UPPER COASTAL PLAIN COUNCIL OF GOVERNMENTS

AREA AGENCY ON AGING

Regional Aging Services Plan

July 1, 2016 – June 30, 2020

FY 18-19 Update

BOOMING AHEAD TOGETHER:
A COMPASS
FOR SUCCESSFUL AGING

Upper Coastal Plain


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 17-18 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-19, 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-19, NC 211 material was provided at each LCA/Options Counseling visit.
• During FY-19, 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.

• SMP Specialist provides NC 211 information at outreach events.

• HPDP Coordinator provides NC 211 information to participants after workshops.

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 18-19 Update: AAA staff submitted items of interest to the AAA Director or Assistant Director for approval. Once approved, 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 and as of July 1, 2018 it had 155 likes. As of June 30, 2019, there are 177 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 18-19 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 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 18-19 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 18-19 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 18-19 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 2019 Fiscal Year (FY).

  o FCSP overview presentations were made at churches, civic organizations, senior centers.
The 16th 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 (Dementia Alliance of NC)
- Spring Arbor
- East Carolina School of Nursing Geriatric Workforce Team
- 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 18-19 Update:

- 9 Family Caregiver Support Groups were offered throughout the five-county region each month
• A Variety of Caregiver Workshops were offered throughout FY-19. Including:
  o Five Wishes Workshops
  o Accepting the Challenge Video Series
  o Dementia Friends NC
  o Red Cross Caregiver Modules
  o Caring for the Caregiver Workshops
  o Dealing with Legal Issues
  o Navigating the Dementia Care Maze
  o 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. Additionally, grandparents raising grandchildren are referred to the FCSP for services.

• 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 18-19 Update:**

- The FCSP Specialist received Options Counseling recertification.
- The AAA Director received Options Counseling certification in August 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 18-19 Update:**

- During the 2018-19 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 followed up during fiscal year 18-19 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 18-19 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:

- Beyond 21 Elderly/Aging Team Meeting for Wilson County
- Wilson County Senior Awareness Day
- Roanoke Valley Senior Expo
- Nash Community College International Festival of Cultures
- Ombudsman Training
- Regional transportation meetings
- Housing meetings
- HCCBG Committee meetings
- Assistive Technology, Tools for Life
- Opioid Summit
- Partnering with Faith Connections of Wilson DSS
- Caregiver Education Conference & Candle Light Reflection Ceremony in Roanoke Rapids
- We held a session during our Regional Aging Conference in June regarding NCCARE 360

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 18-19 Update:

- The FCSP Specialist/LCA Coordinator provided options counseling to skilled nursing residents throughout the region during FY-19.
- The AAA Director is a Certified Options Counselor to provide backup for this service.
- 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 18-19 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 18-19 Update:**
- 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 18-19 Update:**
- Ombudsman has provided LGBTQ awareness training throughout the region in facilities and with other agencies upon request.

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 18-19 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 continues to work with HCCBG providers regarding outreach efforts to people with low English proficiency during monitoring visits and training events.

• Ombudsman have done sensitivity training to community schools that have Hispanic representation, as well as, providing technical assistance to the Hispanic population in facilities.

• FCSP information has been provided to Harvest Medical in Nash County, which serves many Hispanic people.

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 18-19 Update: The Center on Maintaining Preferred Aging Services & Solutions (COMPASS) was established in March 2017 and immediately began working on a project to bring more affordable housing to the region. Additionally, COMPASS is committed to providing funding to assist with gaps in other aging services. COMPASS
was gifted a piece of property in Wilson, NC and is actively working to establish a transitional housing community of tiny houses.

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 18-19 Update:**

- Throughout FY-19 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.

- Worked with Lifespan Respite to provide additional respite vouchers to participants.

- 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 Assistant AAA Director and Assistant Director attended the N4A Policy Update in Washington D.C. in March 2019. They visited elected officials and advocated for additional funding for caregivers, SCSEP, SHIIP 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 18-19 Update:
- UCPCOG staff participate in the NCPTA and RPO meetings.
- The AAA Director has attended various county level meeting regarding transportation as well as the NCPTA conference.

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

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

FY 18-19 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. Information is shared with our network through emails, trainings and on-site visits.
- The AAA Director and Assistant Director work with the NC4A to ensure that the aging network in NC is included in the LTSS delivery when Medicaid is transitioned to managed care in NC.
- The AAA Director served on the subcommittee of the NC4A working on a response to the Medicaid Ombudsman RFP.

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 18-19 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 Tringle J to serve our region in this capacity when the time comes. The AAA is actively using the Peer Place software and awaiting further growth of the VD-HCBS program.

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 18-19 Update:

- Education on this topic to these groups is ongoing.
- The AAA Assistant Director has worked closely with all 5 counties over the last year to establish programs. Two counties did establish pilots and there is at least one more in the works for 19-20.

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 18-19 Update: The FCSP Specialist also serves as the LCA for our region and the AAA Director has received certification to function as a backup. We filled this role until our contract ended in December 2018.

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 18-19 Update:

- New team members are sent to training as funding and time allow.
- 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 18-19 Update: The LCA Coordinator provided information regarding all AAA services when she met with a client. LCA services stopped when our contract ended.

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 18-19 Update: The SCSEP Coordinator ensured participants were matched to a host agency that would provide on the job training. Additionally, all participants were offered/provided basic computer training during fiscal year 18-19. 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.

FY 18-19 Update: All SCSEP participants were invited to attend the Regional Aging Conference.

**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 18-19 Update:

- The SCSEP quarterly Job Club discussed various scams occurring in the community.
- We use Facebook to update readers on various scams.
- Several AAA team members attended the NC Partnership to Address Adult Abuse Conference.
- FCSP Specialist shared Elder Abuse training opportunities at support group meetings and mentioned each of the topics that would be covered.
- The RLTCO program had law enforcement officers serve guest speakers at the Regional Aging Conference in Nash County. Speakers provided information on scams, the opioid epidemic, exploitation, and elder abuse from an enforcement perspective. A hospice representative came to talk about common misconceptions.

- The RLTCO presented at the Northampton County Elder Abuse Conference.

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 18-19 Update:**

- The Medicare Patrol Specialist taught 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.

**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 18-19 Update:

• LTC Ombudsman organized and facilitated “Adaptive Events” held at the Wilson Recreation Park Community Center on April 2019.

• SMP Coordinator participated in the Health Fair during the opening day of Senior Games.

• Several AAA team members participated with Adaptive Events held at the Wilson Recreation Park Community Center on April 2019.

• 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 18-19 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 18-19 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. Participants are also encouraged to sign up for SNAP. Food Giveaways are announced through email as often as feasible.
- AAA Director continues 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 brainstorm 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 18-19 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.
- SMP/MIPPA Coordinator provided “Lock Your Meds” boxes along with SMP/MIPPA information as well as information on the opioid crisis.
- AAA Administrative Assistant was certified for Matter of Balance as of April 2018.
- 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.
- Medicare Beneficiaries were encouraged to utilize their Annual Medicare preventive coverage to prevent and detect chronic diseases timely.
- Chronic Pain was added as a workshop during 18-19.

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 18-19 Update:

- AAA team members hosted a Regional Aging Conference in June 2019 with a focus on Elder Abuse.
- The RLTCO program presented at the elder abuse conferences in Northampton Counties in June. 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 18-19 Update:

- 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 address Elder Abuse.
- 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 18-19 Update:**

- The Senior Medicare Patrol Coordinator provided information to FCSP Support Group participants 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.

- Medicare Beneficiaries, Caregivers and persons from the public participated in Educations Sessions and thousands attended outreach events throughout the region. Fraud and Abuse were discussed, and educational materials were provided for 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 18-19 Update:

- The RLTCO attends all meetings as well as the annual conference.
- Several AAA Team members attended the NC Partnership to Address Adult Abuse 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 18-19 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.
- CAC members talk with facilities regarding emergency plans.

**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 18-19 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 facilitates 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 18-19 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.

• The RLTCO provided aging and sensitivity training to senior center staff and volunteers at senior centers upon request.

• The HPDP Coordinator works with senior centers to provide evidence-based classes to assist in meeting SCOPE requirements.

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

**Measure:** Provide regular HCCBG training opportunities that include topics such as volunteer development, funding diversification, and other topics pertinent to sustainability.

**FY 18-19 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.

• HPDP Coordinator works to recruit volunteers to provide evidence-based classes at various locations in the region, including senior centers.

• AAA team members participated in volunteer appreciation events held by HCCBG provider agencies.

• The AAA continues to work on business acumen that would help strengthen and support the provider network.

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.

(Updated Measures for 18-19)

• Service Level Goal – 153.1%
• Community Service Goal – 75.6%
• Service to Most in Need Goal – 2.88
• Common Measures Employment Rate – 2\textsuperscript{nd} Qtr after Exit Goal – 33.4%
• Common Measures Employment Rate – 4th Quarter after Exit Goal – 34.7%
• Common Measures Median Earnings Goal - $3118

FY 18-19 Update:
• Service Level Rate = 156.4%
• Community Service Rate = 84.7%
• Service to Most in Need = 2.51
• Common Measures Employment Rate – 2\textsuperscript{nd} Qtr after Exit Rate = 25.0%
• Common Measures Employment Rate – 4th Quarter after Exit = 21.4%
• Common Measures Median Earnings - $1089

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.
Average number of barriers, per SCSEP participant.
(Updated Measures for 18-19)
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 18-19 Update:**

- Mark Hensley trained AAA team members on Dementia Friends NC in March 2018.
- The RLTCO maintains a listing of facilities with special care units in the region and provides resources to the community.
- The AAA continues to support Nash County’s work on a Dementia Capable initiative.
- The AAA continues to support Wilson County’s work on a Dementia Capable initiative.

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 18-19 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 throughout the year.

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 18-19 Update:**

- The Ombudsman 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 N4A Policy Briefing in March 2019 and did not hold a separate event. HCCBG providers, HCCBG Committee members, RAAC and STHL were invited to make valentines or prepare messages to be delivered to elected officials during the N4A Policy Briefing.

**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 18-19 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 UCPCOG planning department has representation on the COMPASS board and has been assisting with strategic planning for the organization.

• The AAA Director and Assistant Director have attended several Wilson Greene Regional Housing Committee Meetings.

**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 18-19 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.) No further guidance has been received from the Division of Aging and Adult Services regarding changes to the wait list expectations.

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 18-19 Update:

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

- The AAA Assistant Director reviewed utilization monthly from July 2018 – June 2019 and produced a Utilization Analysis for providers and lead agencies.

- The AAA Program Director reviewed budgets monthly and followed up with Program staff when there were questions.

- HCCBG Funding was 99%+ expended for fiscal year 18-19.
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.