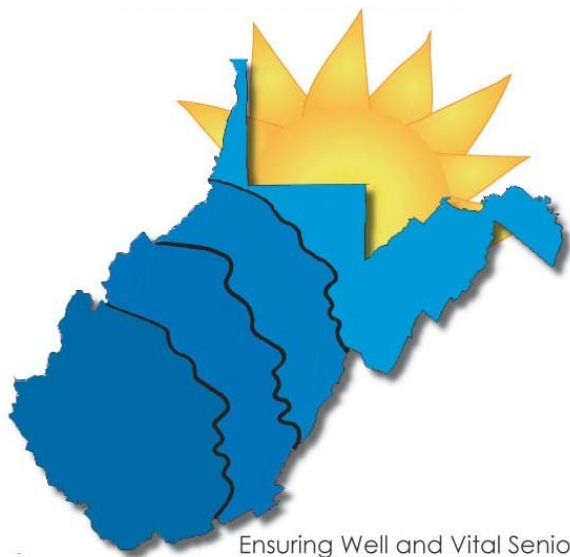


# WEST VIRGINIA BUREAU OF SENIOR SERVICES



Ensuring Well and Vital Seniors

# 2012 ANNUAL REPORT

[www.wvseniorservices.gov](http://www.wvseniorservices.gov)

# WEST VIRGINIA BUREAU OF SENIOR SERVICES

## ANNUAL REPORT 2012

### TABLE OF CONTENTS

	Page
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	3
Title IV Model Approaches Grant	3
H.B. 4062 Interpretative Rule In-Home Care Worker Registry	4
Other Highlights	
Advance Care Planning	5
Aging and Disability Resource Centers (ADRCs)	5
Bureau of Senior Services Website and Facebook Page	5
Conferences and Coalitions	5
Family Alzheimer's In-Home Respite (FAIR)	6
Legislative Initiative for the Elderly (LIFE) Programs	6
Lighthouse Program	6
National Family Caregiver Support Program	6
Meals and Nutrition	7
Medicaid Programs	7

## Table of Contents, cont.

	Page
West Virginia SHIP Statewide Toll-Free Number	7
Older Americans Act Programs	7
Senior Community Service Employment Program	7
Wellness Programs	7
West Virginia Senior Farmer's Market Program	8
West Virginia Long-Term Care Ombudsman Program	8
Workshops and Trainings	8
<b>Older Americans Act Programs</b>	
Overview	10
Caregiver Support	10
Legal Assistance	10
Long-Term Care Ombudsman Program	11
Nutrition	11
Senior Community Service Employment Program (SCSEP)	11
Supportive Services	12
<b>Other Programs and Grants</b>	
West Virginia Aging and Disability Resource Centers	13
Advance Care Planning Assistance	13
Family Alzheimer's In-Home Respite (FAIR)	14
Legislative Initiative for the Elderly (LIFE)	14
Lighthouse Program	14
Medicaid Aged & Disabled Waiver (ADW) Program	15
Medicaid Personal Care	15

**Table of Contents, cont.**

	Page
Medicaid Personal Options	15
Wellness Programs	15
West Virginia State Health Insurance Program (SHIP)	16
Special Events	
Robert W. Jackson Senior Conference	17
31 <sup>st</sup> Silver Haired Legislature	17
Funding	
Financial Sources	18
Senior Centers	18
Collaborations & Partnerships	19
Exhibits	25
A – Bureau of Senior Services Organizational Chart	
B – Area Agencies on Aging	
C – County Aging Providers	
D – West Virginia Aging & Disability Resource Centers	
E – West Virginia Aging & Disability Resource Centers, FY2012 Budgets by Site	
F – West Virginia Aging & Disability Resource Centers, FY2012 Unduplicated Clients by Site	
G – West Virginia Aging & Disability Resource Centers, FY2012 Contacts by Site	
H – Bureau of Senior Services Expenditures by Program	
I – Bureau of Senior Services Expenditures by Funding Source	
J – Bureau of Senior Services Grants, Detailed Expenditures FY2012	

## **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 wrapped up 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 was called VITALS (Vital Aspects of Life Services). Over the course of the grant, the Bureau received \$680,727 in Federal money from the Administration on Aging to develop a guided care model for follow-up after discharge that was implemented in two pilot hospitals. This guided care model focused 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. The Aging and Disability Resource Centers in Martinsburg and Princeton partnered 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 included 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 122 participants. Of those enrolled, only 56 completed the full six months of the project. VITALS participants were surveyed upon admission to the program and again 60 days later. VITALS participants who completed the program had higher satisfaction ratings related to their hospital discharge process and the care they received after discharge compared to their previous hospital discharge experiences. Participants also had slightly lower hospital readmission rates (2%) 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 6,972 visitors to the website, and its pages have received 28,820 hits.

### **Consumer Guide**

The West Virginia Bureau of Senior Services continued to distribute the *2011-2012 Consumer Guide, Helping Families Make Informed Choices about Care*, which had previously been developed in partnership with the West Virginia Health Care Association and AARP. 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 is available on the Bureau's website, [www.wvseniorservices.gov](http://www.wvseniorservices.gov).

### **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 in 2009 and continues to be presented to physician groups and other health care providers throughout the state.

In addition to the continuing medical education sessions offered by AORP, members of the partnership had articles published in the May/June 2011 issue of the *West Virginia Medical Journal*, focusing on Alzheimer's disease and related dementias. This special issue is still available on the website of the West Virginia State Medical Association, <http://.wvsma.com/Journal>.

The Blanchette Rockefeller Neurosciences Institute and its partners were also charged with creating and maintaining the first ever West Virginia Alzheimer's Disease Registry to collect information on Alzheimer's diagnoses from hospitals and physicians and create reports—without identifying data—that will allow policymakers and researchers to develop more effective means of dealing with the growing number of West Virginians with Alzheimer's disease. The Registry was launched in May 2011. To date, more than 2,500 individuals have been registered, and data continues to be collected.

### **Title IV Model Approaches Grant**

West Virginia Senior Legal Aid, Inc. is in year three 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, 2012, through June 30, 2013, is \$137,150. There are eight objectives to accomplish the project goal. The goals are: 1) Convene an Elderlaw Advisory Group to make our legal services delivery efficient, effective, higher quality, targeted, and broader access. This goal has been accomplished. 2) Do a legal needs assessment and delivery system assessment. This goal will be completed by July 2013. 3) Cost-effectively dispel mythology among seniors. This goal has been accomplished. 4) Efficiently and cost-effectively provide quality, relevant legal trainings online. This goal is still in process. 5) Improve our state's system of response to financial exploitation of seniors by people in positions of trust. Our Financial Exploitation Task Force has produced several important successes including the expansion of APS policy to include investigation of reported financial exploitation of vulnerable adults. 6) Reach out to and serve the special needs of LGBT seniors. We have provided training to seniors and professionals, examined our own policies and outreach materials, received national training and continue to work toward building our competence in those specialized areas. 7) Bring WVSLA and LAWV together to

carefully integrate our programs' services to seniors. We have established a task force between both agencies to enhance the ability of both our programs to serve more seniors and serve them better. 8) Enhance pro bono referral especially to our target populations. We have worked cooperatively with the pro bono referral staff at LAWV to increase the number of senior cases we refer pro bono to private attorneys.

**H.B. 4062 Interpretative Rule In-Home Care Worker Registry**

The Registry will provide the public a list of in-home care workers, along with their qualifications, who voluntarily agree to be included and who have completed a criminal background check. The Registry is maintained by the Bureau.



## 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. (The publications are further described in the Advance Care Planning Assistance section.)

### Aging and Disability Resource Centers (ADRCs)

- The Bureau of Senior Services receives \$935,000 in State funding annually to operate the ADRCs.
- There are currently ten ADRC office locations across the state.
- During the last fiscal year, ADRCs had 34,958 contacts and assisted 15,063 individuals with their long-term care needs.
- The ADRCs have a statewide toll-free number 1-866-987-2372.
- The ADRCs have a fully accessible statewide resource directory located at [www.wvnavigate.org](http://www.wvnavigate.org). This directory is updated regularly and contains resources for every county in the state.

### Bureau of Senior Services Website and Facebook Page

- The Bureau's website, [www.wvseniorservices.gov](http://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; information on State of Emergencies, and the *Food & Fitness* newsletter, created monthly by the Bureau's Nutrition Consultant.
- During the past twelve months, the website had 44,592 visitors, and its pages received 308,331 hits.
- The Bureau launched a Facebook page in March. This page is used to share information and photographs with the public. On average, the page has 350 visitors per week.

### Conferences and Coalitions

- Two hundred fifty-nine seniors participated in the 2012 Robert W. Jackson Senior Conference at Cedar Lakes in Ripley.
- The 2012 Silver Haired Legislature assembled in Charleston on December 5–7. At the conclusion of the conference, five position papers were passed for resubmission to the West Virginia Legislature.

### **Family Alzheimer's In-Home Respite (FAIR)**

- In 2012, FAIR provided 228,791 hours of service to 1,764 caregivers and individuals with Alzheimer's disease and related dementias. FAIR is a State-funded program available in all 55 counties that was created by the West Virginia Legislature in 2006 and funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week for family caregivers, based on need and availability of hours and staff. Trained workers from each County Senior Center 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 fee scale, based on the income of the care recipient.
- The required training for FAIR workers was updated this year. Two staff from each County Senior Center received the new training, so that they can educate their workers before they go into a person's home to provide FAIR services.



### **Legislative Initiative for the Elderly (LIFE) Programs**

- Each county receives State funding to expand and enhance Older Americans Act programs.
- This year, 4,023 individuals received 121,306 trips (transportation services) and 106,060 individuals received 419,595 hours of services, all funded from Lottery and/or LIFE monies.

### **Lighthouse Program**

- Two thousand seven hundred thirty-seven (2,737) seniors were served this past year through the Lighthouse program, receiving just over 590,000 hours of service.
- The Lighthouse Program is available in all 55 counties across the state.
- The average number of Lighthouse clients serviced by each county in any given month was 27.
- The average number of hours of service a Lighthouse client received each month was 32.

### **National Family Caregiver Support Program**

The National Family Caregiver Support Program (NFCSP), considered the most important new provision of the 2000 reauthorization of the Older Americans Act, provides grants to states to fund a range of supports that assist family and informal caregivers to care for their older loved ones at home for as long as possible. The NFCSP services to support family caregivers include information about services, assistance in accessing services, counseling, support groups, caregiver training and respite care. Services are available in all 55 West Virginia counties and vary by county. In 2012, 121,000 hours of service were provided to 2,404 families caring for older individuals and persons of any age with dementia. This program also provides support to Grandparents Raising Grandchildren through a grant to Mission West Virginia.

### **Meals and Nutrition**

- In the past year, 47,775 West Virginia seniors received nearly 2.4 million meals, either in their homes (9,741 seniors, 1,402,615 home-delivered meals) or at County Nutrition Sites (38,034 seniors, 988,241 congregate meals).
- 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.

### **Medicaid Programs**

- In the last twelve months, 8,088 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 8,530 members in the past year.
- The Personal Options Program continues to serve more than 900 participants.

### **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). Over 14,600 calls were received on the toll-free number. WV SHIP has a total of 150 registered counselors statewide, most of whom are local counselors located within the County Aging Programs.

### **Older Americans Act Programs**

- In the past year, 56,265 West Virginians were served through Older Americans Act programs, including nutrition, transportation, and chore and homemaker services.
- 121,002 units of caregiver support services were provided to 2,404 families who care for older loved ones.

### **Senior Community Service Employment Program**

- Enrollees in the program provided 95,415 hours of support to a variety of non-profit organizations.
- Unsubsidized employment was secured for 13 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." The grant was completed March 2012. The goal of the grant was to reach 500 participants. The State of West Virginia completed this goal with the cooperation of many

partners, primarily the West Virginia Bureau for Public Health, West Virginia University, and Marshall Center for Rural Health.

- A staff member conducted workshops to provide the evidence-based program “Chronic Disease Self-Management” and “Diabetes Self-Management” as developed by Stanford University. Both six-week workshops were held at the Hansford Senior Center and St. Anthony Catholic Church. A six-week Diabetes Self-Management workshop was held at Dunbar Towers during January and February 2012.
- The evidence-based physical activity program “Tai Chi for Arthritis” was held at the Hansford Senior Center in September and October.

### **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 23,665 voucher booklets were distributed to seniors throughout the state beginning July 1, 2012. 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 862 monitoring visits in 230 long-term care residential facilities in 2012.
- Ombudsmen investigated 948 complaints made by or on behalf of long-term care residents in 2012. Sixty-six percent (66%) of those complaints were verified. Seventy percent (70%) of the complaints opened were resolved, or partially resolved, to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 365 times; participated in 13 community education sessions; conducted 62 trainings for facility staff on the topics of resident rights and abuse and abuse reporting; and provided 1,784 telephone consultations to individuals in the community and facility staff.
- The program operated within a total budget of \$810,721. This was comprised of \$118,529 Federal Older Americans Act, Title VII Chapter 2 funds; \$148,000 Federal Older Americans Act, Title VII Chapter 3 funds; \$170,000 other Federal (Medicaid) funds; \$331,525 State funds; and \$42,667 Local funds.

### **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 2012 included:

- Title III-D Evidence-Based Programs – County Aging Program Directors and Area Agencies on Aging
- Title III-D Evidence-Based Programs – Senior Center Directors
- Poster Presentation, Evidence-Based Programs, West Virginia Rural Health Conference

- Poster Presentation, Enhanced Fitness Program – International Conference on Active Aging
- Hope in the World of Alzheimer’s
- Inactive – Feel Bad to the Bone; Active – Feel Good All Over
- Intimacy, Sexuality and Dementia
- Nothing Ever Prepared Me to Be a Caregiver
- Partnering with Your Aging and Disability Resource Center
- Practical Tips for a Brain-Healthy Lifestyle
- Relationships and Seniors
- Services Available Through the West Virginia Bureau of Senior Services
- Sexuality after Sixty
- Understanding Medicare
- Update on Direct Care Worker Curriculum and Registry
- What Does Your Billboard Say? (Non-verbal communication)
- The Person Comes First: A Practical Approach to Alzheimer’s Care
  - Defining Dementia and Alzheimer’s Disease
  - Effectively Communicating with a Person Who Has Dementia
  - Understanding and Responding to Behaviors
  - Working with Families
- Making Activities Meaningful

# 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, 56,265 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 county-based senior 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 2,404 families who care for older individuals.

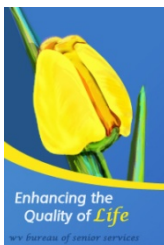
### Legal Assistance



Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets homebound, disabled, rural, minority, LGBT, and low-income seniors statewide. This year, WVSLA served a total of 730 seniors across all 55 counties, providing 2,550 hours of legal assistance, including 206 hours of pro bono case services from private attorneys in 38 cases across 24 counties. WVSLA's client access points include a toll-free number (800-229-5068); their website, [www.seniorlegalaid.org](http://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 14th edition of its manual, *Legal Questions Frequently Asked by West Virginia Seniors*, both in hard copy

and on its website. WVSLA continued to publish occasional news posts on its Aging and Law in West Virginia blog at [www.seniorlegalaids.blogspot.com](http://www.seniorlegalaids.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 600 workshop participants this year on topics including the new durable power of attorney law, mental capacity and legal decision-making, special legal issues of LGBT seniors, legal issues for seniors related to Marcellus gas extraction, dealing with debt, preserving autonomy through proactive legal planning, myths and realities of Medicaid estate recovery, 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. Long-term ombudsman also investigate complaints made by, or on behalf of, long-term care residents and conduct routine unannounced monitoring in long-term care facilities.

The Long-term Care Ombudsman Program is a statewide program comprised of the State Long-term Care Ombudsman and the Regional Long-term Care Ombudsman Program. In 2012, the Regional Program had nine multi-county regions, each containing a paid regional ombudsman and, in some instances, a volunteer. 2012 Regional Program staff also included 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 2.4 million meals to 47,775 seniors. 988,241 of these meals were congregate, and 1,402,615 were home-delivered. The average collected for Home Delivered meals was \$.65 and for Congregate \$1.43.

### **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 159 people, with 13 achieving unsubsidized employment. During enrollees' on-the-job training, they provided 63,621 hours to general community service groups, with an additional 31,794 hours to senior specific groups. The Federal funds expenditure for FY2012 was \$1,003,492 and non-Federal funds were \$113,503. There were 103 authorized positions with 42 host agencies in thirteen counties.

### **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 reliable and objective 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 FY2012, ADRCs had close to 35,000 contacts and assisted more than 15,000 unduplicated 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 searchable by topic or county ([www.wvnavigate.org](http://www.wvnavigate.org)). See Exhibit D for a map of ADRCs, Exhibit E for FY2012 budgets by site, Exhibit F for FY2012 unduplicated clients by site, and Exhibit G for FY2012 contacts by site.

### Advance Care Planning Assistance

To make informed decisions about end-of-life care, individuals and families should 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***, which answers questions about end-of-life care 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 available for download on the West Virginia Center for End-of-Life Care website, [www.wvendlife.org](http://www.wvendlife.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 a 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.

### **Family Alzheimer's In-Home Respite (FAIR)**



The dictionary defines respite as a brief interval of rest, a break or breathing space. That is what the Family Alzheimer's In-Home Respite (FAIR) Program is for family caregivers of individuals with Alzheimer's disease or a related dementia. FAIR is a State-funded program available in all 55 counties, which was created by the West Virginia Legislature in 2006 and funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff. Trained workers from each County Senior Center give caregivers a much needed break and, at the same time, offer stimulation and socialization to individuals with dementia. The required training for direct care workers was updated this year and representatives from each county senior center received the training, so that they can provide it to their direct care workers before they begin working in the program.

Payment for FAIR is on a sliding fee scale, based on the income of the care recipient. In 2012, FAIR provided 228,791 hours of service to 1,764 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 also adhering to program guidelines. The fees collected for services averaged \$1.07 for unit of service and is used to provide additional services.

### **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, 110,083 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, over 2,700 seniors received

over 590,000 hours of service. Fees collected for services averaged \$1.07 per hour of services. The fees are used to provide additional services.

### **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 8,530 members in FY 2012. 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 2012, 8,088 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, 941 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 health promotion activities, such as the Mountains of Hope Comprehensive Cancer Coalition, the West Virginia Asthma Coalition, the Osteoporosis/Arthritis Advisory Council, the Cardiovascular Health Program, and the Dental Coalition. Bureau staff meets quarterly with these health promotion programs to provide



information on mini-grants and education materials as a referral source to our county aging providers.

- The Bureau has participated in the planning of the West Virginia State Health Education Council (SHEC) annual conference, which was held at the Bridgeport Conference Center, June 2012.
- Staff attended the annual West Virginia Senior Olympic Games held in Keyser, West Virginia. Bureau staff assisted with the Olympic activities and participated as judges in the bake off and talent competition.
- Staff participated in the development of the West Virginia State Physical Activity Plan which was launched January, 2012 by Governor Earl Ray Tomblin.
- The Bureau has participated with West Virginia on the Move (WVOM), a non-profit organization to promote physical activity in West Virginia. The WVOM Board meets every other month. The Bureau Wellness Coordinator is Chair of the WVOM Board.
- The Bureau has participated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition held at the South Charleston Community Center, April 2012.
- The Bureau Wellness Coordinator participated on the planning and development committee of the Summer Institute on Aging to develop a curriculum for a two year geriatrics certificate to be provided by West Virginia University in January 2013.
- The Bureau's Wellness Coordinator participates on the West Virginia Arthritis Foundation Regional Advisory Council which meets quarterly in Charleston, West Virginia to advise the Council of upcoming events for older adults.

### **West Virginia State Health Insurance Program (SHIP) ([www.wvship.org](http://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 23,965 Medicare beneficiaries and has provided over 1,837 public media events statewide.

## **SPECIAL EVENTS**

### **Robert W. Jackson Senior Conference**

The annual Robert W. Jackson Senior Conference was held May 23–25, 2012, at Cedar Lakes Conference Center in Ripley. Two hundred fifty-nine seniors participated in a variety of workshops and health and recreational activities that reflected the theme, “Older Americans: Connecting the Community.” Workshops and activities at this year’s conference included:

- Rosie the Riveter Presentation
- Disk Golf
- Bocce Ball
- Understanding Medicare & Social Security Benefits
- Crafts
- Wellness at Any Age Presentation
- Grandparents Raising Adolescents
- Stories from the Wild
- Heart Healthy Cooking
- Organizing a Flea Market
- Legislative Update Presentation
- Fun Dancing
- Fly Fishing
- Elder Law Myths
- Tai Chi
- Geri Olympics
- Civil War Medicine—The Death of Stonewall Jackson
- Disaster Preparedness
- Estate Planning

### **Thirty-First Silver Haired Legislature**

The 31<sup>st</sup> session of the West Virginia Silver Haired Legislature convened on December 5, 2012, at the Ramada Inn Charleston Downtown. This year’s interim session included expert testimony and reviewing position papers from 2011 that were not made into law, to resubmit to the West Virginia Legislature for their upcoming session. These five position papers were adopted for resubmission:

- P.P. 1311 – Create an Intermediate Court of Appeals for West Virginia
- P.P. 2211 – Increase Produce Vouchers to Fifty Dollars (\$50.00)
- P.P. 2411 – Improvement of Educational Qualifications for Magistrate Judges
- P.P. 4311 – Amending WV Code 11-21 To Create a Tax Credit for Individuals and Businesses for Hiring Veterans Who Have Served Honorably in the United States Military
- P.P. 4411 – Financial Elder Abuse

## **FUNDING**

### **Financial Sources**

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

- Lottery appropriations amounted to \$64.8 million, of which \$40.5 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 \$9.5 million;
- Federal Appropriations in the amount of \$14.5 million; and
- Special Revenue allotments totaling \$1.8 million.

Exhibits H and I illustrate the Bureau's actual fiscal year 2012 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit J lists the Bureau's grants/ detailed expenditures for FY2012.

### **Senior Centers**

In fiscal year 2012, \$2.47 million in Lottery funds were appropriated for Senior Centers and their programs. There were 113 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

Every year, the Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau and provide services to seniors and individuals with disabilities to the fullest extent possible. In 2012, the Bureau collaborated or partnered with all of the following:

- AARP Foundation – SHIP Director served as an advisory member on their Benefits Enrollment Center Program.
- AARP West Virginia – WV SHIP has participated in tele-town hall calls with AARP WV during the Medicare Open Enrollment.
- Access Health – WV SHIP has partnered with ACCEss Health with information about Medicare.
- AccessWV (Agencies Connecting Comprehensive Effective Senior Services) – Sponsored by the Cabell Huntington Hospital and WV SHIP provides updates about Medicare to these agencies.
- Administration for Community Living – Administering the VITALS Grant and reporting on ADRC contacts and functions.
- Adult Protective Services – Consultation regarding APS referrals for members on the ADW and PC programs.
- Aged & Disabled Waiver Quality Council – Development, planning and coordination to meet Centers for Medicare and Medicaid requirements regarding performance measures to ensure continued improvement.
- Alzheimer’s Association, West Virginia Chapter – Bureau provides funding for the Alzheimer’s Association’s 24-hour Helpline.
- Alzheimer’s Education Council Work Group – Alzheimer’s and dementia care educational opportunities.
- Blanchette Rockefeller Neurosciences Institute – Provide continuing medical education to physicians throughout West Virginia.
- Bureau for Medical Services – Participate in the monthly contract meetings, ongoing collaboration regarding the Aged and Disabled Waiver and Personal Care Services.
- Cabell Huntington Hospital–Senior Wise – WV SHIP provides updated information on Medicare issues.

- Cabin Creek Health Centers – WV SHIP works with Cabin Creek Health Center to provide information to their clients.
- Camden Clark Hospital – Lifetime Partners
- Centers for Medicare and Medicaid Services – WV SHIP participation at various national and regional meetings. Consultation during State monitoring of Aged and Disabled Waiver and Personal Care Services, submitting supporting documentation required for Quality Assurance requirements and Performance Measure report. .
- Charleston/Kanawha Housing Authority – WV SHIP director going to each of highrises that are sponsored by the Charleston/Kanawha Housing Authority.
- Direct Care Workforce Curriculum Work Group – Direct care worker curriculum for the Aging and Disability Resource Centers, Family Alzheimer’s In-Home Respite and for the state’s in-home services programs.
- Direct Care Workforce Registry Work Group – Development of a state wide registry for direct care workers.
- Federal Emergency Management Agency – Disaster case management training. Staff members participated in weekly conference calls to secure food replacement for seniors who were affected by this summer's storms. Providers of the Personal Care Services and Aged and Disabled Waiver programs and the member’s they serve during a State of emergency.
- Financial Exploitation Task Force – Serves as a member of this task force on how to reduce the financial exploitation of seniors and individuals with disabilities and report identified incidents of potential financial exploitation of members on the Personal Care Services and Aged and Disabled Waiver programs.
- Make a Plan for Alzheimer’s in West Virginia (MAP) – Development of a state plan for Alzheimer’s disease.
- Meals on Wheels Association of America (MOWAA) – Bureau works with Association for nutritional training to county providers.
- Mission West Virginia, Relatives as Parents Program – This program receives a grant from the Bureau of Senior Services through Older Americans Act funding.



- Money Follows the Person, Take Me Home West Virginia – Advisory council, administers an MFP grant; Develop a process to transition one hundred WV residents residing in a Nursing Home into their communities using the Aged and Disabled Waiver program.
- National Arthritis Foundation – Participate on the quarterly arthritis advisory panel in West Virginia.
- National Association of States United for Aging and Disabilities – Bureau is a member of and shares a common agenda of providing the opportunities and supports for older persons to live independent, meaningful, productive, dignified lives and maintain close family and community ties.
- National Foundation to End Senior Hunger – Grant to provide training, gardening and food to McDowell County Seniors and grandchildren.
- Nursing Home Advisory Council – The state Long-Term Care Ombudsman serves as a member of this council.
- Olmstead Council – Work with Council to assure the implementation of and compliance with the 1999 United States Supreme Court Olmstead decision upholding the civil rights of people with disabilities to received community-based services and supports.
- Public Partnerships, LLC – Under contract with the BMS conduct monitoring to ensure compliance with program regulations.
- Silver Haired Legislature – Per State Code, the Bureau oversees the SHL which is a model legislature composed of 134 members 60 years of age or older elected by their peers.
- Social Security Administration – Bureau works with to do workshops related to Medicare at local hospitals and Bureau receives updated Medicare updates.
- State Health Education Council – Assist in the planning and development of the annual SHEC meeting.
- Statewide Independent Living Council – Bureau attends quarterly council meetings and reports to council on the Aged and Disabled Waiver Program and the Personal Care Program.
- West Virginia Asthma Coalition – Attend quarterly meetings and chair the Prevention & Education Committee.

- West Virginia Attorney General's Office – Report and collaborate regarding any unlawful activities of providers, members. Provide program policy interpretation for the Aged and Disabled Waiver and Personal Care Services.
- West Virginia Bureau for Children and Families – Coordinate and improve response to allegations of abuse, neglect and financial exploitation of long-term care residents; Consultation on financial eligibility and APS issues.
- West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program – Participate on the quarterly advisory panel in West Virginia.
- West Virginia Center for End-of-Life Care – The Bureau utilizes forms provided on the Center's website – medical power of attorney, living will, combined medical power of attorney/living will, medical surrogate, do not resuscitate card and others.
- West Virginia Comprehensive Cancer Control Coalition – Attend quarterly meeting to obtain information to distribute to the county aging programs.
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program – Bureau works in conjunction with to coordinate distribution of Farmer's Market coupons to seniors.
- West Virginia Department of Education – A key partner on the Direct Care Worker Curriculum Work Group.
- West Virginia Developmental Disabilities Council – Collaboration with the council regarding the CMS quality assurances and performance measure requirements.
- West Virginia Directors of Senior and Community Services – Bureau works with concerning legislation, training and standards.
- West Virginia Geriatric Education Center – Staff member serves on the Alzheimer's Education Council. Another Bureau staff person was a presenter at the Leadership Summit.
- West Virginia Health Care Authority – Provide information to help promote the rights of nursing home residents; Authority on Certificate of Need issues.

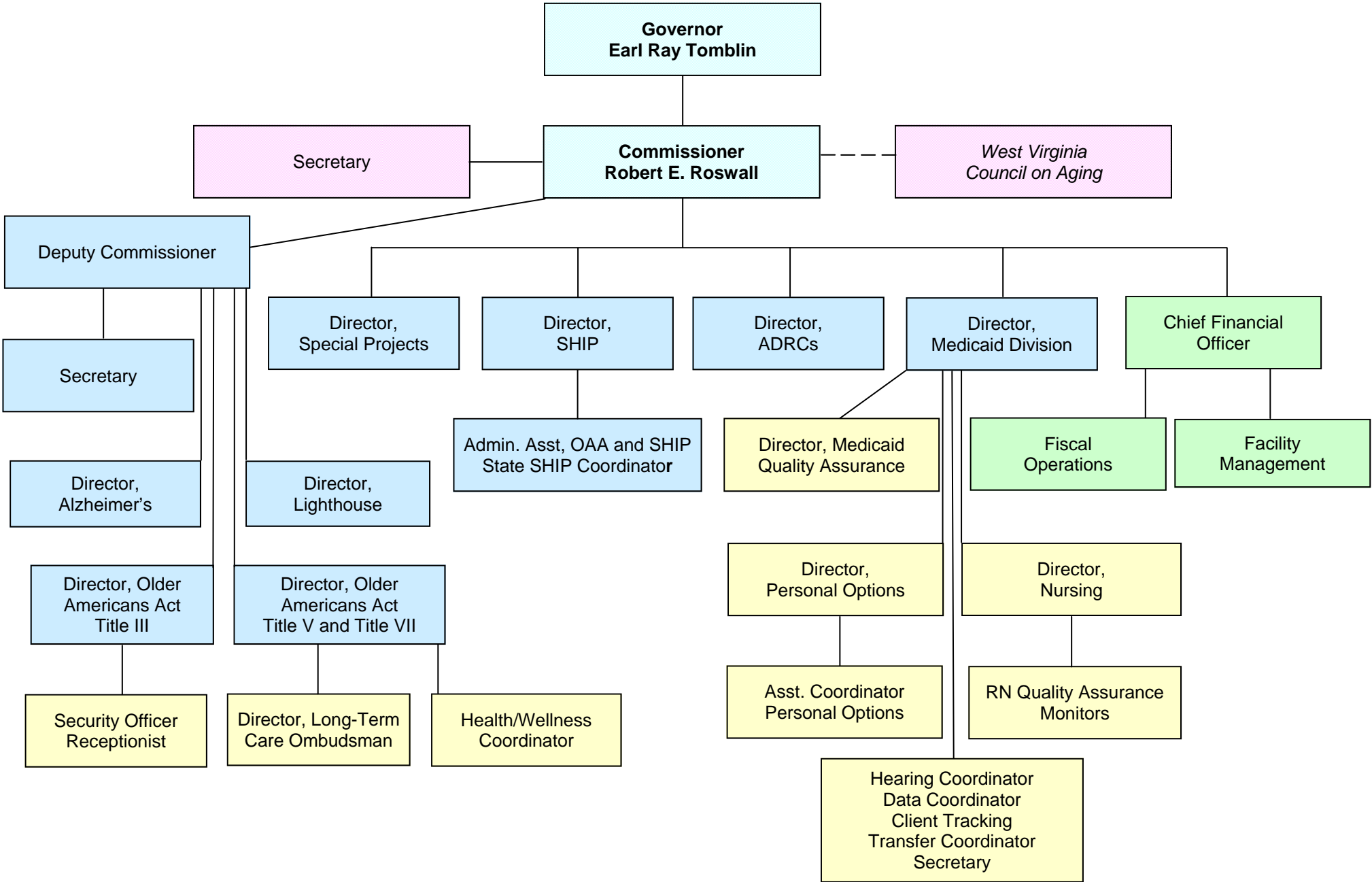
- West Virginia Insurance Commission – Bureau partners to share information on Medicare supplemental plans and on long term care information.
- West Virginia Legal Aid – Aged and Disabled Waiver program and Personal Care Services member referrals for assistance. Interpretation of program policy.
- West Virginia Medical Institute – Consultation and collaboration regarding member medical eligibility, dual services, and Level of Service Request changes for the Aged and Disabled Waiver program and Prior Authorization of additional hours of Personal Care Services.
- West Virginia on the Move – Host meeting and Chair the Board to promote physical activity opportunities for seniors.
- West Virginia Partnership for Elder Living – Two Bureau staff serve on the Partnership’s Advisory Council, and several staff members serve on work groups convened by the Partnership for Elder Living.
- West Virginia Rosie the Riveters – Commissioner serves on committee and helps facilitate, locate and outreach for the Rosies.
- West Virginia Rural Health Aging Network – Annual conference to introduce evidence based poster.
- West Virginia Senior Legal Aid – Coordinate the provision of information to help promote the rights of long-term care residents.
- West Virginia Senior Medicare Patrol – Works with WV SHIP to provide training throughout the year to all SHIP counselors.
- West Virginia Suicide Prevention Council – Commissioner is a member of the Council.
- West Virginia United Methodist Conference – WV SHIP presents at the annual conference and helps enroll Medicare beneficiaries in Part D plans.
- West Virginia University Center for Excellence in Disabilities – Collaborative efforts on joint projects including the recent CMS Quality Assurance program development.
- West Virginia University Summer Institute on Aging Steering Committee – Participate on the planning committee to develop and plan their Annual Summer Institute on Aging Conference.

- West Virginia Workforce Investment Council – Assist in implementation and oversight of a comprehensive state workforce system that prepares West Virginia citizens for employment opportunities offered by West Virginia businesses.

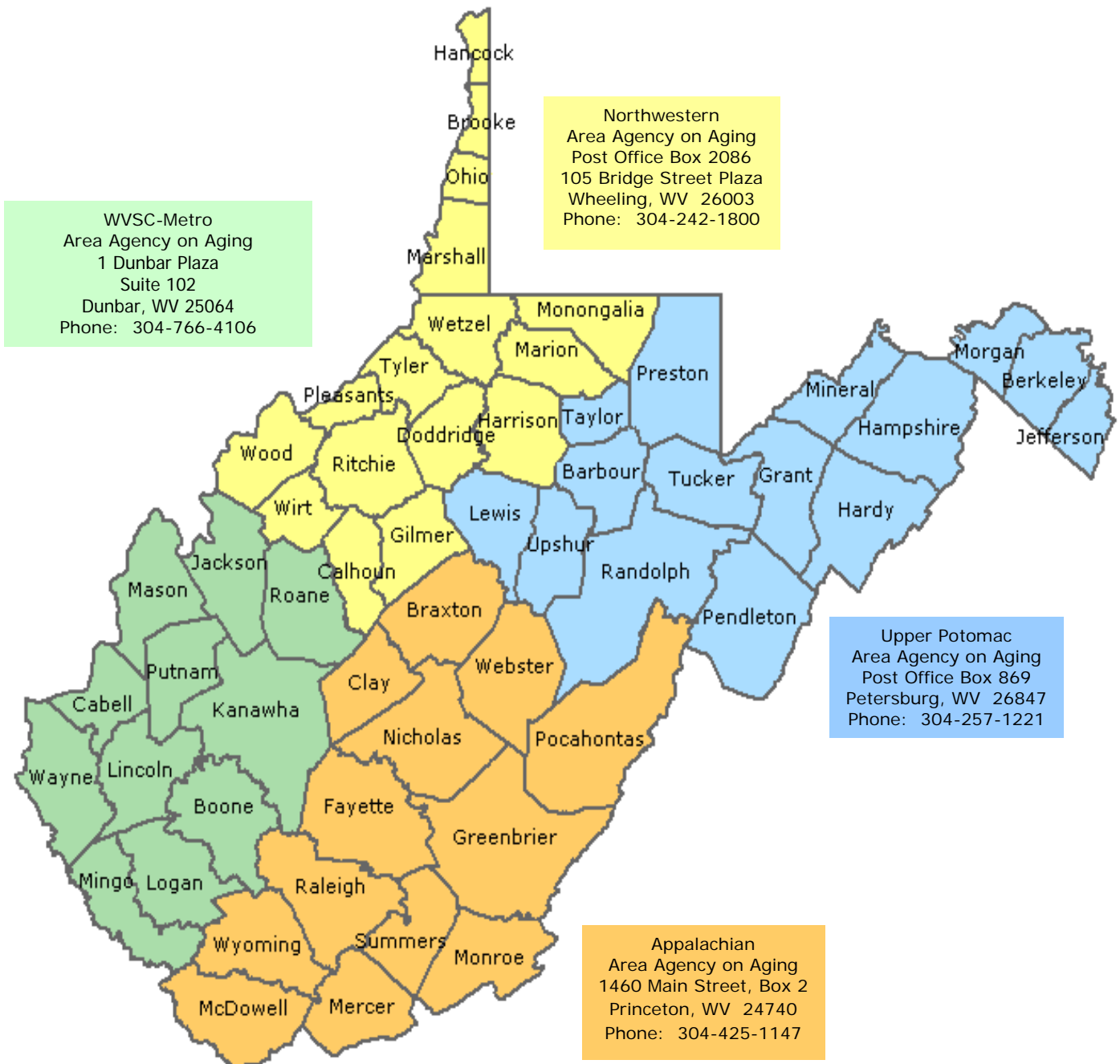
## **EXHIBITS**

- Exhibit A: Bureau of Senior Services Organizational Chart
- Exhibit B: Area Agencies on Aging
- Exhibit C: County Aging Providers
- Exhibit D: Aging and Disability Resource Centers
- Exhibit E: Aging & Disability Resource Centers, FY2012 Budgets by Site
- Exhibit F: Aging & Disability Resource Centers, FY2012 Unduplicated Clients by Site
- Exhibit G: Aging & Disability Resource Centers, FY2012 Contacts by Site
- Exhibit H: Bureau of Senior Services Expenditures by Program
- Exhibit I: Bureau of Senior Services Expenditures by Funding Source
- Exhibit J: Bureau of Senior Services Grants, Detailed Expenditures FY2012

# 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: linda.dir@berkeleyseniorservices.org  
Website: www.berkeleyseniorservices.org  
Linda Holtzapple, Director

**Bi-County Nutrition**

(Doddridge and Harrison nutrition)  
416½ 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: cccso1@cccso.com  
Website: www.cccso.com  
Terry H. Cunningham, Interim Executive 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: claydevcorp@live.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: gccca@suddenlinkmail.com  
Website: www.greenbriercountycoa.com  
John Wyman, Director

**Hampshire County Committee on Aging**

PO Box 41 (24781 Northwestern Pike)  
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: jdewitt@wvhcseniorcenter.org  
Website: http://members.iolinc.net/seniorcenter/  
Jan Dewitt, Chief Financial Officer

**Jackson County Commission on Aging, Inc.**

PO Box 617 (121 S. 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: masonseniors@aol.com  
Website: www.masonseniors.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: lisa.sanderson@mcdowellcountycoa.org  
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 (1626 W. Third Avenue)  
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**

106 Sandmine Road, Suite 1  
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: jleindecker@ovrh.org  
Website: www.familyserviceuov.org  
June Leindecker, Acting 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  
Janie Lou White, Janet Fields

**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,  
lward@randolphcountyseniorcenter.com  
Website: www.randolphcountyseniorcenter.com  
Laura Ward, 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: rdnestor@hotmail.com,  
sully0818@yahoo.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  
Senior 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: wetzelcoa@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@suddenlinkmail.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

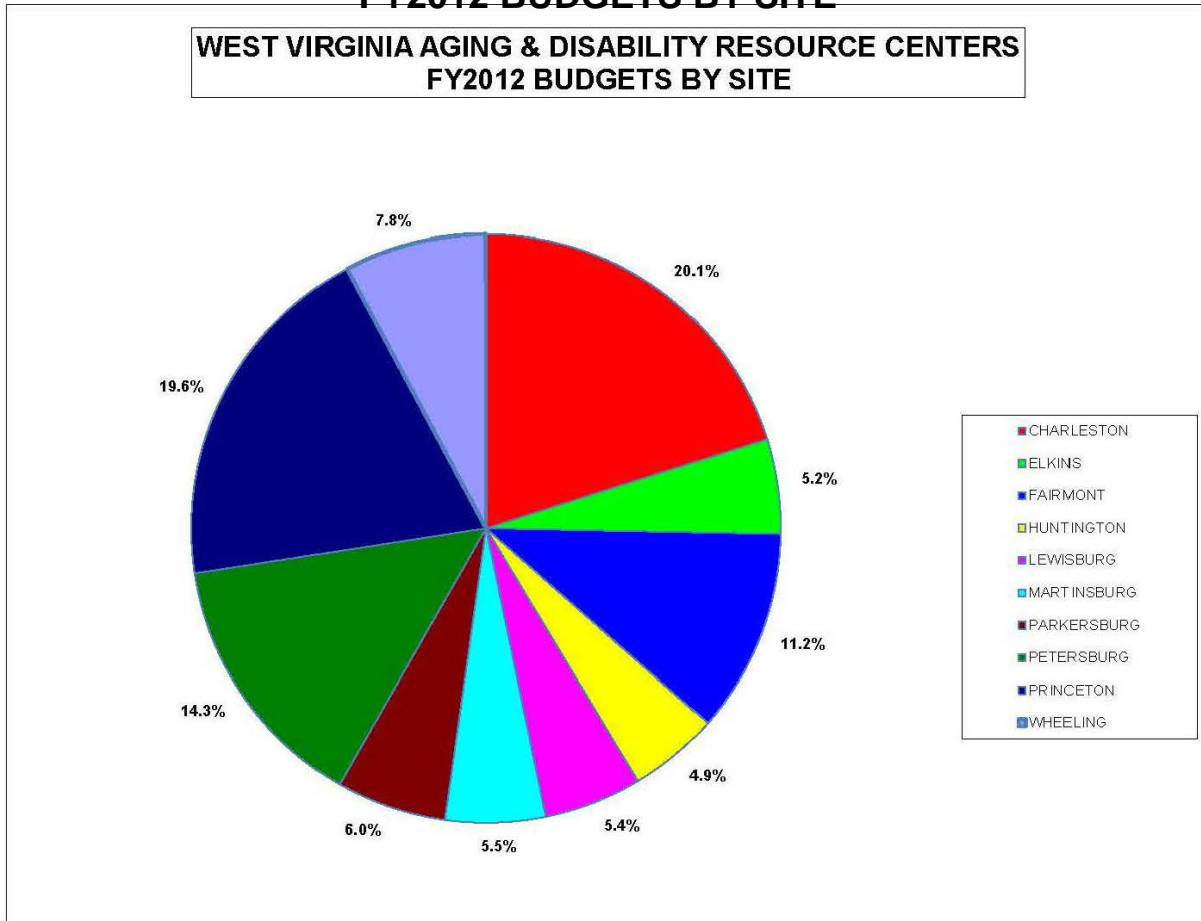
**Council on Aging (Wyoming County)**

PO Box 130 (Old Itmann School Bldg., Rt. 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

# AGING & DISABILITY RESOURCE CENTERS



## AGING & DISABILITY RESOURCE CENTERS FY2012 BUDGETS BY SITE

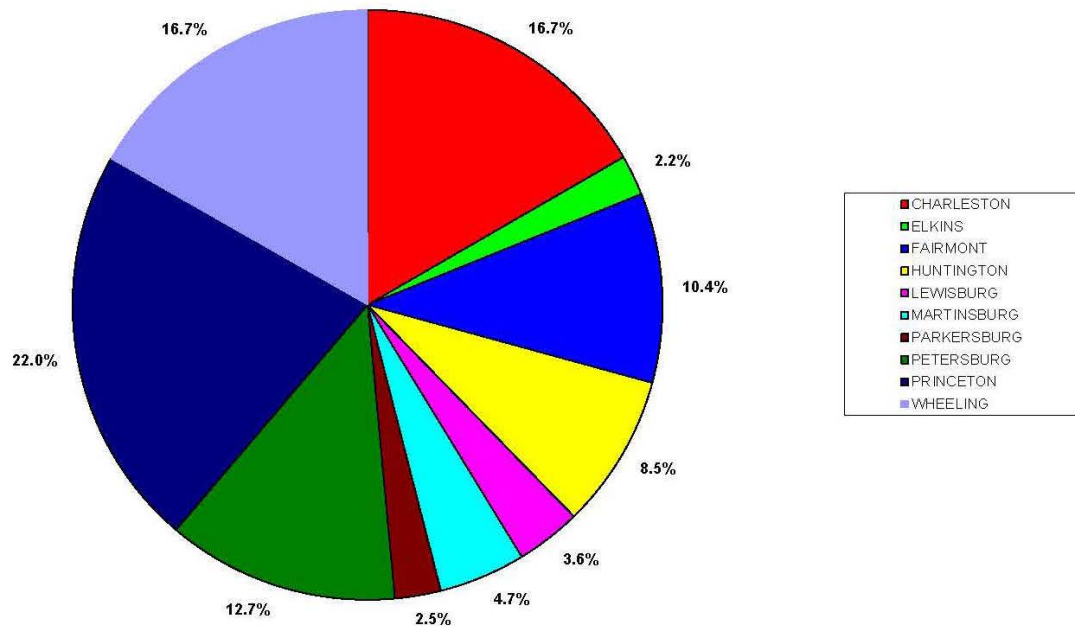


### ADRC'S SITE BUDGETS

CHARLESTON	19.99%	\$186,887
ELKINS	5.19%	\$48,560
FAIRMONT	11.10%	\$103,741
HUNTINGTON	4.88%	\$45,613
LEWISBURG	5.33%	\$49,866
MARTINSBURG	5.47%	\$51,111
PARKERSBURG	6.00%	\$56,109
PETERSBURG	14.21%	\$132,829
PRINCETON	19.53%	\$182,634
WHEELING	7.77%	\$72,650
WV BUREAU OF SENIOR SEI	0.53%	\$5,000
<b>TOTAL</b>	<b>100.00%</b>	<b>\$935,000</b>

**AGING & DISABILITY RESOURCE CENTERS**

**FY2012 BUDGETS BY SITE**  
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS**  
**FY2012 UNDUPLICATED CLIENTS BY SITE**

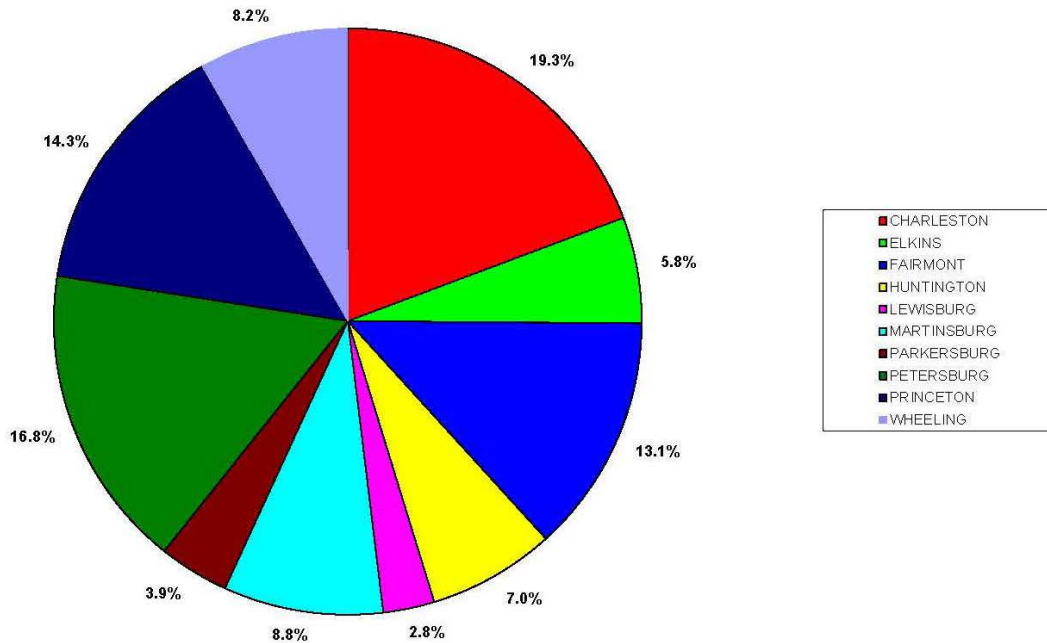


**ADRC'S  
SITE BUDGETS**

CHARLESTON	16.66%	2,510
ELKINS	2.22%	335
FAIRMONT	10.38%	1,563
HUNTINGTON	8.45%	1,273
LEWISBURG	3.56%	534
MARTINSBURG	4.74%	714
PARKERSBURG	2.52%	380
PETERSBURG	12.70%	1,913
PRINCETON	22.03%	3,318
WHEELING	16.75%	2,523
<b>TOTAL</b>	<b>100.00%</b>	<b>15,063</b>



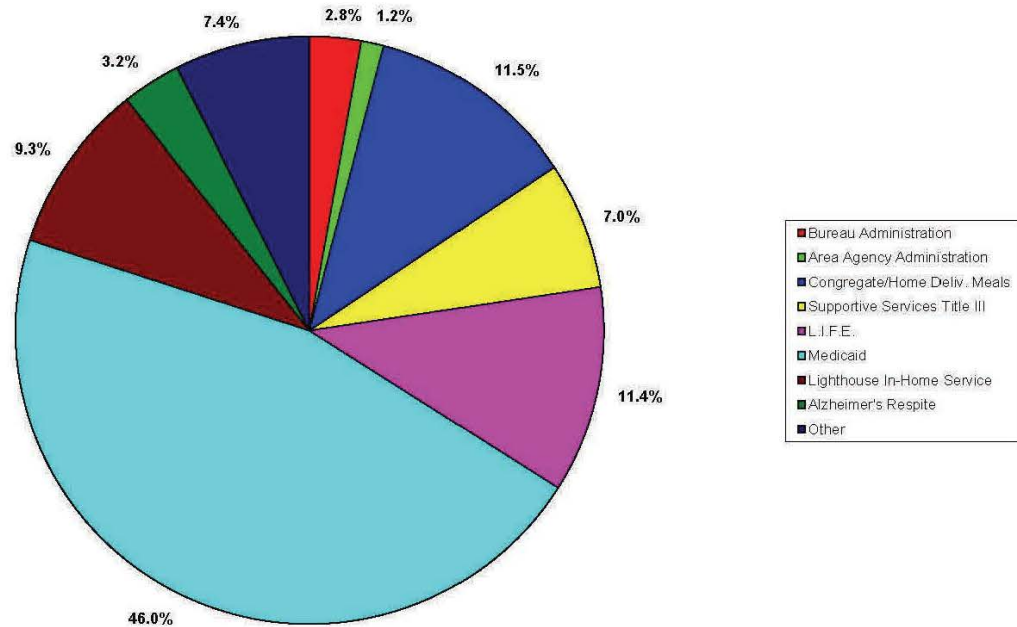
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS  
FY2012 CONTACTS BY SITE**



**ADRC'S  
SITE BUDGETS**

CHARLESTON	19.29%	6,742
ELKINS	5.84%	2,043
FAIRMONT	13.13%	4,591
HUNTINGTON	6.99%	2,445
LEWISBURG	2.82%	984
MARTINSBURG	8.77%	3,067
PARKERSBURG	3.86%	1,349
PETERSBURG	16.76%	5,858
PRINCETON	14.30%	5,000
WHEELING	8.24%	2,879
<b>TOTAL</b>	<b>100.00%</b>	<b>34,958</b>

**BUREAU OF SENIOR SERVICES  
FY2012 EXPENDITURES BY PROGRAM**



**BUREAU OF SENIOR SERVICES  
FY 2012 ACTUAL EXPENSES**

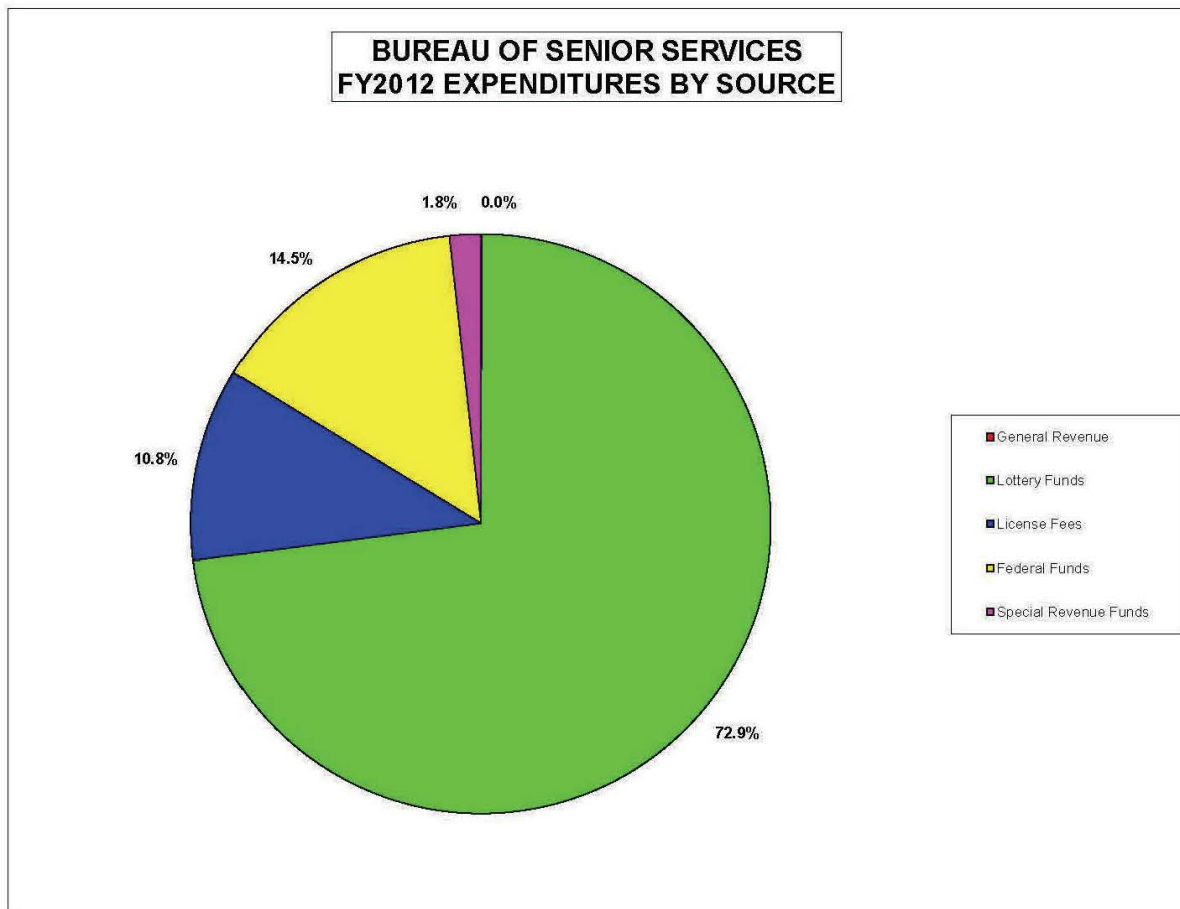
Bureau Administration	2.84%	\$2,499,017
Area Agency Administration	1.23%	\$1,082,684
Congregate/Home Deliv. Meals	11.54%	\$10,156,391
Supportive Services Title III	7.02%	\$6,177,427
L.I.F.E.	11.37%	\$10,000,000
Medicaid	46.00%	\$40,492,578
Lighthouse In-Home Service	9.34%	\$8,219,257
Alzheimer's Respite	3.24%	\$2,852,785
Other	7.43%	\$6,540,786

<b>TOTAL</b>	<b>100.00%</b>	<b>\$88,020,925</b>
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**OTHER**

Employment Programs	\$1,148,316
Benefits Counseling (SHIP)	\$909,560
Sub-State Ombudsman Program	\$795,291
Aging & Disability Resource Centers	\$930,000
Community Partnership Funding	\$1,910,168
Miscellaneous Other	\$847,451

<b>TOTAL OTHER</b>	<b>\$6,540,786</b>
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**BUREAU OF SENIOR SERVICES  
FY 2012 EXPENDITURES BY SOURCE**

General Revenue	0.02%	\$15,437
Lottery Funds	72.95%	\$64,208,659
License Fees	10.76%	\$9,473,299
Federal Funds	14.52%	\$12,782,394
Special Revenue Funds	1.75%	\$1,541,136
<b>TOTAL</b>	<b>100.00%</b>	<b>\$88,020,925</b>

**BUREAU OF SENIOR SERVICES GRANTS  
DETAILED EXPENDITURES FY2012**

VENDOR	AMOUNT
AARP Foundation	\$ 215,436.84 <sup>1</sup>
Aging & Family Services of Mineral County	39,250.00
Appalachian Area Agency on Aging	10,325,508.81 <sup>2</sup>
Barbour County Senior Center, Inc.	19,000.00
Belomar Regional Council	10,549,331.84 <sup>2</sup>
Berkeley Senior Services	27,500.00
Bi-County Nutrition Program	28,000.00
Big Otter Community & Senior Center	2,407.57
Boone County Community Organization	53,314.00
Braxton County Senior Citizens Center, Inc.	26,250.00
Brooke County Committee on Aging	35,000.00
Calhoun County Committee on Aging	21,375.00
CAMC Health Education & Research Institute	5,000.00
Clay Battelle Area Senior Citizens, Inc.	15,000.00
Coalfield Community Action Partnership, Inc.	17,000.00
Committee for Hancock County Senior Citizens	90,551.62
Community Action of South Eastern West Virginia	17,390.88
Council of Senior Tyler Countians	20,000.00
Council of Senior Citizens of Gilmer County, Inc.	19,000.00
Family Service Upper Ohio Valley	15,998.17
Glenwood Park, Inc.	3,250.00
Good Shepherd Interfaith Volunteer Caregivers, Inc.	53,800.00
Grant County Commission	4,750.00
Grant County Commission on Aging	39,736.74
Greenbottom Community & Senior Center, Inc.	3,989.23
Greenbrier County Committee on Aging	37,866.00
Hampshire County Committee on Aging	23,800.00
Hansford Senior Center	22,047.53
Hardy County Committee on Aging	10,000.00
Harrison County Senior Citizens Center, Inc.	26,587.01
Jackson County Commission on Aging	28,921.96
Jefferson County Council on Aging	136,678.63
Kanawha Valley Senior Services	301,356.04

<b>VENDOR</b>	<b>AMOUNT</b>
Legal Aid of West Virginia, Inc.	743,018.14
Lewis County Senior Citizens Center, Inc.	25,320.88
Lincoln County Opportunity Co.	58,811.00
Manna Meal, Inc.	20,000.00
Marion County Senior Citizens	37,532.84
Mason County Action Group, Inc.	23,019.38
McDowell County Commission on Aging	54,850.00
Meals on Wheels of Randolph County, Inc.	5,000.00
Mission West Virginia, Inc.	41,124.63 <sup>3</sup>
Monongalia County Commission	6,586.58
Monroe County Council on Aging, Inc.	9,999.51
Nicholas County Commission	8,500.00
Nicholas County Community Action Partnership, Inc.	13,250.00
Nicholas County Senior Center, Inc.	9,084.00
Pendleton Senior & Family Services	7,500.00
Pleasants County Commission	25,200.00
Pleasants Senior Nutrition, Inc.	9,991.35
Preston County Senior Citizens, Inc.	1,005,756.00 <sup>4</sup>
PRIDE Community Services, Inc.	14,781.18
Putnam County Aging Program, Inc.	117,532.43
Putnam County Commission	43,321.96
Raleigh County Commission on Aging, Inc.	7,999.10
Randolph County Committee on Aging	35,000.00
Region VIII Planning & Development Council	10,109,190.36 <sup>2</sup>
Ritchie County Integrated Family Services	25,200.00
Roane County Committee on Aging, Inc.	62,041.99
Rosedale Senior Citizen Center, Inc.	7,000.00
Senior Life Services of Morgan County	31,250.00
Senior Monongalians, Inc.	58,908.69
Shepherd of the Hills Mission	20,000.00
St. Mary's Roman Catholic Church	5,000.00
Summers County Council on Aging	35,834.28
Taylor County Senior Citizens, Inc.	22,750.00
Tyler Mountain Cross Lanes Community Services, Ltd.	27,000.00
Upper Kanawha Valley Community Center	15,000.00
Upshur County Senior Citizen Opportunity Center, Inc.	294,992.47

<b>VENDOR</b>	<b>AMOUNT</b>
Village of Barboursville	3,000.00
Wayne County Community Services Organization, Inc.	84,312.00
Webster County Commission of Senior Citizens	19,450.00
Wetzel County Committee on Aging	34,683.64
Wirt County Committee on Aging	17,500.00
Wood County Senior Citizens Association, Inc.	52,284.27
WV State University Research & Development Corp.	7,500.00
WVSU Metro Area Agency on Aging, Inc.	9,596,714.86 <sup>2</sup>
<b>GRAND TOTAL</b>	<b>45,090,551.18</b>

<sup>1</sup>AARP Helpline

<sup>2</sup>Funds for Area Agency on Aging administration and funds allocated to County Aging Providers

<sup>3</sup>Grandparents Raising Grandchildren

<sup>4</sup>Includes Title V Senior Community Service Employment Program contract