

WEST VIRGINIA
BUREAU OF SENIOR SERVICES



2011 ANNUAL
REPORT

www.wvseniorservices.gov

WEST VIRGINIA BUREAU OF SENIOR SERVICES

ANNUAL REPORT 2011

TABLE OF CONTENTS

Overview & Mission	1
Highlights	
New Initiatives	
VITALS—Hospital Readmission Demonstration Grant	2
West Virginia State Health Insurance Program (SHIP) Website	2
Consumer Guide	2
Alzheimer's Outreach and Registry Program	2
Title IV Model Approaches Grant	3
Other Highlights	
Advance Care Planning	4
Aging and Disability Resource Centers (ADRCs)	4
Bureau of Senior Services Website	4
Conferences and Coalitions	4
FAIR (Family Alzheimer's In-Home Respite)	4
Legislative Initiative for the Elderly (LIFE) Programs	5
Lighthouse Program	5
Meals and Nutrition	5
Medicaid Programs	5
West Virginia SHIP Statewide Toll-Free Number	5
Older Americans Act Programs	5

Table of Contents, cont.

Senior Community Service Employment Program	6
Wellness Programs	6
West Virginia Senior Farmer’s Market Program	6
West Virginia Long-Term Care Ombudsman Program	6
Workshops and Trainings	6
Older Americans Act Programs	
Overview	8
Caregiver Support	8
Legal Assistance	8
Long-Term Care Ombudsman Program	9
Nutrition	9
Senior Community Service Employment Program (SCSEP)	9
Supportive Services	10
Other Programs and Grants	
West Virginia Aging and Disability Resource Centers	11
Advance Care Planning Assistance	11
Family Alzheimer’s In-Home Respite (FAIR)	12
Legislative Initiative for the Elderly (LIFE)	12
Lighthouse Program	12
Medicaid Aged & Disabled Waiver (ADW) Program	13
Medicaid Personal Care	13
Medicaid Personal Options	13

Table of Contents, cont.

Wellness Programs	13
West Virginia State Health Insurance Program (SHIP)	14
West Virginia Transition Initiative	14
Special Events	
Robert W. Jackson Senior Conference	15
30 th Silver Haired Legislature	15
Funding	
Financial Sources	16
Senior Centers	16
Collaborations & Partnerships	17
Exhibits	
A – Bureau of Senior Services Organizational Chart	19
B – Area Agencies on Aging	20
C – County Aging Providers	21
D – West Virginia Aging & Disability Resource Centers	27
E – Bureau of Senior Services Expenditures by Program	28
F – Bureau of Senior Services Expenditures by Funding Source	29

OVERVIEW

The West Virginia Bureau of Senior Services, located at Charleston Town Center, is the agency within state government that acts as the lead entity for programs serving older West Virginians. A Commissioner, appointed by the Governor, is the chief administrative officer and oversees all program and fiscal operations (see Organizational Chart, Exhibit A).

MISSION

To be West Virginia's premier advocate for the provision of in-home and community-based services for the state's seniors and others served by our programs. To be a faithful steward of the federal and state monies entrusted to our care for the provision of services throughout West Virginia.

HIGHLIGHTS

VITALS—Hospital Readmission Demonstration Grant

The West Virginia Bureau of Senior Services is currently in the final year of a three-year demonstration grant aimed at reducing unnecessary hospital readmissions for people with certain chronic medical conditions (chronic obstructive pulmonary disease, congestive heart failure and diabetes). The project is called VITALS (Vital Aspects of Life Services). The Bureau developed a guided care model for follow-up after discharge that has been implemented in two pilot hospitals. This guided care model focuses on increasing patient involvement in discharge planning, chronic disease and medication self-management, and access to proper nutrition, specialized follow-up care and in-home care services. Two Aging and Disability Resource Centers are partnering with the County Aging Providers in Berkeley and Raleigh counties to develop a person-centered service coordination plan for VITALS participants for care after discharge that includes home-delivered meals, transportation to specialized follow-up care appointments and in-home care services. The first VITALS participant was admitted in March 2010, and the program has since had 110 participants. Based on preliminary results, project participants seem to have a slightly lower hospital readmission rate than non-participants with the same chronic health conditions.

West Virginia State Health Insurance Program (SHIP) Website

The West Virginia SHIP website provides an invaluable service to Medicare beneficiaries and their families. During the past twelve months, there have been 6,104 visitors to the website, and its pages have received 23,417 hits.

Consumer Guide

The West Virginia Bureau of Senior Services, in partnership with the West Virginia Health Care Association and AARP, published the *2011-2012 Consumer Guide, Helping Families Make Informed Choices about Care*. The purpose of the guide is to familiarize seniors and those who provide services to seniors with many of the programs and services available to them. The *Consumer Guide* covers the continuum of care—from assistance with transportation and meals to in-home care to making the transition to assisted living or nursing facility care. It has been distributed to agencies, organizations, facilities, and individuals statewide and is free upon request from the Bureau, the West Virginia Health Care Association or AARP West Virginia.

Alzheimer's Outreach and Registry Program

The Alzheimer's Outreach and Registry Program (AORP) is a partnership of the Blanchette Rockefeller Neurosciences Institute; West Virginia Medical Foundation; Alzheimer's Association, West Virginia Chapter; and the West Virginia Bureau of Senior Services. The goals of the partnership are to improve diagnosis and treatment for West Virginians with Alzheimer's disease and to increase support for individuals with Alzheimer's and their caregivers. One

component of the project is a two-hour continuing medical education activity, *Alzheimer's Disease Basics for West Virginia Physicians*, which was developed by the partners and has been presented to physician groups and other health care providers throughout the state.

In addition to the continuing medical education programs, AORP will create and maintain the first ever West Virginia Alzheimer's Disease Registry to collect information on Alzheimer's diagnoses from hospitals, physicians and other caregivers, and create reports—without identifying data—that will allow policymakers and researchers to develop more effective means of dealing with the growing number of Alzheimer's cases in the state.

Title IV Model Approaches Grant

West Virginia Senior Legal Aid, Inc. is in the second year of its Title IV Model Approaches grant from the Administration on Aging to create an improved, efficient, and effective civil legal services system for older West Virginians. The project period is July 1, 2010, through June 30, 2013. The total approved budget for the project period July 1, 2011, through June 30, 2012, is \$137,900.

Other Highlights

Advance Care Planning

- The Bureau offers three publications free of charge to assist with advance care planning decisions and care: *Advance Directives for Health Care Decision Making in West Virginia*, *Five Wishes*, and *End-of Life: Helping with Comfort and Care*. These publications are available upon request from the Bureau.

Aging and Disability Resource Centers (ADRCs)

- During the last year, ADRCs assisted 16,598 individuals with their long-term care needs.
- The ADRC website, www.wvnavigate.org, has a comprehensive and continually updated resource directory for every county in the state.

Bureau of Senior Services Website

- The Bureau's website, www.wvseniorservices.gov, was named the #1 state website by the West Virginia Statewide Internet Group, which recognizes excellence in design, content, and accessibility.
- In addition to general information about aging services in West Virginia, the site includes weekly HIPAA/privacy tips and updates; Hot Topics and upcoming events; and the *Food & Fitness* newsletter, created monthly by the Bureau's Nutrition Consultant.
- During the past twelve months, the website had 37,427 visitors, and its pages received 231,642 hits.

Conferences and Coalitions

- More than 200 seniors from 32 counties participated in the 2011 Robert W. Jackson Senior Conference at Cedar Lakes in Ripley.
- The 2011 Silver Haired Legislature assembled in Charleston on October 25–27. At the conclusion of the conference, 14 position papers were adopted by the membership. They are available on the Bureau's website.

Family Alzheimer's In-Home Respite (FAIR)



In 2011, FAIR provided 229,171 hours of service to 1,702 caregivers and individuals with Alzheimer's disease and related dementias.

Legislative Initiative for the Elderly (LIFE) Programs

- Each county receives state funding to expand and enhance Older Americans Act programs.
- This year, 4,090 individuals received 132,508 trips and 18,277 individuals received 266,190 hours of services, all funded from Lottery and/or LIFE monies.

Lighthouse Program

- 2,593 seniors were served this past year through the Lighthouse Program, receiving over 565,000 hours of service.
- The Lighthouse manual was revised effective February 2011.

Meals and Nutrition

- In the past year, 38,342 West Virginia seniors received over 2.3 million meals, either in their homes or at county nutrition sites.
- Multiple county senior centers received nutrition training from the Bureau's Nutrition Consultant. Training consisted of menu planning, meal analysis, and compliance with Older Americans Act Title III guidelines for senior center staff, with the introduction of the 2010 federal dietary guidelines.
- Presentations on healthy cooking for those with diabetes were given at the Robert W. Jackson Senior Conference in May 2011.

Medicaid Programs

- In the last twelve months, 7,649 Personal Care Program members were provided in-home, hands-on, medically necessary services.
- The Medicaid Aged and Disabled Waiver (ADW) Program, which offers the same level of care provided in a nursing facility, served 8,029 members in the past year.
- The Personal Options Program continues to serve more than 800 participants.
- The West Virginia Transition Initiative, which coordinates services to enable nursing home residents to return to their communities to live, served 151 individuals last year.

WV SHIP Statewide Toll-Free Number

Medicare counselors are located at the Bureau of Senior Services and nine Aging and Disability Resource Centers statewide. These counselors assist clients who call the Bureau's toll-free number (877-987-4463). WV SHIP has a total of 123 registered counselors statewide, most of whom are local counselors located within the county aging programs.

Older Americans Act Programs

- In the past year, 44,350 West Virginians were served through Older Americans Act programs, including nutrition, transportation, and chore and homemaker services.
- Caregiver support services were provided to 2,715 families who care for older loved ones.

Senior Community Service Employment Program

- Enrollees in the program provided 119,050 hours of support to a variety of non-profit organizations.
- Unsubsidized employment was secured for 31 enrollees.

Wellness Programs

- The Bureau partnered with the West Virginia Bureau for Public Health to implement the American Recovery & Reinvestment Act grant, “Communities Putting Prevention to Work.”
- A staff member conducted workshops to provide the evidence-based program “Chronic Disease Self Management” as developed by Stanford University.
- The evidence-based physical activity program “Enhanced Fitness” was delivered with success at the Dunbar Nutrition Site.

West Virginia Senior Farmer’s Market Program

- Working in conjunction with the West Virginia Department of Agriculture, the Bureau coordinated the distribution of Farmer’s Market coupons to seniors aged 60 and older. A total of 23,429 voucher booklets were distributed to seniors throughout the state beginning July 1, 2011. The coupons could be exchanged for garden seeds, fruits, vegetables, and other fresh market items.

West Virginia Long-Term Care Ombudsman Program

- The Ombudsman Program conducted 907 monitoring visits in 237 long-term care residential facilities.
- Ombudsmen investigated 1,006 complaints made by or on behalf of long-term care residents. More than two-thirds of verified complaints were resolved to the satisfaction of the resident and/or complainant.
- The ombudsmen also worked with resident councils 239 times; participated in 27 community education sessions; conducted 70 trainings for facility staff on the topics of resident rights and abuse and abuse reporting; and provided more than 1,678 telephone consultations to individuals in the community and facility staff.

Workshops and Trainings

The Bureau offers workshops and trainings throughout the state to meet the needs of seniors, family caregivers, health care providers, and the public.

Presentations in 2011 included:

- Hope in the World of Alzheimer’s
- Nothing Ever Prepared Me to Be a Caregiver
- Partnering with Your Aging and Disability Resource Center
- Practical Tips for a Brain-Healthy Lifestyle
- Understanding the Lighthouse Program
- Understanding Medicare
- Relationships and Seniors
- Inactive – Feel Bad to the Bone; Active – Feel Good All Over

- The Person Comes First: A Practical Approach to Alzheimer's Care
- Services Available Through the West Virginia Bureau of Senior Services

OLDER AMERICANS ACT PROGRAMS

Overview

The Older Americans Act (OAA) is among the most important contributions of aging legislation ever enacted by Congress; its goal is to provide the framework for the administration of services for Americans age 60 and older, and to provide support to families who care for older individuals. As the West Virginia State Unit on Aging, the Bureau of Senior Services is designated to administer the OAA. As required by the OAA, four area agencies on aging are designated throughout the state (see Exhibit B) to provide short- and long-range planning, act as advocates on behalf of the regions' elderly, and provide monitoring and assistance to the county aging providers (senior centers—Exhibit C). Funds are allocated by a federally mandated formula to the area agencies on aging. These funds are then distributed to the state's county aging programs. This year, nearly 50,000 West Virginians were served with OAA funding. There is no charge to seniors or their families for OAA services, although contributions are encouraged.

The direct provision of services to seniors is made possible by the efforts of a variety of local organizations that operate senior centers in all 55 counties. Locally constituted boards govern these nonprofit organizations. The mission of the Bureau could not be accomplished without the work of the area agencies on aging and the local service providers.

Older Americans Act Programs

Caregiver Support

Family Caregiver Support Services were provided to 2,715 families who care for older individuals.

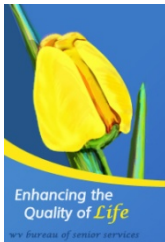
Legal Assistance (www.seniorlegalaid.org)



Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets homebound, disabled, rural, minority, LGBT, and low-income seniors statewide. This year, WVSLA served a total of 829 seniors across all 55 counties, providing 2,367.5 hours of legal assistance, including 214 hours of pro bono case services from private attorneys in 41 cases across 19 counties. WVSLA's client access points include a toll-free number (800-229-5068); their website, www.seniorlegalaid.org; and outreach visits to individual county senior centers. WVSLA delivered substantive elderlaw and issue-spotting trainings and case consultation to legal, aging, and disability advocacy organizations and networks throughout the state, such as the ADRC and SHIP programs. This year, WVSLA published the 13th edition of its manual, *Legal Questions Frequently Asked by West Virginia Seniors*, both in hardcopy and on its website. WVSLA continued to publish

occasional news posts on its Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com, and published four issues of the quarterly West Virginia Aging and Law News in collaboration with the West Virginia Regional Long-Term Care Ombudsman program. WVSLA provided legal information to more than 660 workshop participants this year on topics including mental capacity and legal decision-making, special legal issues of LGBT seniors, dealing with debt, preserving autonomy through proactive legal planning, myths and realities of paying for long-term care, grandparent rights in West Virginia, and avoiding financial exploitation.

Long-Term Care Ombudsman Program



The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the ombudsman program is to enhance the quality of life, improve the level of care, protect the individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives, and providers about residents' rights.

The Ombudsman Program operates statewide in nine separate regions, each containing a paid regional ombudsman and, in some instances, one or more volunteers. Program staff also includes the state ombudsman, the regional program director/volunteer coordinator, and an attorney.

Nutrition

Congregate meals are served in senior centers and their satellite sites to seniors who are able to leave their homes. These meals meet federally mandated nutrition requirements, and the centers offer an opportunity for seniors to socialize. Home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. This year, West Virginia's aging network served approximately 2.3 million congregate and home-delivered meals to 38,342 seniors.

Senior Community Service Employment Program (SCSEP)



The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those age 55 and older who live at or below 125% of poverty, the SCSEP places seniors at nonprofit organizations for up to 48 months, where they acquire on-the-job skills that will enable them to find gainful employment. The Bureau administers the SCSEP via a contract with the U.S. Department of Labor. In turn, the Bureau contracts with Preston County Senior Citizens, which works directly with seniors in thirteen counties across the state. Remaining counties participate in the SCSEP through either the National Council on Aging or Experience Works. During the past year, Preston County Senior Citizens provided support to 193 people, with 31 achieving unsubsidized employment. During enrollees' on-the-job

training, they provided 74,459 hours to general community service groups, with an additional 44,591 hours to senior specific groups.

Supportive Services

Local aging service providers (county senior centers) offer a variety of supportive services, including transportation for seniors to senior centers, grocery stores, doctors, and pharmacies. Other services may include health screenings, exercise programs, and information and referral. For seniors who are homebound, the providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs.

OTHER PROGRAMS AND GRANTS

West Virginia Aging and Disability Resource Centers



West Virginia's Aging and Disability Resource Centers (ADRCs) are "one-stop shops" where people can turn to access unbiased, reliable information regarding long-term care services and support options available across the state. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. ADRCs also assist consumers in applying for long-term care services and benefits. In FY11, ADRCs assisted 16,598 individuals with their long-term care needs. Currently, there are ten ADRCs operated by the state's four area agencies on aging. ADRCs are state funded through the Bureau of Senior Services. The ADRCs have a statewide toll-free number (866-987-2372) and a website that contains a comprehensive resource directory for every county (www.wvnavigate.org). See Exhibit D for a map of ADRCs.

Advance Care Planning Assistance

To make informed decisions about end-of-life care, individuals and families need to have access to and understand information relevant to those decisions. Patients should be encouraged to reflect on their own personal goals, values, and beliefs as they make care decisions, and they should discuss those decisions with family members. The Bureau continues to make the following information available free of charge to all who request it to assist with advance care planning and end-of-life decision making and care:



- **Advance Directives for Health Care Decision-Making in West Virginia**

answers questions about end-of-life decisions and contains the advance directives recognized by West Virginia law to implement those decisions—Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also downloadable on the West Virginia Center for End-of-Life Care website, www.wvendoflife.org.

- **Five Wishes**, a product of Aging with Dignity, is a living will that allows individuals to determine how they would wish to be treated if they were seriously ill, including choices related to spiritual, personal, and emotional needs, as well as medical wishes. It is valid under the law in 42 states, including West Virginia.

- **End-of-Life: Helping with Comfort and Care**, from the National Institute on Aging, covers issues and decisions that a caregiver might face when a loved one is near the end of life. This booklet does not replace specific advice from the doctor, but it can help make sense of what is happening, give the family a framework for making care decisions, and help to ensure that end-of-life treatment and care are consistent with a loved one's wishes.

Additionally, the Bureau has an advance care planning facilitator who can assist patients and families in understanding difficult and challenging end-of-life decisions.

Family Alzheimer's In-Home Respite (FAIR)



Family Alzheimer's In-Home Respite (FAIR) is a state-funded program available in all 55 counties. FAIR provides up to sixteen hours of respite per week for caregivers of individuals with Alzheimer's disease or a related dementia, based on need and availability of hours and staff. Trained workers from each county aging provider give caregivers a much needed break and, at the same time, offer stimulation and socialization to individuals with dementia. Payment for FAIR is on a sliding scale, based on the income of the care recipient. In 2011, FAIR provided 229,171 hours of service to 1,702 caregivers and persons with Alzheimer's disease and related dementias. Onsite monitoring of FAIR is ongoing to ensure that the program is effectively serving as many families as possible statewide and adhering to program guidelines.

Legislative Initiative for the Elderly (LIFE)

LIFE is funded by the State Legislature through lottery funds. Services delivered with these funds are modeled after those provided by the Older Americans Act, with each county aging service provider receiving funds to be used to expand and enhance those services. This year, 22,367 individuals received transportation or other services through LIFE funds.

Lighthouse Program



The Lighthouse Program is a personal care service designed to assist seniors who have functional needs in their homes and do not qualify for any Medicaid in-home care programs. Services are provided by a trained caregiver who is employed by the county aging provider. This unique program is funded by the state of West Virginia, and clients pay for services based upon their monthly income. A client can receive up to 60 hours of service each month, including personal care, nutrition, help with mobility, and environmental tasks. To participate in the program, an individual must be at least 60 years old and meet the functional eligibility criteria established by the Bureau, as determined by the aging provider's registered nurse. In this fourth year of the Lighthouse Program, nearly 2,600 seniors received over 565,000 hours of service.

Medicaid Aged & Disabled Waiver (ADW) Program

The Bureau of Senior Services conducts the day-to-day operational administration and monitoring of the Medicaid ADW Program, which is available in all 55 counties and provides in-home health care for eligible members. The program served 8,029 members in FY 2011. To be eligible for the ADW, individuals must be eighteen years of age or older and residents of West Virginia, they must require the same level of care provided in a nursing facility as determined by a comprehensive medical assessment, and their services cannot exceed the average cost of nursing home care. ADW members can choose to receive their services—case management or personal assistance/homemaker services (which includes transportation and RN assessments)—from an agency, or they can choose Personal Options (see below). Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services and to meet federal and state regulations.

Medicaid Personal Care

The Medicaid Personal Care Program provides services in the home or in the workplace to members who are certified as requiring these services by a physician. In FY 2011, 7,649 Personal Care members were provided in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, assistance with self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services and to meet federal and state regulations.

Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau, in cooperation with the West Virginia Bureau for Medical Services, developed a consumer-directed “Cash & Counseling” component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model to choose from (i.e., participants can choose to be served by a traditional service provider agency, or they can elect to hire their workers directly). Enrollment for the program, entitled Personal Options, began in May 2007. To date, 831 ADW members chose to self-direct their services through this program option.

Wellness Programs



The Bureau collaborates with the West Virginia Bureau for Public Health in their senior health promotion activities, such as the Mountains of Hope Comprehensive Cancer Coalition, the West Virginia Asthma Coalition, and the Osteoporosis/ Arthritis Advisory Council. The Bureau also partners with West Virginia University to provide “Enhanced Fitness,” an evidence-based exercise program for seniors.

West Virginia State Health Insurance Program (SHIP) (www.wvship.org)



West Virginia SHIP is administered by the Bureau through a grant from the Centers for Medicare & Medicaid Services and serves West Virginians receiving Medicare. The program provides assistance to beneficiaries by providing one-on-one in-person counseling and via telephone. SHIP also provides educational group presentations and uses media resources for outreach. Information is provided to beneficiaries, their families, and caregivers on a variety of Medicare topics, including assistance with prescription medications, preventative services, Medigap policies, and Medicare Savings Programs. The SHIP statewide toll-free number (877-987-4463) is answered by trained counselors located within the Aging and Disability Resource Centers throughout the state. Additionally, counselors are located in most county aging centers and at the Bureau of Senior Services. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums and co-pays. In the past year, SHIP has served 23,346 Medicare beneficiaries and has provided over 1,945 public media events statewide.

West Virginia Transition Initiative

The West Virginia Transition Initiative, based on the federal “Money Follows the Person” Medicaid rebalancing grant, has been operational since 2007. The purpose of the initiative is to coordinate services, resources, and providers, thereby enabling nursing home residents to return to their communities to live. Working in partnership with the Olmstead Office, the Initiative served 151 individuals this past year. Additionally, the Bureau for Medical Services recently received a Money Follows the Person grant from the Center for Medicare & Medicaid Services. The Bureau of Senior Services will participate in this initiative called “Take Me Home” to enable individuals to transition from nursing homes back to their communities.

SPECIAL EVENTS

Robert W. Jackson Senior Conference

The annual Robert W. Jackson Senior Conference was held May 25–27, 2011, at Cedar Lakes Conference Center in Ripley. More than 200 seniors from 32 counties participated in a variety of workshops and health and recreational activities that reflected the theme, “Older Americans: Connecting the Community.”

Thirtieth Silver Haired Legislature

The 30th session of the West Virginia Silver Haired Legislature convened on October 25, 2011, at the Charleston Conference Center Hotel. Following one and one-half days of listening to expert testimony and writing position papers, the session concluded at the House Chamber on October 27. Fourteen Position Papers were adopted and are available on the Bureau’s website.

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$63.7 million, of which \$39.9 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License fee appropriations from casino license fees in the amount of \$9.25 million;
- Federal Appropriations in the amount of \$13.5 million;
- Special Revenue allotments totaling \$1.9 million; and
- General Revenue appropriations in the amount of \$.2 million.

Exhibits F and G illustrate the Bureau's actual fiscal year 2011 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years.

Senior Centers

In fiscal year 2011, \$2.47 million in lottery funds were appropriated for senior centers and their programs. There were 132 grants designated by the legislature. Those funds not used for senior center repair and renovation were used to support senior center operations and programs, such as family caregiver support, congregate and home-delivered meals, transportation, in-home care, prescription assistance, and senior center operations.

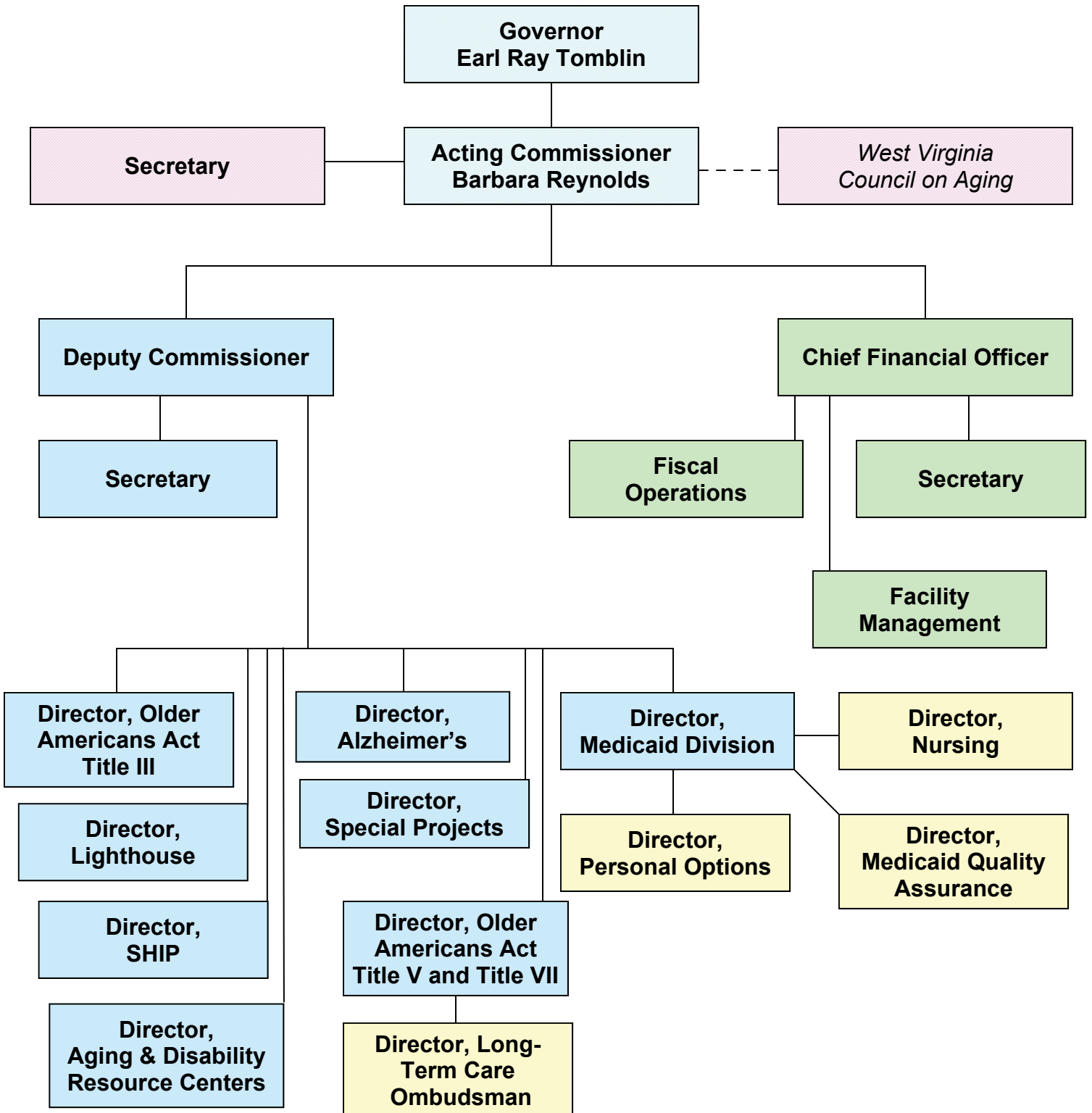
COLLABORATIONS & PARTNERSHIPS

- AARP Foundation
- AARP West Virginia
- Alzheimer's Association, West Virginia Chapter
- Blanchette Rockefeller Neurosciences Institute
- Make a Plan for Alzheimer's in West Virginia (MAP)
- Mission West Virginia, Relatives as Parents Program
- National Arthritis Foundation
- National Association of States United for Aging and Disabilities
- Nursing Home Advisory Committee
- Public Partnerships, LLC
- State Health Education Council
- Statewide Independent Living Council
- West Virginia A Vision Shared – Long-Term Health Care Team
- West Virginia Asthma Coalition
- West Virginia Attorney General's Office
- West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program
- West Virginia Center for End-of-Life Care
- West Virginia Commission for the Deaf & Hard of Hearing
- West Virginia Comprehensive Cancer Control Coalition
- West Virginia Cost Management Council
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Federation of the Blind
- West Virginia Geriatric Education Center
- West Virginia Health Care Association
- West Virginia Lottery Commission
- West Virginia Medical Foundation
- West Virginia Medical Institute, Quality Improvement Steering Committee
- West Virginia Partnership for Elder Living
- West Virginia Primary Care Association
- West Virginia Rural Health Aging Network
- West Virginia Suicide Prevention Council
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Summer Institute on Aging Steering Committee
- West Virginia Workforce Investment Council

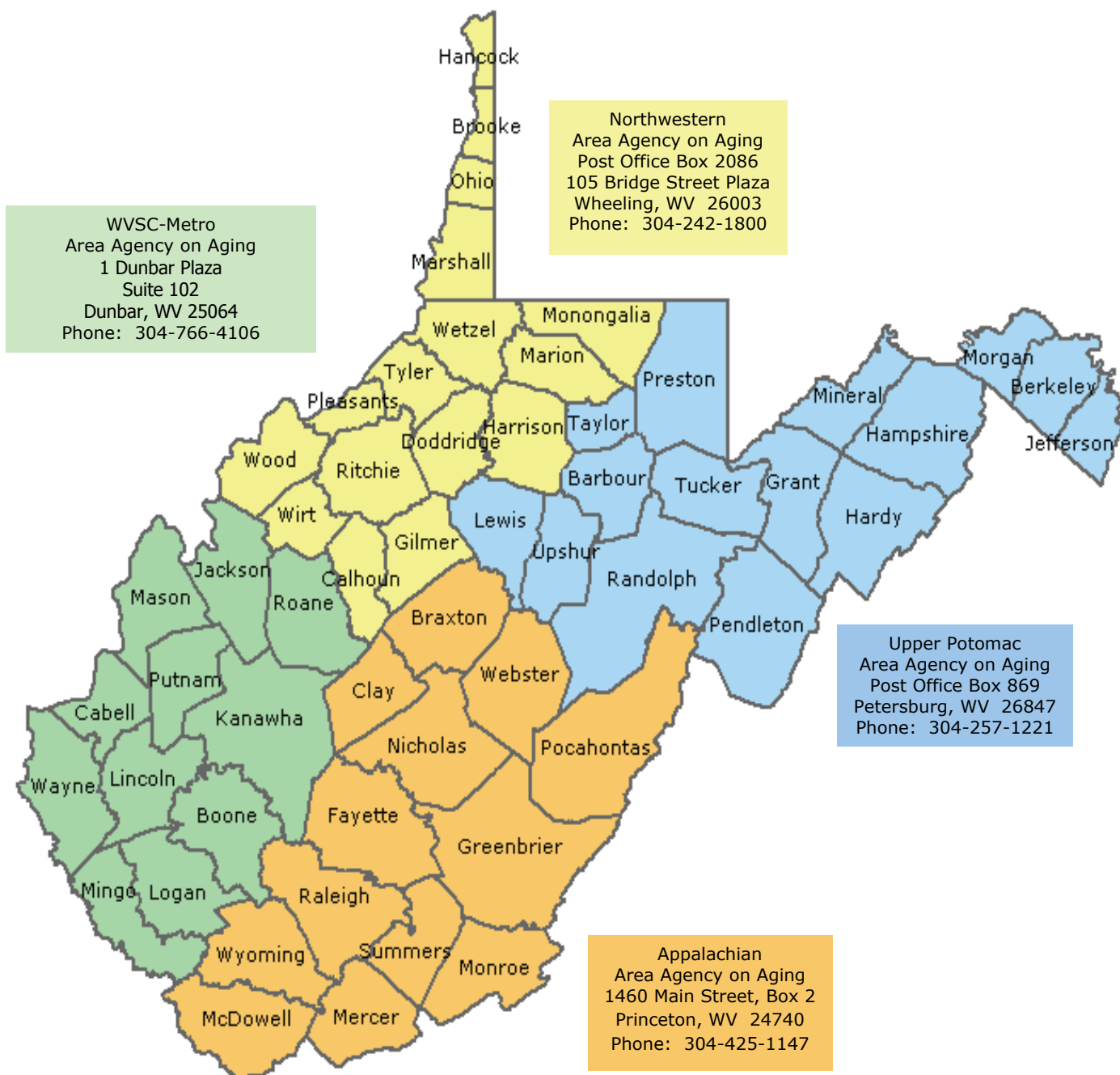
EXHIBITS

- Exhibit A: Bureau of Senior Services Organizational Chart
- Exhibit B: Area Agencies on Aging
- Exhibit C: County Aging Providers
- Exhibit D: West Virginia Aging and Disability Resource Centers
- Exhibit E: Bureau of Senior Services Expenditures by Program
- Exhibit F: Bureau of Senior Services Expenditures by Funding Source

West Virginia Bureau of Senior Services Organizational Chart



AREA AGENCIES ON AGING



WEST VIRGINIA BUREAU OF SENIOR SERVICES COUNTY AGING PROVIDERS

Barbour County Senior Center, Inc.

PO Box 146 (101 Church Street)
Philippi, WV 26416
Telephone: 304-457-4545
Fax: 304-457-2017
Email: bcsc@bcscwv.org
Website: www.bcscwv.org
Brenda Wilmoth, Director

Berkeley Senior Services

217 North High Street
Martinsburg, WV 25401
Telephone: 304-263-8873
Fax: 304-263-6598
Email: bssdir@berkeleyseniorservices.org
Website: www.berkeleyseniorservices.org
Linda Holtzapple, Director

Bi-County Nutrition

(Doddridge and Harrison nutrition)
416 1/2 Ohio Avenue
Nutter Fort, WV 26301
Telephone: 304-622-4075
Fax: 304-622-4675
Email: bicountyseniors@yahoo.com
Wanda Carrico, Director

Boone County Community Organization

PO Box 247 (347 Kenmore Dr., Suite 1-A)
Madison, WV 25130
Telephone: 304-949-3673; 304-369-0451
Fax: 304-949-3673
Email: bcco.jeaster@suddenlinkmail.com
Judy Easter, Director

Braxton County Senior Citizens Center, Inc.

33 Senior Center Drive
Sutton, WV 26601
Telephone: 304-765-4090; 304-765-4091;
304-765-4092; 888-654-9321
Fax: 304-765-4095
Email: dirbcsc@frontier.com
Mary Chapman, Director

Brooke County Committee on Aging

(also nutrition provider for Hancock)
948 Main Street
Follansbee, WV 26037
Telephone: 304-527-3410
Fax: 304-527-4278
Email: brookejoy@aol.com
Website: www.brookecountyseniorcenter.org
Joy Crawford, Director

Cabell County Community Services Organization, Inc.

724 10th Avenue
Huntington, WV 25701
Telephone: 304-529-4952
Fax: 304-525-2061
Email: cccsoinc@cccso.com
Website: www.cccso.com
Robert E. Roswall, Director

Calhoun County Committee on Aging, Inc.

PO Box 434 (#3 Market Street)
Grantsville, WV 26147
Telephone: 304-354-7822; 304-354-7017
Fax: 304-354-6859
Email: rpoling@cccoa-wv.org
Website: www.cccoa-wv.org
Rick Poling, Executive Director

Clay County Development Corp.

(IIIB only, no nutrition)
PO Box 455 (174 Main Street)
Clay, WV 25043
Telephone: 304-587-2468
Fax 304-587-2856
Email: claycountyseniorcenter@hotmail.com
Website: www.claycountyseniorcenter.com
Pamela Taylor, Director

Doddridge County Senior Citizens, Inc.

(IIIB only, no nutrition)
PO Box 432 (403 West Main Street)
West Union, WV 26456
Telephone: 304-873-2061
Fax 304-873-1769
Email: dcscoffice@gmail.com
Marvin "Smokey" Travis, Director

Fayette County Office

(administered by Putnam Aging Services)
PO Box 770 (108 Lewis Street)
Oak Hill, WV 25901
Telephone: 304-465-8484
Fax: 304-465-8607
Email: jszamiela@yahoo.com
Janet Zamiela, Director

Council of Senior Citizens of Gilmer County, Inc.

720 North Lewis Street
Glennville, WV 26351
Telephone: 304-462-5761
Fax: 304-462-8239
Email: gilmerseniors@yahoo.com
Sallie Mathess, Director

Grant County Commission on Aging

111 Virginia Avenue
Petersburg, WV 26847
Telephone: 304-257-1666
Fax: 304-257-9145
Email: gccoafs@frontier.com
Website: www.grantcountycoa.com
Darlene Keplinger, Director

Greenbrier County Committee on Aging

PO Box 556 (1003 Greenbrier Street)
Rupert, WV 25984
Telephone: 304-392-5138
Fax: 304-392-5969
Email: gcca@suddenlinkmail.com
John Wyman, Director

Hampshire County Committee on Aging

PO Box 41 (School Street & Birch Lane)
Romney, WV 26757
Telephone: 304-822-4097
(TDD); 304-822-4030; 304-822-4499
Fax: 304-822-7322
Email: aginginhamp@hardynet.com
Website: www.aginginhampshire.us
Sandra Viselli, Director

Committee for Hancock County Senior Citizens

(IIIB only, no nutrition)
PO Box 1284 (647 Gas Valley Road)
New Cumberland, WV 26047-1284
Telephone: 304-564-3801
Fax: 304-387-2693
Email: emknabenshue@hancocksrsvs.org
Website: www.hancocksrsvs.org
Mark Knabenshue, Director

Hardy County Committee on Aging

PO Box 632 (409 Spring Avenue)
Moorefield, WV 26836
Telephone: 304-530-2256; 800-538-2256
Fax: 304-530-6989
Email: hcco1@hardynet.com
Phyllis Helmick, Director

Harrison County Senior Citizens, Inc.

(IIIB only, no nutrition)
500 West Main Street
Clarksburg, WV 26301
Telephone: 304-623-6795
Fax: 304-623-6798
Email: CFreeman@wvhcseniorcenter.org
Website: http://members.iolinc.net/seniorcenter/
Cindy Freeman, Director

Jackson County Commission on Aging, Inc.

PO Box 617 (121 So. Court Street)
Ripley, WV 25271
Telephone: 304-372-2406
Fax: 304-372-9243
Email: jccoawv@hotmail.com
Website: www.jccoawv.org
Gerry Dunbar, Director

Jefferson County Council on Aging

103 West 5th Street
Ranson, WV 25438
Telephone: 304-725-4044
Fax: 304-725-9500
Email: jccoadirector@frontiernet.net
Amy Wellman, Acting Director

Kanawha Valley Senior Services

(IIIB only, no nutrition)
2428 Kanawha Boulevard, East
Charleston, WV 25311
Telephone: 304-348-0707
Fax: 304-348-6432
Email: jhamilton@kvss.org
Website: www.kvss.org
Janie Hamilton, Director

Lewis County Senior Citizens Center, Inc.

171 West 2nd Street
Weston, WV 26452
Telephone: 304-269-5738, 1-800-695-4594
Fax: 304-269-7329
Email: dinahlynnmills@aol.com
Website: www.lcseniorcenter.org
Dinah Mills, Director

Lincoln County Opportunity Co., Inc.
360 Main Street
Hamlin, WV 25523
Telephone: 304-824-3448
Fax: 304-824-7662
Email: lcoc@zoominternet.net
Website: www.lincolncountyopportunity.com
Alice Tomblin, Director

PRIDE in Logan County, Inc.
PO Box 1346 (699 Stratton Street)
Logan, WV 25601
Telephone: 304-752-6868
Fax: 304-752-1047
Website: www.prideinlogan.com
Email: vicky@prideinlogan.com
Vicky Browning, Aging Program Director
Email: reggie@prideinlogan.com
Reggie Jones, Executive Director

Marion County Senior Citizens, Inc.
105 Maplewood Drive
Fairmont, WV 26554
Telephone: 304-366-8779; 304-366-3186
Fax: 304-366-3186
Email: debbie@marionseniors.org
Website: www.marionseniors.org
Debbie Harvey, Director

Marshall County Committee on Aging
(IIIB only, no nutrition)
805 5th Street
Moundsville, WV 26041
Telephone: 304-845-8200
Fax: 304-845-8239
Email: jhoward@wvdsi.net
Website: www.mcseniorcenter.com
Joyce Howard, Director

Mason County Action Group, Inc.
101 2nd Street
Point Pleasant, WV 25550
Telephone: 304-675-2369
Fax: 304-675-2069
Email: masonsensors@aol.com
Website: www.masonsensors.com
Renae Riffle, Executive Director

McDowell County Commission on Aging
725 Stewart Street
Welch, WV 24801
Telephone: 304-436-6588
Fax: 304-436-2006
Email: mcoa@citlink.net
Lisa Sanderson, Interim Director

CASE Commission on Aging
(Mercer IIIB only, no nutrition)
PO Box 1507 - 600 Trent Street
Princeton, WV 24740
Telephone: 304-425-7111
Fax: 304-487-8801
Email: sbgraham@casewv.org
Sandy Graham, Director

Mercer Community Action of South Eastern WV
(CASE) (nutrition only)
307 Federal Street, Suite 323
Bluefield, WV 24701
Telephone: 304-324-8397; 304-323-2365
Fax: 304-327-6683
Email: ohubbard@casewv.org
Website: www.casewv.org
Oraetta Hubbard, Director

**Aging and Family Services of Mineral
County, Inc.**
1 South Main Street
Keyser, WV 26726-3127
Telephone: 304-788-5467
Fax: 304-788-6363
Email: smallery@wvaging.com
Website: www.wvaging.com
R. Scott Mallery, Director

Coalfield Community Action Partnership, Inc.
(Mingo)
PO Box 1406 (815 Alderson Street)
Williamson, WV 25661
Telephone: 304-235-1701
Fax: 304-235-1706
Email: tsalmons@coalfieldcap.org
Tim Salmons, Director

Senior Monongalians, Inc.

PO Box 653
(5000 Greenbag Rd., Suite 7, Mountaineer Mall)
Morgantown, WV 26507-0653
Telephone: 304-296-9812
Fax: 304-296-3917
Email: brobinson@seniormons.org
Website: www.seniormons.org
Betsy Robinson, Director

Monroe County Council on Aging

PO Box 149 (Route 219)
Lindside, WV 24951
Telephone: 304-753-4384
Fax: 304-753-9886
Email: mccoalindside@yahoo.com
Mike Will, Director

Senior Life Services of Morgan County

187 South Green Street, Suite 5
Berkeley Springs, WV 25411
Telephone: 304-258-3096
Fax: 304-258-3190
Email: slsmc1@hotmail.com
Website: www.slsmc.org
Joel Tuttle, Director

Nicholas Community Action Partnership, Inc.

1205 Broad Street
Summersville, WV 26651
Telephone: 304-872-1162
Fax: 304-872-5796
Email: djarroll@hotmail.com
Dave Jarroll, Director

Family Service - Upper Ohio Valley

(also nutrition in Marshall and Wetzel)
51 11th Street
Wheeling, WV 26003
Telephone: 304-232-6730; 1-800-631-1954
Fax: 304-233-7237
Email: lwineman@ovrh.org
Website: www.familyserviceuov.org
Lonnie Wineman, Director
June Leindecker, Nutrition Director

Pendleton Senior and Family Services, Inc.

PO Box 9 (231 Mill Road)
Franklin, WV 26807
Telephone: 304-358-2421
Fax: 304-358-2422
Email: pendletonseniorcenter@frontier.com
Carolyn Wells, Director

Pleasants County Senior Citizens Center

(IIIB, no nutrition)
209 2nd Street
St. Marys, WV 26170
Telephone: 304-684-9243
Fax: 304-684-9382
Email: pcscmt@frontiernet.net
Marie Taylor, Director

Pleasants Senior Nutrition (nutrition only)

PO Box 576 (219 2nd Street)
St. Marys, WV 26170
Telephone: 304-684-9319
Fax: 304-684-9319
Email: seniornutrition@creeds.net
David Hoyt, Director

Pocahontas County Senior Programs

PO Box 89 (State Route 219N, HC69, Box 7)
Marlinton, WV 24954
Telephone: 304-799-6337
Fax: 304-799-4972
Email: pocahontascoseniors@gmail.com
John R. Simmons, Director

Preston County Senior Citizens, Inc.

PO Box 10 (108 Senior Center Drive)
Kingwood, WV 26537
Telephone: 304-329-0464; 800-661-7556
Fax: 304-329-2584
Email: prestonseiors@atlanticbb.net
Sidney Murphy, Director

Putnam Aging Program, Inc.

(also nutrition in Clay, Fayette and Kanawha)
694 Winfield Road
St. Albans, WV 25177-1554
Telephone: 304-755-2385
Fax: 304-755-2389
Email: jarthur@putnamaging.com
Website: www.putnamaging.com
Joyce McCormick-Arthur, Interim Director

Raleigh County Commission on Aging

1614 S. Kanawha Street
Beckley, WV 25801-5917
Telephone: 304-255-1397
Fax: 304-252-9360; 304-255-2881
Email: rcco@raleighseniors.org
Website: www.raleighseniors.org
Jack Tanner, Director

The Committee on Aging for Randolph County, Inc.

PO Box 727 (5th Street & Railroad Avenue)
Elkins, WV 26241
Telephone: 304-636-4747
Fax: 304-637-4991
Email: randolphcountyseniorcenter@yahoo.com
Website: www.randolphcountyseniorcenter.com
Rebecca Poe, Director

Ritchie County Integrated Family Services

PO Box 195 (S. Court Street & Edgeview Lane)
Harrisville, WV 26362
Telephone: 304-643-4941
Fax: 304-643-4936
Email: rcseniors@zoominternet.net
Lee Jones, Director

Roane County Committee on Aging, Inc.

811 Madison Avenue
Spencer, WV 25276
Telephone: 304-927-1997
Fax: 304-927-2273
Email: cricks@rccoawv.org
Website: www.rccoawv.org
Chuck Ricks, Director

Summers County Council on Aging

120 2nd Avenue
Hinton, WV 25951
Telephone: 304-466-4019
Fax: 304-466-1890
Email: scoalg@suddenlinkmail.com
Website: www.summersseniors.com
Mr. Lin Goins, Director

Taylor County Senior Citizens, Inc.

Route 2, Box 514 (US Rt. 119 & US Rt. 250)
Grafton, WV 26354
Telephone: 304-265-4555
Fax: 304-265-6083
Email: taylorcscfm@aol.com
Frank Mayle, Director

Tucker County Senior Citizens, Inc.

206 3rd Street
Parsons, WV 26287
Telephone: 304-478-2423
Fax: 304-478-4828
Email: tcsc@frontiernet.net; rdnestor@hotmail.com
Roxanne Tuesing, Director

Council of Senior Tyler Countians, Inc.

PO Box 68 (504 Cherry Street)
Middlebourne, WV 26149
Telephone: 304-758-4919
Fax: 304-758-4680
Email: amy.cstcwv@frontier.com
Amy Haught, Executive Director

Upshur County Senior Citizens Opportunity Center, Inc.

28 North Kanawha Street
Buckhannon, WV 26201
Telephone: 304-472-0528
Fax: 304-472-6424
Email: acook@upwvsc.org
Website: www.upwvsc.org
Allen Cook, Director

Wayne County Community Services Organization, Inc.

3609 Hughes Street
Huntington, WV 25704
Telephone: 304-429-0070
Fax: 304-429-0026
Email: rmeredith@wccso.org
Sr. Center – 1300 Norfolk Avenue, Wayne 25570;
304-272-6060, 304-272-6068
Website: www.wccso.org
Rose Meredith, Director

Webster County Commission of Senior Citizens

148 Court Square
Webster Springs, WV 26288
Telephone: 304-847-5252
Fax: 304-847-7182
Email: webcosencitz@frontiernet.net
Phillip Cooper, Director

Wetzel County Committee on Aging (IIIB)

145 Paducah Drive
New Martinsville, WV 26155
Telephone: 304-455-3220
Fax: 304-455-0280
Email: wetzelccoa@suddenlinkmail.com
Mary Ash, Director

Wirt County Committee on Aging, Inc.

PO Box 370 (Washington Street)
Elizabeth, WV 26143
Telephone: 304-275-3158
Fax: 304-275-4631
Email: wcco@wccoa.com
Lorraine Roberts, Director

Wood County Senior Citizens Association, Inc.

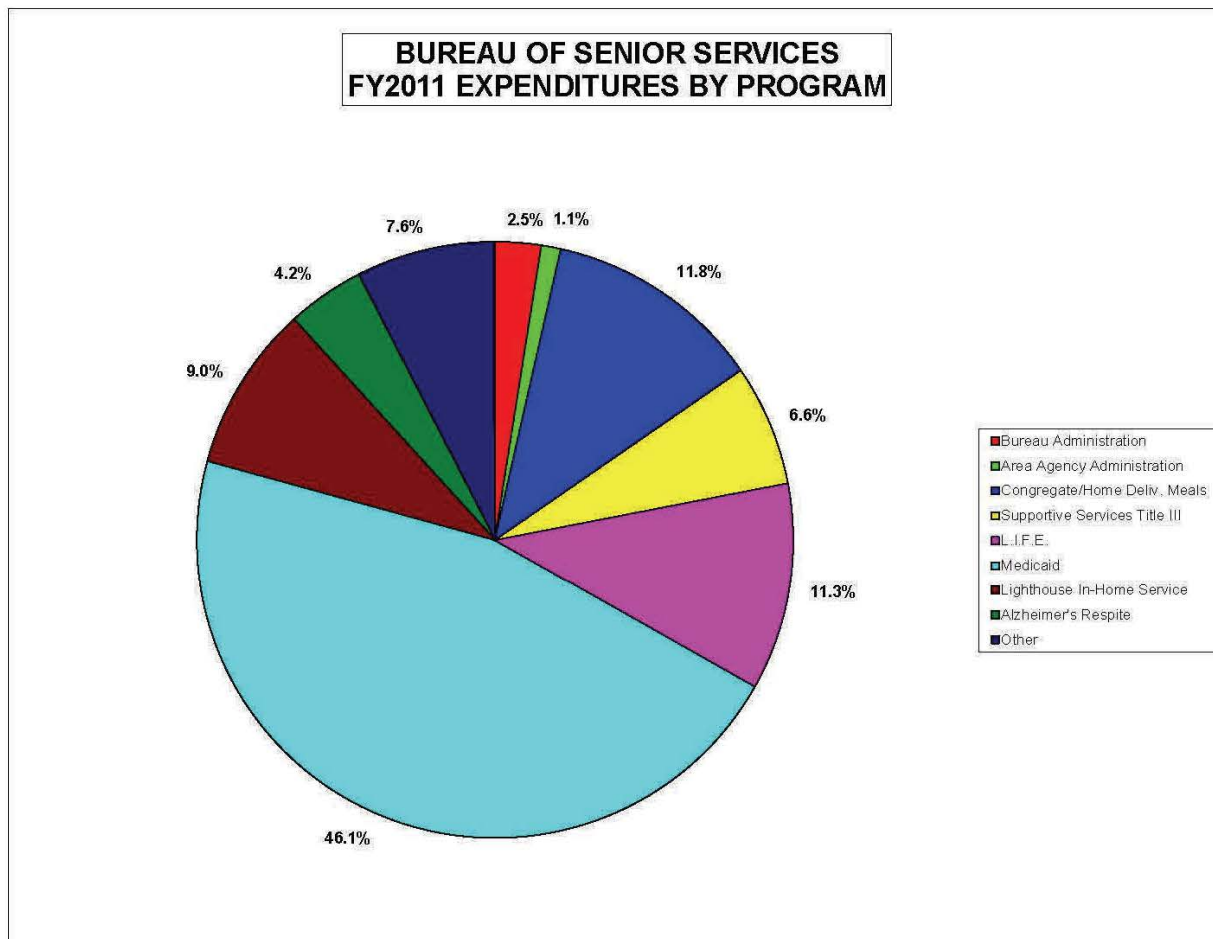
PO Box 1229 (914 Market Street)
Parkersburg, WV 26102
Telephone: 304-485-6748
Fax: 304-485-8755
Email: mdennis@suddenlinkmail.com
Michael Dennis, Director

Council on Aging (Wyoming County)

PO Box 130 (Old Itmann School Bldg., Route 10)
Itmann, WV 24847
Telephone: 304-294-8800; 800-499-4080
Fax: 304-294-8803
Email: gibsonj@wcco.com
Website: www.wcco.com
Jennifer Gibson, Director

WV AGING & DISABILITY RESOURCE CENTERS





BUREAU OF SENIOR SERVICES FY 2011 ACTUAL EXPENSES

Bureau Administration	2.50%	\$2,200,671
Area Agency Administration	1.05%	\$923,078
Congregate/Home Deliv. Meals	11.83%	\$10,393,475
Supportive Services Title III	6.55%	\$5,759,393
L.I.F.E.	11.26%	\$9,900,000
Medicaid	46.07%	\$40,492,578
Lighthouse In-Home Service	8.98%	\$7,893,252
Alzheimer's Respite	4.19%	\$3,684,741
Other	7.56%	\$6,643,686

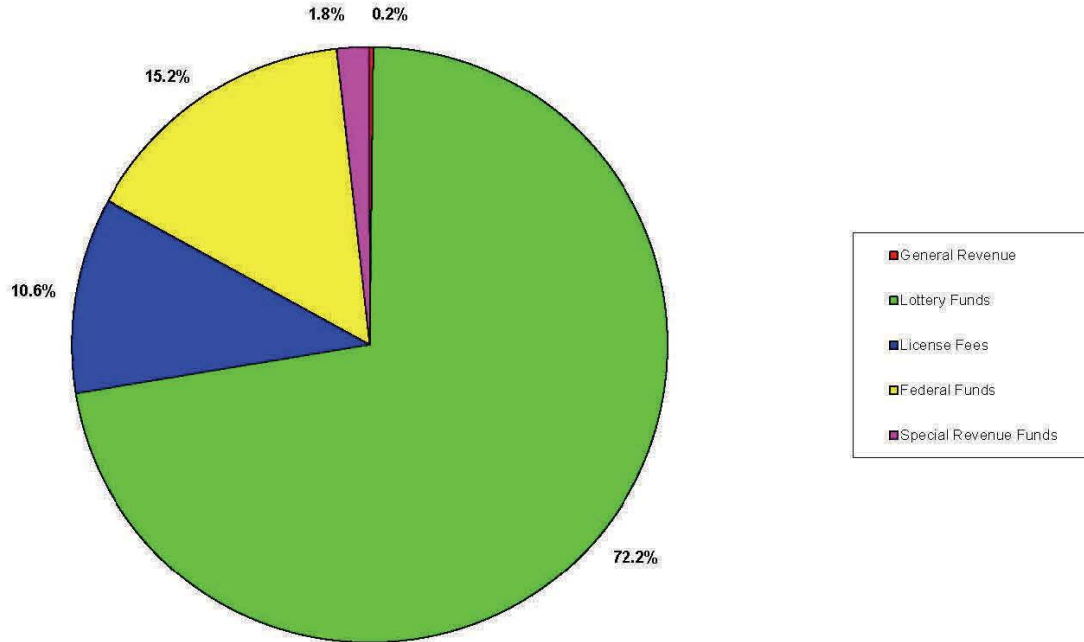
TOTAL	100.00%	\$87,890,874
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OTHER

Employment Programs	\$1,228,802
Benefits Counseling (SHIP)	\$1,092,360
Sub-State Ombudsman Program	\$731,906
Aging & Disability Resource Centers	\$921,368
Community Partnership Funding	\$2,282,269
Miscellaneous Other	\$386,981

TOTAL OTHER	\$6,643,686
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**BUREAU OF SENIOR SERVICES
FY2011 EXPENDITURES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2011 EXPENDITURES BY SOURCE**

General Revenue	0.19%	\$169,481
Lottery Funds	72.20%	\$63,456,039
License Fees	10.59%	\$9,311,217
Federal Funds	15.25%	\$13,402,498
Special Revenue Funds	1.77%	\$1,551,639
TOTAL	100.00%	\$87,890,874