombudsman will offer at least one training event per county per quarter; to include, but not limited to, Resident's Rights training, sensitivity training, and elder abuse prevention topics.

*FY 16-17 Update:*

- Data Trends: transfer/discharges; Benefits, Rights, and Regulations; LTC Selection Assistance

- LTC Ombudsman have offered at least one training event per county per quarter; to include, but not limited to, Resident's Rights training, sensitivity training, and elder abuse prevention topics.
- Training Opportunities: The RLTCO presents training on trending topics affecting long term care, on a quarterly basis, to CAC members. The RLTCO also presents resident rights, sensitivity, and customer service training to facility staff members upon request.
- Community Education: The RLTCO has presented at civic group meetings, churches, long term care facilities, community colleges, and public schools. Topics include The Role of the Ombudsman, Resident's Rights, Sensitivity Trainings, Types of Long Term Care Facilities and Selection, and Project Visibility (LGBT inclusiveness).

The FCSP Specialist and the Nash County FCSP County Coordinator will partner with a variety of organizations and groups to offer workshops and presentations.

*Measure:* FCSP Specialist will coordinate at least one training event per county per quarter; to include, but not limited to, an Annual Caregiver Education Conference, Candlelight Reflections Ceremonies, FCSP presentations to employers, Alzheimer's awareness, Five Wishes, Powerful Tools workshops and more.

FY 16-17 Update:

- The Nash Family Caregiver Coordinator and the FCSP Specialist have partnered with a variety of organizations and provided an assortment of workshops throughout the region during the 2017 Fiscal Year (FY).
  - FCSP overview presentations were made at churches, civic organizations, senior centers.

- The 13<sup>th</sup> Annual Caregiver Education Conference was co-hosted by the Barton Gerontology Department, Alzheimer's NC and Upper Coastal Plain Family Caregiver Support Program.
- Caregiver Christmas Workshop
- Partnerships included:
  - Barton College Gerontology Department
  - Alzheimer's North Carolina
  - Spring Arbor
  - AARP
  - Federation of the Blind
  - Ombudsman Program, SCSEP Program, HCCBG, HPDP, SMP/MIPPA and SHIIP – each program Coordinator is provided with information regarding Caregiver workshops and invites their program participants.

Family Caregivers will have ongoing access to individual counseling, support groups, and caregiver training.

*Measures:* Monthly, the FCSP Specialist will coordinate and ensure facilitation of at least one Family Caregiver Support Group in each of our five counties.

*Measure:* FCSP Specialist will offer options counseling sessions to eligible caregivers upon request (assuring that at least the minimum number to maintain certification is offered each year).

FY 16-17 Update:

- 9 Family Caregiver Support Groups were offered throughout the five-county region each month
- A Variety of Caregiver Workshops were offered throughout FY-17. Including:

- Five Wishes Workshops
  - Red Cross Caregiver Modules
  - Caring for the Caregiver Workshops
  - Dealing with Legal Issues
  - Navigating the Dementia Care Maze
  - Elder Abuse; What is it? How to recognize it.
- The Title V Coordinator encouraged participants, who were caregivers, to attend Caregiver support groups in their area.
  - The AAA Director and AAA Assistant Director has made referrals to the Caregiver Support Program as needed.
  - The RLTCO makes referrals to the FCSP as needed and promotes support group meetings and trainings sponsored by the FCSP.
  - FCSP Specialist has offered options counseling sessions to eligible caregivers upon request (assuring that at least the minimum number to maintain certification is offered each year)

**Objective 1.2: Streamline access to long-term services and supports to facilitate informed decision-making**

*Strategies:*

Ensure that the AAA employs at least one Certified Options Counselor at all times.

*Measure:* Ensure compliance with certification standards for each Certified Options Counselor during the annual performance review of AAA staff.

FY 16-17 Update:

- The FCSP Specialist received Options Counseling recertification in November 2016.
- The AAA Director made application to the Division of Aging and Adult Services to become a Certified Options Counselor and has completed approximately 80% of the requirements. There is an anticipated certification date of September 2017.
- The Assistant Director attended HCCBG Information and Options Counseling Training Program and Monitoring in Wilmington, NC on November 17, 2017.

The AAA will encourage local providers to maintain accurate information in the NC 211 data base by updating their information an annual basis. This will be done as part of the annual contracting process.

*Measure:* As part of the annual Home and Community Care Block Grant contracting process, a AAA staff person will review the NC 211 Database to ensure providers are listed.

FY 16-17 Update:

- During the 2016-17 fiscal year, the AAA Director and Assistant Director encouraged the use of NC 211 during COG Board meetings, RAAC Meetings, HCCBG Provider Meetings, and several other speaking engagements throughout the fiscal year. AAA Staff will follow up during fiscal year 17-18 by reviewing the NC 211 Database to ensure providers are listed.

The AAA staff will support a No Wrong Door access system for long-term services, and supports for all populations and all payers.

*Measure:* AAA staff will participate in local collaborative efforts that support a No Wrong Door access system for long-term services, and supports for all populations and all payers.

FY 16-17 Update: All AAA staff participated in various workshops, meetings and trainings throughout the region to provide and receive information regarding available services. This supports the No Wrong Door access system

by ensuring proper referrals are being made to other service providers throughout the community. Events included, but were not limited to:

- Mental Health First Aid
- Beyond 21 Elderly/Aging Team Meeting for Wilson County
- Ombudsman Training
- Bringing it Home Ending Homelessness in NC in on May 8 & 9, 2017
- Provided a Homeless Presentation at HCCBG Training on May 30, 2017
- November 17, 2017 met with Rick Richards, CEO of Elderhaus PACE in Wilmington, NC to tour the PACE facility
- Wilson Community Health Summit
- Regional transportation meetings
- Housing meetings
- HCCBG Committee meetings
- Tele supports: Using Technology to Provide Companionship and Support to People with Disabilities in their Home.
- Assistive Technology, Tools for Life
- Options Counseling, What You Need To Know
- NC Client Assistance Program
- How LCA's in NC are Working to Improve Quality During Transitions of Care

- Understanding MCO/LMEs and Provider Roles within the Innovation Waiver
- Raising the Bar: Maximizing the Effectiveness of Options Counseling
- Medicaid Foundations: What You Need to Know & Medicaid for Long-Term Services and Supports
- Caregiver Summit
  - What About Me? Caring for the Caregiver
  - Medicare Benefits
  - Medication Safety
  - Journal Writing for Caregivers
- Loaves and Fishes Symposium – for information on homelessness
- Partnering with Faith Connections of Wilson DSS

The AAA will offer options counseling to those in skilled nursing facilities as well as those that are seeking resources to make a long-term or life changing decision.

*Measure:* The Local Contact Agency (LCA) will provide options counseling to clients who are referred through the LCA program.

FY 16-17 Update:

- The FCSP Specialist/LCA Coordinator provided options counseling to skilled nursing residents throughout the region during FY-17.
- The AAA Director applied to become a Certified Options Counselor to provide backup for this service.

- The Assistant AAA Director successfully completed 1.75-hours of training on Medicaid Foundations: What You Need to Know & Medicaid for Long-Term Services and Supports May 17 & 18, 2017
- The RLTCO makes visits to skilled facilities quarterly and on an as needed basis, at the request of the resident, to ensure residents have the proper resources needed to make long-term or life changing decisions.
- The RLTCO educates facility social workers on the LCA program and make sure they are knowledgeable of who the LCA Coordinator is so the referrals can be made.

**Objective 1.3: Ensure inclusion of diverse cultures and abilities in all aspects of the aging and adult services network**

*Strategies:*

The Long Term Care Ombudsman will provide training and education to implement Culture Change in facilities in our region.

*Measure:* Ombudsman will provide at least one training event in each of the five counties to educate facility staff on culture change annually.

*FY 16-17 Update:* The RTLCO presented on and will continue to educate about culture change and person-centered care in each county.

Continue to collaborate with community partners to ensure inclusion of diverse cultures and abilities in all aspects of the aging and adult services network. When conducting outreach, all AAA staff communicate the basics of each AAA program offered in our region and provide a “Who to Call List.”

*Measure:* Track outreach events across all AAA programs to determine the number of events that include outreach to special target populations.

*FY 16-17 Update:*

- An Excel spreadsheet is completed when staff return from outreach events. The information documented includes target populations and information shared.
- The SCSEP Coordinator provided AAA program information to participants during job clubs and to host agencies during the host agency training. She also provided information as situation arose that would necessitate a referral.
- All AAA staff provided AAA Program information during speaking engagements, meetings and trainings throughout the five-county region and across the state. Including education for elected officials in our region and for our state.

Expand training and educational opportunities to the aging network on the unique needs of the aging lesbian, gay, bisexual, and transgender (LGBTQ) community.

*Measure:* Conduct at least one provider training biennially.

FY 16-17 Update:

- The Assistant Director coordinated a presentation on Project Visibility by Ty Whitaker at HCCBG Training on September 27, 2016. Co-creating an aging-services community that is aware and affirming of lesbian, gay, bisexual, and transgender (LGBTQ) elders and their families.
- The AAA Director has worked with all AAA Program staff to identify and encourage educational opportunities regarding the LGBTQ community throughout the aging network.

Direct outreach efforts to people with low English proficiency.

*Measure:* Distribute AAA program materials at various ethnic stores, churches and cultural events held throughout the region: to include the Nash Community College's International Festival of Cultures, Hispanic Churches, local Hispanic owned stores, etc.

#### FY 16-17 Update:

- Senior Medicare Patrol Specialist participated in an International Festival of Cultures hosted by the City of Rocky Mount and Nash Community College with approximately 400 persons in attendance. AAA materials covering all programs were distributed.
- The Assistant Director honored Myra McCall, with VOICE, by presenting a “Making A Difference” Award on December 9, 2016 at the RAAC meeting. This was done to recognize her outstanding efforts in outreach to the Hispanic community in Edgecombe County as well as encourage other providers to do the same. VOICE now has Hispanic representation on their board, as volunteers and as clients.
- Title V Coordinator did outreach to Hispanic populations throughout the five-county region to recruit participants. There were two (2) Hispanic participants in the program for fiscal year 16-17.
- Ombudsmen have done sensitivity training to community schools that have Hispanic representation, as well as, providing technical assistance to the Hispanic population in facilities.

## **Goal 2: Enable older adults to remain independent and age in the place of their choice with appropriate services and supports**

Objective 2.1: Maintain and expand the availability of community-based services and supports

### *Strategies:*

Continue our efforts to diversify funding available to provider agencies by establishing a 501(C)3 at the regional level that will aid in leveraging new funding sources.

*Measure:* Establish a 501(C)3 and secure new funding sources to strengthen the regional provider network that will help ensure sustainable community based services.

FY 16-17 Update: The AAA Director submitted the IRS Application on March 10, 2017 and received the IRS Determination letter on March 23, 2017. The Center on Maintaining Preferred Aging Services & Solutions (COMPASS) immediately began working on a project to bring more affordable housing to the region.

Ensure continued supports for persons with dementia and their caregivers who are living at home.

*Measures:* Continue to partner with the Project Caregiver Alternatives to Running on Empty (CARE) Family Consultant for our region.

Advocate for increased funding for Project CARE and for increased funding for respite care services.

FY 16-17 Update:

- Throughout FY-17 the Family Caregiver Support Program (FCSP) provided respite and supplemental supports to caregivers caring for a loved one with dementia. The FCSP Specialist partnered closely with Project C.A.R.E. to ensure additional caregivers could be served.
- The AAA Assistant Director assisted and participated in the Family Caregiver Conference held on March 7, 2017 at Barton College.
- Title V Coordinator referred participants, who had loved ones dealing with dementia, to the Family Caregiver Program and has provided packets of information to the participants.
- The AAA Director and an Ombudsman attended the N4A Policy Update in Washington D.C. in April 2017. They visited elected officials and advocated for additional funding for caregivers as well as other programs that support seniors in our region.
- AAA staff participated in various advocacy opportunities at the General Assembly to advocate for Project Care and other important aging programs.

Participate in regional and local planning for expanded transportation options.

*Measure:* Participate in the Peanut Belt Rural Planning Organization (PBRPO) & the Upper Coastal Plain Rural Planning Organization's (UCPRPO) Rural Transportation Advisory Committee meetings and the Rural Technical Coordinating Committee meetings to ensure the needs of our region's aging population are considered during the transportation planning process.

FY 16-17 Update: The AAA Director has attended Peanut Belt RPO and Upper Coastal Plain RPO meetings to ensure there is representation regarding seniors' transportation needs.

Support the business capacity and acumen of the local aging provider network.

*Measure:* Provide pertinent information and training during quarterly HCCBG provider meetings.

FY 16-17 Update: The AAA Director and Assistant Director have attended various meetings, trainings and workshops designed to assist non-profits and government agencies develop additional capacity to serve and sustainable programs. Including, but not limited to: Business Acumen and LTSS Meeting (Tim McNeill, ACL) on Friday, September 9, 2016 in Kernersville and the Southeastern Association of AAAs Training on October 2-5, 2016 in Biloxi Mississippi and Successfully completed 1.75-hours of training on Medicaid Foundations: What You Need to Know & Medicaid for Long-Term Services and Supports May 17 & 18, 2017. This information is shared with our network through emails, trainings and on-site visits.

Objective 2.2: Promote flexibility in publicly funded services and supports to allow older adults and their caregivers more opportunities to choose how and where they receive services

*Strategies:*

Support the Veterans-Directed Home Community-Based Services Program (VD-HCBS).

*Measure:* Subcontract with provider AAAs to offer services to eligible veterans in our region.

FY 16-17 Update: The AAA Director and Assistant Director have remained informed of Triangle J's efforts to serve the clients of the VD-HCBS program. The AAA has purchased Information and Assistance Software that can be upgraded to provide case management software that will help ensure we are prepared to contract with Triangle J to serve our region in this capacity when the time comes.

Educate providers, older adults and their caregivers on the benefits of consumer-directed options.

*Measures:* Educate HCCBG committees on HCCBG consumer-directed options during HCCBG committee planning meetings.

Educate HCCBG Providers on HCCBG consumer-directed options during provider training meetings.

Educate the Regional Aging Advisory Committee (RAAC) during regular meetings.

FY 16-17 Update: Due to the training topics needing to be covered this fiscal year, we were unable to bring in Division staff to discuss consumer directed options under HCCBG. We will arrange for a future training on this topic for our HCCBG providers, committees and RAAC as soon as possible.

The LCA Coordinator will assist with providing support for adults of all ages to transition from facilities to home and community settings.

*Measure:* Continue to act as the Local Contact Agency for our region.

FY 16-17 Update: The FCSP Specialist also serves as the LCA for our region and the AAA Director will receive certification to function as a backup.

Maximize the integration of person-centered philosophy into service delivery.

*Measures:* Ensure that AAA staff receive Person-Centered Thinking training offered by the University of North Carolina Center for Aging Resource and Educational Services (CARES)/or other reputable trainer.

Encourage provider staff to take advantage of Person-Centered Thinking training.

FY 16-17 Update:

- The AAA Director, FCSP Specialist, both Ombudsmen, and HPDP Coordinator have all received Person-Centered Thinking training. The AAA Assistant Director, SCSEP Coordinator and AAA support staff will register as soon as possible.
- All training opportunities related to aging topics are regularly shared with provider agencies. Provider agencies have been, and will continue to be, encouraged to take advantage of Person-Centered Thinking training.

Support Family Caregivers of individuals who transition from institutional settings.

*Measure:* Ensure that LCA clients receive information regarding all services offered by the AAA as needed; including the Family Caregiver Support Program and respite services.

FY 16-17 Update: The LCA Coordinator provides information regarding all AAA services when she meets with a client.

Objective 2.3: Promote financial independence in older adults

*Strategies:*

Provide job training opportunities.

*Measure:* Provision of the Senior Community Service Employment Program. The AAA will comply with all performance standards for the program each fiscal year and emphasis will be placed on increasing effectiveness with each of the performance standards.

FY 16-17 Update: The SCSEP Coordinator ensured participants were matched to a host agency that would provide on the job training. Additionally, all participants were provided basic computer training during fiscal year 16-17. The Coordinator also worked with outside agencies to provide educational opportunities to participants that helped ensure better job performance which led to better job training opportunities.

Educate older adults on financial exploitation.

*Measures:* LTC Ombudsman will include financial exploitation as a topic during the annual Elder Abuse Awareness workshop.

The Senior Community Service Employment Program will include financial exploitation as a job club topic annually.

FY 16-17 Update:

- During the FCSP Support Group meetings in May 2017, financial exploitation was discussed.
- The SCSEP quarterly Job Club had a guest Speaker from the Nash County Sheriff's department come and speak about Elder Abuse and educate participants on consumer abuse prevention.
- The RLTCO program had law enforcement officers from the Enfield Police Department and the Northampton County Sherriff's Office to serve guest speakers at elder abuse conferences in Nash and Northampton Counties. Officers provided information on scams, exploitation, and elder abuse from an enforcement perspective.
- The RLTCO presented at workshops geared to the aging population in Nash and Edgecombe counties, provided explanations on what exploitation is and gave out printed materials on "Protecting Your Pocketbook."

Educate older adults on health care fraud and abuse.

*Measure:* The Senior Medicare Patrol (SMP) Program Coordinator will train Medicare/Medicaid beneficiaries and family caregivers, distribute program materials, and provide updated information to beneficiaries regarding Medicare and Healthcare Fraud and Abuse.

FY 16-17 Update:

- The Medicare Patrol Specialist taught 256 Medicare Beneficiaries, caregivers and persons from the public during Education Sessions held throughout the region. She provided information on how to read their Medicare Summary Notices and use them to detect Medicare Fraud and Abuse, how to protect themselves from becoming a victim to health fraud and how to and where to report healthcare fraud. Specialist also presented at each of the FCSP support group meetings.
- The RLTCO program hosted elder abuse conferences in Nash and Northampton Counties. Information presented was geared towards consumer protections against all facets of abuse.

### **Goal 3: Empower older adults to have optimal health status and to have a healthy lifestyle**

Objective 3.1: Promote engagement in health and wellness programs and initiatives

#### *Strategies:*

Support local participation in N.C. Senior Games and “Adaptive Events.”

*Measures:* Participate in local planning meetings for senior games.

LTC Ombudsman will continue to organize and facilitate “Adaptive Events.”

FY 16-17 Update:

- LTC Ombudsman organized and facilitated “Adaptive Events” held at the Wilson Recreation Park Community Center on April 19, 2017.
- AAA Director and AAA Assistant Director assisted with Adaptive Events held at the Wilson Recreation Park Community Center on April 19, 2017.
- AAA Director and Ombudsman participated in planning meetings for senior games.

Encourage participation at all Senior Centers throughout the region by providing information and referrals to their wellness programs and initiatives.

*Measures:* Provide ongoing referrals to senior centers and educate partners on the benefits of senior center participation.

FY 16-17 Update:

The SCSEP Coordinator provided Senior Center location information and encouraged participants to be involved at their local senior center.

FCSP resource list includes listing of Senior Centers and newly registered participants are encouraged to participate.

Address food insecurity in older adults.

*Measure:* Partner with our Planning and Development Services department to work on a regional local food initiative.

Provide opportunities for SCSEP participants to learn more about and register for Supplemental Nutritional Assistance Program benefits during job clubs annually.

Encourage HCCBG Nutrition providers to provide opportunities for participants to learn more about and register for Supplemental Nutritional Assistance Program benefits annually.

FY 16-17 Update:

- The SCSEP Coordinator encouraged participants to become involved in wellness programs at their local senior centers and included opportunities during the quarterly job clubs. A speaker came to a job club to take applications for SNAP benefits. Food Giveaways are announced through payroll as often as feasible.
- AAA Director, Assistant Director and Family Caregiver Specialist attended the 4th Annual Eastern North Carolina Sustainability Summit on October 26, 2016 in Weldon, NC. Local Food/Beyond

Farming, Growing Something, Resources for New Organic Food and Farming. Made contacts to discuss how local foods can be incorporated into senior nutrition programs.

- AAA Director is working with the PDS department to discuss ideas and grants that can address food insecurity in older adults and has attended various partnership meetings to brain storm ways to incorporate opportunities into the work being done by COMPASS and the AAA.

Objective 3.2: Expand access to and increase participation in evidence-based health promotion and disease prevention programs

*Strategies:*

Partner with a variety of agencies and facilities in our region to provide Matter of Balance (MOB), as well as *Living Healthy* workshops. The *Living Healthy* workshops will include: *Chronic Disease Self-Management, Diabetes Self-Management and Chronic Pain Self-Management* programs.

*Measures:* Provide at least 10 evidence based health promotions workshops per fiscal year.

The Evidence Based Health Promotions Disease Prevention (EBHPDP) Coordinator and a contract employee will be trained to offer Chronic Pain Self-Management classes by fiscal year 2018 and will continue to offer a variety of Living Healthy workshops.

(new measure for 17-18) Encourage Medicare Beneficiaries to utilize their Annual Medicare preventive coverage to prevent and detect chronic diseases timely.

FY 16-17 Update:

- Each time a health promotion workshops is offered, the flyers are shared with the Family Caregivers as well as SCSEP participants. SCSEP participants are encouraged to attend these workshops when they are offered in their communities.

- The FCSP scheduled Powerful Tools for Caregivers Workshops throughout the region. They were cancelled due to lack of enrollment.
- The HPDP Coordinator received Master Trainer Certification for Chronic Pain Self-Management. Due to change in staff, we are seeking to train an additional person to offer additional workshops for Chronic Pain.
- Classes offered in
- FY 16-17 were:
  - Jo Story Sr. Ctr. – CDSMP 7/21/16 – 8/25/2016
  - The Nash – DSMP 8/3/2016 – 9/14/2016
  - Jo Story Sr. Ctr. – CPSMP 10/6/2016 – 11/10/2016
  - JW Faison Sr. Ctr. – CDSMP 10/19/2016 – 12/7/2016
  - Scotland Neck Sr. Ctr. – A Matter of Balance 4/6/17 – 6/8/2017
- The HPDP Coordinator continues to outreach to rural locations and senior housing within the region that have not received the opportunity for evidence-based health promotion/disease prevention classes.
- Due to change in personnel in the HP/DP program and lack of response to the Powerful tools for Caregivers workshop, we were unable to meet the goal of offering 10 evidence based workshops throughout the region during the 16-17 the fiscal year.

**Goal 4: Protect the safety and rights of older and vulnerable adults and prevent their abuse, neglect, and exploitation**

Objective 4.1: Maximize collaboration, outreach, and training to stop or prevent abuse, neglect, and exploitation

*Strategies:*

Continue to use Elder Abuse Prevention Funds to educate consumers and professionals.

*Measures:* Provide long-term care staff in-services trainings and community education focused on elder abuse, neglect and exploitation through the Long-Term Care Ombudsman Program.

Hold at least one public Elder Abuse Awareness Event annually.

*FY 16-17 Update:*

- The AAA Director, Assistant Director, Family Caregiver Specialist and AAA Administrative assistant helped with the Elder Abuse Workshop that was held in Nash County on June 1, 2017.
- The RLTCO program hosted elder abuse conferences in Nash and Northampton Counties on June 1<sup>st</sup> and June 15th. Information presented was geared towards consumer protections against all facets of abuse.
- The RLTCO program provides printed materials, pens, umbrellas, hand sanitizers, cups, shirts, bags, etc. with an elder prevention message to consumers across the region to bring awareness to the issue.

Partner with citizens, community organizations, law enforcements, healthcare personnel, and long-term care facilities to develop a taskforce to educate and reduce the occurrences of Elder Abuse.

*Measures:* Develop and implement an Elder Abuse taskforce in at least 3 of the 5 counties by 2020.

*FY 16-17 Update:*

- The Family Caregiver Support Program provided information to all registered family caregivers regarding the FY-17 Elder Abuse Workshop. Additionally, Elder Abuse handouts and discussion took place at each support group meeting in May.
- The RLTCO program presents at resident and family councils in long term care facilities.
- The RLTCO has coordinated efforts with Legal Aid NC and Beyond 21 Wilson to move forward with an elder abuse taskforce.
- The RLTCO continues to maintain partnerships with Adult Protective Services in all five counties to investigate and raise awareness in long term care facilities.

Continue to educate Medicare beneficiaries on the importance of Medicare fraud, including how to protect, detect and report Medicare Fraud.

*Measure:* The Senior Medicare Patrol Program Coordinator will train Medicare/Medicaid beneficiaries and family caregivers, distribute program materials, and provide updated information to beneficiaries regarding Medicare and Health Care Fraud and Abuse.

FY 16-17 Update:

- The Senior Medicare Patrol Coordinator provided a presentation to each FCSP Support Group during the fiscal year.
- The Senior Medicare Patrol Specialist coordinated with existing partners and sought new partnerships throughout the region to provide education sessions, participate in outreach events and distribute educational materials on Fraud and Abuse to Medicare Beneficiaries and to the public. Events were as follows:
  - Edgecombe County-**6** education sessions and **10** outreach events
  - Halifax County-**5** education sessions and **12** outreach events

- Nash County- **4** education sessions and **13** outreach events
- Northampton County-**4** education sessions and **8** outreach events
- Wilson County-**7** educations sessions and **9** outreach events
- 256 Medicare Beneficiaries, Caregivers and persons from the public participated in Educations Sessions and 2596 attended outreach events throughout the region. Fraud and Abuse were discussed, and educational materials were provided for 175 beneficiaries who received one-on-one counseling at the AAA office, educations sessions and outreach events or via telephone.
- FCSP participants are given information regarding Medicare and Health Care Fraud and Abuse, as well as, SCSEP participants.
- EBHP Coordinator provides resources on the resource table.

Continue to support the efforts of the North Carolina Partnership to Address Adult Abuse.

*Measures:* Maintain an annual membership with voting privileges to the North Carolina Partnership to Address Adult Abuse.

Participate in the Partnership to Address Adult Abuse meetings.

FY 16-17 Update: The RLTCO continues to serve as Secretary of the North Carolina Partnership to Address Adult Abuse. The RLTCO attends all meetings as well as the annual conference.

Objective 4.2: Strengthen emergency preparedness and response for older adults and people with disabilities

*Strategies:*

Be an active partner with the Division of Aging and Adult services as they partner with the N.C. Emergency Management State Response Team (SERT) to represent the interests of seniors and persons with disabilities in our region.

*Measure:* Participate and provide local feedback to the Division of Aging and Adult Services regarding state-sponsored Emergency Operations Center drills/exercises.

Participate in the Eastern Healthcare Preparedness Coalition meetings.

FY 16-17 Update:

- Title V Coordinator has had some emergency management training with the faith based community as well as the municipality in which she lives. She advocates for seniors in each of these roles.
- The AAA Director has participated in the Family Assistance Centers in Mass Fatality Incidents Workshop and has monitored communications from the Division of Aging and Adult Services regarding adverse weather. She passes along information provided by DAAS during inclement weather and provides assistance to providers and clients in time of need.
- During Hurricane Matthew recovery efforts, the AAA staff provided essential items to shelters and Faith Based agencies to assist seniors in need.

## **Goal 5: Facilitate communities and older adults working together to plan and prepare for the future**

Objective 5.1: Promote volunteerism and other active engagement

*Strategies:*

Provide training, technical assistance, and best-practice strategies to senior centers to ensure they address the needs and interest of the Baby Boomers and older adults.

*Measure:* Provide technical assistance to senior centers in our region regarding the Senior Center Certification Program with a focus on volunteer education.

FY 16-17 Update:

- Title V Coordinator has encouraged the use of Title V participants in local senior centers to aid them in identifying the interests of Baby Boomers and older adults.
- The AAA Director and Assistant Directors participated in SCOPE reviews and other senior center meetings to provide technical assistance to the centers in our region.
- The RLTCO educates long term care facilities about the baby boomer population and how they will differ from the traditional long-term care resident.

Continue to work with senior centers in our region to build capacity of senior center staff and increase the number of Centers of Excellence and/or Merit.

*Measures:* Promote the Ann Johnson Institute and certification training for senior center staff, to increase both their professional capacities and opportunity for senior center certification.

Provide technical assistance to senior centers that are actively pursuing state or national certification upon request.

FY 16-17 Update:

- The Ann Johnson Institute and certification training for senior center staff is promoted as often as possible via, technical assistance visits, emails and trainings.
- Technical assistance was offered to senior centers that are actively pursuing state or national certification upon request.
- Title V Coordinator has encouraged the use of Title V participants in local senior centers to aid them in building capacity of senior center staff.
- The AAA Director and Assistant Director participated in SCOPE reviews and on the State Scope Team for three of our Senior Centers: Jo-Story (Passed at Excellence), Scotland Neck Senior Center (Passed at Excellence) and Gee Corbett (Passed at Merit). Assistant AAA Director attended the Ann

Johnson Institute for Senior Center Management Leadership Training on October 10-13, 2016 in Blowing Rock, NC and participated in “The AAA role in the SCOPE Process” held during the ASA meeting on May 24, 2017 in Raleigh.

- The RLTCO provided aging and sensitivity training to senior center staff and volunteers at Scotland Neck Senior Center.

Continue to work with volunteer driven HCCBG providers to support the sustainability of volunteer organizations within our communities.

*Measure:* Provide regular (did say quarterly, but difficult to meet during monitoring season; realistically it could be from 2 to 6 times per year depending) HCCBG training opportunities that include topics such as volunteer development, funding diversification, and other topics pertinent to sustainability.

FY 16-17 Update:

- Title V Coordinator has encouraged the use of Title V participants in local HCCBG provider agencies to assist them in fulfilling their mission. Also, participants are encouraged to volunteer with host agencies if they follow the SCSEP guidelines for volunteering. They are also encouraged to volunteer for other agencies in the community.
- Resources regarding volunteerism were shared with provider agencies via email and regular training opportunities.

Objective 5.2: Promote older workers as vital for businesses seeking a trained, qualified, and reliable workforce

*Strategies:*

Enable older low-income job seekers to develop the skills and self-confidence to obtain unsubsidized jobs, and become financially self-sufficient.

*Measures:* Percentage of Senior Community Service Employment Program (SCSEP) participants who exited into unsubsidized employment.

Percentage of SCSEP participants who retained unsubsidized employment for six months after exiting the program.

Total earnings of SCSEP participants in unsubsidized employment six months after exiting the program.

FY 16-17 Update:

- The percentage of SCSEP participants who retained unsubsidized employment for six months after exiting the program is as follows: SCSEP QPR Final 2016 Report Core Performance Measure #2 description - of those not employed at the time of participation, the number of participants employed in the first quarter after the exit quarter divided by the number of participants who exit during the quarter or  $9/18 = 50\%$ .
- The percentage of SCSEP participants who retained unsubsidized employment for six months after exiting the program is as follows: SCSEP QPR Final 2016 Report Core Performance Measure #3 description - of those participants who are employed in the first quarter after the exit quarter, the number employed in both the second and third quarters after the exit quarter divided by the number of participants who exit during the quarter =  $9/12 = 75\%$
- Total earnings of SCSEP participants in unsubsidized employment six months after exiting the program is as follows SCSEP QPR Final 2016 Report Core Performance Measure #4 description – of those participants who are employed in the first, second, and third quarters after the quarter of program exit, total earnings in the second and third quarters after the exit quarter, divided by the number of exiters during the period =  $70,490/9 = 7832$ .

Provide valuable community service on -the-job training sites, as a means to improve SCSEP participant's self-sufficiency, perform meaningful civic service and strengthen communities.

*Measures:* Total number of hours (in the aggregate) of community service employment provided by SCSEP.

Percentage of eligible individuals served by SCSEP. (information not reasonably accessible; thus, we will delete this measure)

Average number of barriers, per SCSEP participant.

FY 16-17 Update:

- The total number of hours (in the aggregate) of community service employment provided by SCSEP was 36,936 hours according to the SCSEP QPR Final 2016 Report Section C.6.
- The percentage of eligible individuals served by SCSEP. (?)
- The Average number of barriers, per SCSEP participant was as follows SCSEP QPR Final 2016 Report Core Performance Measure #6 description – Average number of barriers per participant. The total number of program defined barriers divided by the number of participants who are active on the last day of the reporting period or who exited during the reporting period =  $112/56 = 2.00$

Objective 5.3: Support state and local communities to better prepare and plan for an aging population

*Strategies:*

Our region will become a more dementia capable region.

*Measures:* Attend the dementia-capability training program provided by the Division of Aging and Adult Services once it is developed.

Work with our planning department to identify opportunities to support development of dementia capable communities.

Continue to partner with the Wilson 20/20 initiative and support efforts to develop a more dementia capable county.

FY 16-17 Update:

- The AAA Director, Assistant Director, Title V Coordinator and FCSP Specialist attended the Dementia Friendly America Workshop on October 18, 2016 in Wake Forest, NC.
- The AAA Director and FCSP Specialist facilitated a meeting for Nash County and Wilson County agencies to learn more about the initiative.
- Mark Hensley presented at the COG Board meeting on June 20, 2017 to encourage the Region's municipalities to become more dementia cable and to bring awareness to the topic.
- The RLTCO maintains a listing of facilities with special care units in the region and provides resources to the community.
- Mark Hensley presented at the 2017 Caregiver Conference in Wilson.
- The AAA Director supported the NC4A decision to purchase a license for Dementia Friends.

Enable local communities and others to use data to make informed decisions regarding programs/services and advocacy.

*Measure:* Forward data provided by the Division of Aging and Adult Services on aging population, services provided and expenditures annually.

FY 16-17 Update: The AAA Director and Assistant Director provided assistance to HCCBG Committees regarding the County Data Packet. They also provided Aging Resource Management data and technical assistance upon request.

Continue supporting the Senior Tar Heel Legislature (STHL) in its promotion of citizen involvement and advocacy concerning aging issues.

*Measures:* Provide training on various aging related topics during Regional Aging Advisory Committee meetings as well as HCCBG training sessions in which STHL are invited to participate.

Hold an Advocacy Event in which STHL are invited to share their legislative priorities with local and state officials.

FY 16-17 Update:

- The Ombudsman and the Title V Coordinator provided support to the STHL by attending STHL meetings and assisting with coordination efforts for advocacy. The AAA assists our delegates and alternates with hotel registration, transportation and other items as requested. The AAA provides for one meal during each STHL session.
- Training was provided on various aging related topics during RAAC meetings and HCCBG training sessions in which STHL were invited to participate.
- The AAA did participate in the STHL Advocacy Day in April 2017 and did not hold a separate event. However, the AAA staff will arrange for a separate Advocacy event for fiscal year 17-18 if resources permit.

Objective 5.4: Work to ensure more affordable housing options for seniors in our region.

*Strategies:*

Support local efforts to bring more affordable housing options to the region.

*Measures:* Work with our planning department and regional municipalities to support development of affordable housing for seniors.

*Measures:* Advocate for affordable housing for seniors.

FY 16-17 Update:

- The AAA Staff have been involved with the newly established 501(C)3 – COMPASS – to work towards providing more affordable housing for seniors in the region.
- The AAA Director and Assistant Director have attended several Wilson Greene Regional Housing Committee Meetings.
- The AAA Assistant Director attended the Homeless Conference-Bringing It Home Ending Homelessness in NC in on May 8 & 9, 2017 and shared information with the COMPASS Board and RAAC.
- The AAA Director met with LaTasha McNair, the Housing Manager with Eastpointe Human Services in Rocky Mount to learn more about Emergency Shelter Grant funding and the Balance of State Continuum of Care. The information was shared with the COMPASS Board and other interested parties.
- The AAA Director participated in the Neuse Regional Committee quarterly meeting on April 12, 2017 to learn more about affordable housing and homelessness.
- The AAA Director spoke with David Richardson at the Lumber River COG to discuss their affordable housing program on July 17, 2017.

## **Goal 6: Ensure public accountability and responsiveness**

Objective 6.1: Implement operational improvements and managerial efficiencies for critical services and supports

*Strategies:*

Effectively monitor a waiting list policy for services provided by the Home and Community Care Block Grant.

*Measures:* The Assistant Director will train providers on wait list expectations once guidance is received from DAAS.

The Assistant Director will monitor providers according to DAAS wait list policy

FY 16-17 Update: AAA Assistant Director reviewed monthly from September 2016 -April 2017 and worked with three local providers on testing the Priority of Service NC DAAS Screening tool from Jan 20, 2017-February 16, 2017 (NC Division of Aging's initiative to streamline waiting lists across the state.) Will implement further as guidance is received from the Division of Aging and Adult Services.

Ensure HCCBG/FCSP providers are effectively utilizing funds to provide maximum service delivery.

*Measures:* AAA staff will monitor providers based on monitoring schedule and annual risk assessment to ensure compliance of NC Division of Aging and Adult Services program service standards.

AAA staff will compile and analyze monthly Provider Expenditure Analysis and offer technical assistance to providers as needed.

AAA Director and Assistant Director will oversee provider expenditures and work with HCCBG committees to reach the goal of 100% expenditure of HCCBG/FCSP funds in each county.

Provide ongoing technical assistance for ways to increase consumer contributions for each of the services offered in our region.

FY 16-17 Update:

- The FCSP Specialist conducted an annual Programmatic Monitoring Visit in April 2017 with the Nash County FCSP Provider. Additionally, the FCSP Specialist reviewed the budget monthly.

- The AAA Assistant Director reviewed utilization monthly from July 2016 – June 2017 and produces a Utilization Analysis for providers and lead agencies. She also facilitated an Aging Resource Management System Refresher training with Linda Owens, DAAS Technology Support Analyst, at the May 30, 2017 HCCBG training.
- The AAA Program Director reviewed budgets monthly and followed up with Program staff when there were questions.

## Conclusion

The Upper Coastal Plain Council of Governments Area Agency on Aging is dedicated to meeting the diverse needs of our region's growing aging population. The six goals outlined in this plan provide the vision and guidance for moving our region forward. To reach the goals defined in this plan, we must work together with regional and local agencies, as well as the volunteers who serve on our various committees and groups. The Area Agency on Aging, our local service providers, and older adults continue to face increasing economic challenges. Continuing to provide programs and services to the growing number of seniors in our region is a challenge with our limited funding and resources. Our best results will be achieved when we work together to face these challenges. We will need to improve collaboration, target available resources, and emphasize accountability for ourselves and our provider agencies for greater results. The goals can only be achieved with the support and strength of our many and varied stakeholders.