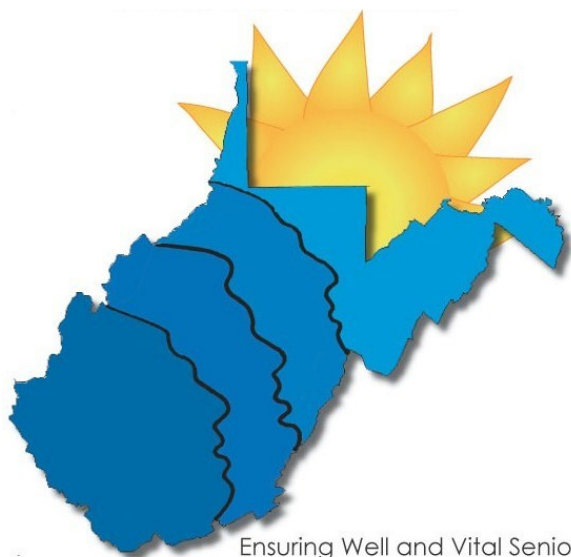


WEST VIRGINIA BUREAU OF SENIOR SERVICES



2015 ANNUAL REPORT

State Fiscal Year 2015
July 1, 2014–June 30, 2015

www.wvseniorservices.gov



WEST VIRGINIA BUREAU OF SENIOR SERVICES

ANNUAL REPORT 2015

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OVERVIEW

The West Virginia Bureau of Senior Services promotes services to enhance the health, safety and welfare of West Virginia's senior population and serves as the primary agency within state government to provide services to the senior population.

The Bureau is located in Charleston, West Virginia, on the third floor of the Charleston Town Center Mall.

Commissioner Robert E. Roswall was appointed by Governor Earl Ray Tomblin, and 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.

PROGRAMS

PROGRAMS

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, the Bureau established Area Agencies on Aging 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 (see Exhibit B – County Aging Providers, and Exhibit C – Area Agencies on Aging). Funds are allocated by an intrastate formula to the Area Agencies on Aging (see Exhibits D, E, and F). These funds are then distributed to the state's County Aging Programs (see Exhibit G). This year, 44,567 West Virginians were served with OAA funding. There is no charge to seniors or their families for OAA services, although a confidential donation for service provided via cost share is encouraged.

The direct provision of services to seniors is made possible by the efforts of a variety of non-profit county-based senior organizations that operate senior centers in all 55 counties. Locally constituted boards govern these nonprofit organizations. The mission of the Bureau is greatly enhanced with the work of the local service providers.

Legal Assistance – Title III-B

The Bureau receives funding and provides services through Title III-B. Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. This year, WVSLA served a total of 730 seniors across all 55 counties, providing 1,359.5 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegallaid.org; and outreach visits to individual county senior centers and partners. WVSLA delivered substantive elderlaw and issue-spotting trainings and case consultation to legal, aging, and disability advocacy organizations and networks throughout the state. This year, WVSLA published the 18th 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 award-winning Aging and Law in West Virginia blog at www.seniorlegallaid.blogspot.com. WVSLA continued to participate in the WV Coalition Against Domestic Violence's partnership

project focusing on abuse in later life this year, the statewide Financial Exploitation Task Force, the ADRC Advisory Council for Regions I and III, the Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS), the WV LGBT Legal Advocacy Network, and the WV Access to Justice Commission. WVSLA partnered with the Alzheimer's Association and AARP to present legal workshops as part of day-long programs around the state targeted to caregivers, both family and professional. WVSLA provided legal information to more than 1200 workshop participants at these and other events who included seniors, family caregivers, paid caregivers, social workers, attorneys, physicians, geriatric professionals, and law students this year on topics including financial powers of attorney law, mental capacity and legal decision-making and planning for incapacity, special legal issues of LGBT seniors, dealing with debt, preserving autonomy through proactive legal planning, myths and realities of Medicaid estate recovery, grandparent rights in West Virginia, avoiding financial exploitation, the new Transfer on Death deed, and legal issues related to Green/Natural Burial in West Virginia.

Long-Term Care Ombudsman Program – Title VII

The Bureau receives funding and provides services through Title VII. 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 ombudsmen 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 2015, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region, three volunteers, a program director/volunteer coordinator, and a part-time (3/5 FTE) ombudsman attorney who focuses primarily on issues related to financial exploitation and surrogate decision-making.

National Family Caregiver Support Program – Title III-E

The Bureau receives funding and provides services through Title III-E. 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 respite care, information about services, assistance in accessing services, counseling, support groups, and caregiver training. Services are available in all 55 West Virginia counties and vary by county. The Bureau supports the Relatives as Parents Program through a grant to Mission West Virginia for counseling,

support groups, information and assistance, caregiver training, and identifying potential adoptive families.

Senior Nutrition Services – Titles IIIC-1 and IIIC-2

The Bureau receives funding and provides services through Titles IIIC-1 and IIIC-2. Congregate meals are served in senior centers and their satellite sites. These meals meet federally-mandated nutrition requirements, a minimum of 1/3 of the Recommended Dietary Allowance, and the centers offer an opportunity for seniors to socialize. Home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 188 locations throughout the state.



Senior Community Service Employment Program (SCSEP) – Title V



The Bureau receives funding and provides services through Title V. 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 the federal poverty level, 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, Inc., 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.

Supportive Services – Title III-B



The Bureau receives funding and provides services through Title III-B. 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, some providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs.

Wellness Programs – Title III-D

The Bureau receives funding and provides services through Title III-D.

- 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 and as a referral source to our County Aging Providers.
- Bureau staff attended the annual West Virginia Senior Olympic Games held in Keyser, West Virginia. Staff assisted with the Olympic activities and participated as judges in the bake off and talent competition.
- The Bureau has partnered 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 has collaborated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition held at the South Charleston Community Center in April 2015 and at Marshall University October 2015.
- 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 that was offered by West Virginia University beginning 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.
- The Bureau has been working with Reconnect McDowell County on issues concerning seniors in McDowell County. Many children in McDowell County are being reared by their grandparents. This places an additional financial burden on the grandparents. The Bureau has partnered with the National Foundation to End Senior Hunger (NFESH) to develop programs for nutrition, gardening, and working on canning and education. The Five Loaves 2 Fishes Food Pantry is also a Bureau partner for growing fresh produce. NFESH is also working with Walmart in McDowell County on a Reeducation Program.
- The Bureau sponsors and staff assisted with the Aging and Family Services of Mineral County annual Senior Olympics in June at Potomac State College. More than 120 athletes participated in sports and activities such as bocce, corn-hole toss, horseshoes, football throw, Frisbee toss, poker, and flower arrangements. There were seven baking categories, eleven craft categories, talent events, seven track and field events, basketball shooting, golf putting, bowling, billiards, ping pong, horse shoes, scrabble and a spelling bee.



- The Bureau is working to implement the Otago Program. The program's target audience is individuals who are 65 and older and frail. It increases strength, balance and endurance, fall prevention and health promotion, plus increases self-management. It can be implemented in the home, outpatient, assisted living facilities, and the community. The initial evaluation and prescription are done by a licensed physical therapist; follow up visits can be done by a licensed PT assistant. The exercises can be done independently or supervised in a one-on-one group setting.



OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed decisions about end-of-life care, they should have access to and understand information that can help them make those decisions. Individuals 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 the most frequently asked questions about end-of-life care decisions and contains 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.wvendoflife.org.
- **Five Wishes**, a product of Aging with Dignity, 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 meets the legal requirements for an advance directive 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.

To receive any of the above materials, contact the West Virginia Bureau of Senior Services at 1-877-987-3646.

Aging and Disability Resource Network (ADRN)



West Virginia's Aging and Disability Resource Network (ADRN) locations 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. ADRN offices also assist consumers in applying for long-term care services and benefits. Currently, there are three regional ADRN offices operated by the state's four Area Agencies on Aging and one statewide ADRN, operated by the Bureau of Senior Services. The ADRN offices are state funded through the Bureau of Senior Services. The ADRN has a statewide toll-free number,

1-866-987-2372, and a website that contains a comprehensive resource directory searchable by topic or county, www.wvnavigate.org. (See Exhibit H for a map of ADRN locations, Exhibit I for FY2015 budgets by site, Exhibit J for FY2015 unduplicated clients by site, and Exhibit K for FY2015 total contacts by site.)

Alzheimer's Outreach and Registry

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 by them to physician groups and other health care providers throughout the state. The Bureau also participated in a day of Alzheimer's education at the West Virginia Academy of Family Physicians' Annual Scientific Assembly in April. 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. Alzheimer's Outreach and Registry Program partners, including the Bureau, promote and encourage participation in the registry whenever possible. At the time of this report, 3,544 individuals had been registered, and data continues to be collected.

Dementia-Capable Grant (*Connecting the DOTS in WV*)

In 2015, the West Virginia Bureau of Senior Services received a three-year grant from the Administration for Community Living, Administration on Aging, to develop dementia-capable communities, provide dementia care training to critical pathways staffs throughout the state and build more awareness of Alzheimer's disease and related dementias. Through this grant, *Connecting the DOTS (Dementia-Capable Outreach, Training and Support) in WV*, the Bureau will award mini-grants to at least sixteen communities to assess current dementia capability and develop and implement plans to make their communities more dementia friendly. [For the purpose of this grant, *community* is defined as a group of people who live in the same area (town, neighborhood) and/or share common interests (faith community, provider agency, organization, business, etc.) and who want to work together to improve their community's ability to provide services to individuals with dementia.] The first mini-grants will be awarded in late spring 2016.

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 is 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 dementia care training for direct care workers was updated in 2012, 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.



In 2015, payment for FAIR was on a sliding fee scale, based on the income of the care recipient. In 2015, FAIR provided 222,179 hours of service to 800 families, which is at least 1,600 persons (individuals with Alzheimer's disease or a related dementia and their family caregivers). Monitoring of the FAIR Program is ongoing to ensure that it is effectively serving as many families as possible statewide and also adhering to program guidelines. Fees collected for services averaged \$1.08 for each hour of service. Fees are used to provide additional hours of FAIR and Lighthouse services in the county where they are collected.

Golden Mountaineer Card

The Golden Mountaineer Card discount program has been redesigned. West Virginia seniors who are 60 or older are eligible to enroll in the program. Hundreds of merchants are participating by offering discounts on goods and services throughout the state.



Seniors and merchants can enroll in the program online at www.goldenmountaineer.wv.gov. The website is user friendly and seniors can search for participating merchants by name, service type, or county. Links to participating merchants' websites and Facebook pages are also available. This is both a great service to West Virginia seniors and a marketing tool for local businesses. Information can also be obtained by calling the Bureau's toll-free number 1-888-968-4462.

Health Insurance Marketplace

Appalachian Area Agency on Aging (AAAA) was one of three grantees that were awarded the Navigator grants in September 2015. AAAA has one Navigator located at the West Virginia Bureau of Senior Services office in Charleston. This Marketplace Navigator is trained to help anyone understand health coverage and assist them in

enrolling in coverage through www.healthcare.gov or WV Medicaid if they qualify. West Virginia Bureau of Senior Services also provides information to laid off coal miners and family members by working with the WV Workforce Rapid Response team statewide.

In-Home Care Worker Registry



The Registry (www.inhomecare.wv.gov) 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 and meet the other requirements of the Registry. Phase I is complete and has accurate state Medicaid providers and staff in the Registry. Phase II is for independent providers and agencies who are not providers of state-funded Medicaid services. The Registry is maintained by the Bureau. For assistance with the Registry, call the State Aging and Disability Resource Network at 1-866-987-2372, or email the ADRN at www.inhomecare@wv.gov.

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 needed services in their county.

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.

Medicaid Programs

The Bureau of Senior Services contracts with the Bureau for Medical Services for operational oversight, monitoring, and training for the Aged and Disabled Waiver (ADW) Program and the Medicaid Personal Care Program. The ADW program provides home and community-based services to West Virginia residents who are eligible to participate in the program as an alternative to long term care and enables an individual to remain at home rather than being admitted to a Long Term Care Facility (LTCF).

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 (Nursing Home Pre-Admission Screening or PAS); and their services cannot exceed the average cost of nursing home care. ADW participants can choose to receive their services (Case Management, Skilled Nursing, Non-Medical Transportation, and Personal Attendant Services) from an agency, or they can choose Personal Options (see section below). Registered nurses at the Bureau of Senior Services provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.

The program is focused on providing services that are person-centered, that promote choice, independence, participant-direction, respect, dignity, and community integration. The four services available in the Aged and Disabled Waiver program are Case Management, Personal Attendant Services, Skilled Nursing, and Non-Medical Transportation. The Aged and Disabled Waiver program has two service delivery models, the Traditional (Agency) Model and the Participant-Directed model known as Personal Options.

- ADW Participants who choose the Traditional Model receive their services from employees of a certified provider agency.
- ADW Participants who choose the Personal Options Model are able to hire, supervise and terminate their own employees and are allocated a monthly budget based on their assessed level of need.

The Bureau of Senior Services contracted with West Virginia Interactive to develop a web-based system for providers to submit documented evidence to the Bureau every 12 months to ensure continuing compliance with all required continued Certification regulations. This certification included staff training, licensure, and Criminal Investigation Background checks. An appropriate official of the provider agency (e.g., Executive Director or Board Chair) must attest to the information submitted for review.

- Number of Staff reported by Traditional Model:
 - Professional Staff: 488
 - Direct Care Staff: 8790
- Number of Staff reported by Personal Options Model:
 - Direct Care Staff: 1207

Medicaid Personal Care (PC)

Personal Care Services is a State program to assist eligible Medicaid recipients to perform activities of daily living and instrumental activities of daily living in the recipient's home, place of employment, or community. There are no age restrictions for recipients of Personal Care services. In State FY2015, 9,641 Personal Care recipients were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, 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 that meet federal and state regulations.

To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living ordered by a physician.

The program has 60 providers located throughout the state who served 9,641 Personal Care recipients. An annual onsite review was conducted by the Bureau of Senior Services Registered Nurse Monitors. They reviewed 447 Personal Care recipients' records for compliance with Federal and State program regulations.

- Number of Personal Care Staff reported by Personal Care Providers:
 - Direct Care Staff: 8013
 - Professional Staff: 283

Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau of Senior Services, in cooperation with the West Virginia Bureau for Medical Services, developed a self-directed "Cash & Counseling" component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model from which to choose (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. In State FY2015, 835 ADW recipients chose to self-direct their services through this program option.

No Wrong Door

The West Virginia No Wrong Door System Plan provides a road map for three years of development and implementation to transform the state's currently fragmented long term services and supports (LTSS) system. Under the current system, options are

limited and access points are not-well-known. With the Bureau of Senior Services (BOSS) as the lead agency, West Virginia will transform its LTSS system to a singular, widely communicated, well-known system, with multiple responsive access points statewide that operate in partnership with each other.

The Vision for this initiative is: *The No Wrong Door initiative in West Virginia, led by a core Steering Committee and stakeholder Advisory Council has a vision to transform the multiple access systems for LTSS into a fully integrated, person-centered NWD system of access for all programs and populations, regardless of age, income level,*

type of disability or payer source. This will be done by continuing to solicit meaningful input from key stakeholders to identify gaps in the current structure and implementing this strategic plan. This plan will direct us in transforming the long-term services and supports system in West Virginia into single, coordinated system of information which will serve to greatly minimize confusion, enhance consumer choice, support informed decision making and improve the state's ability to manage resources and monitor the quality of services by 2019.

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 17,895 voucher booklets (24 per booklet, with a total of \$429,480) were distributed to seniors throughout the state beginning July 1, 2015. The coupons could be exchanged for garden seeds, fruits, vegetables, and other fresh market items.

West Virginia Senior Medicare Patrol (SMP)



West Virginia SMP is a new grant that was awarded by the Administration of Community Living to the Bureau of Senior Services in June of 2015. This program is federally funded with its purpose being to help combat Medicare fraud by providing outreach and education to help beneficiaries learn how to protect their Medicare information, as well as how to recognize and report suspected Medicare fraud. SMP uses volunteers and counselors to provide outreach and education about Medicare fraud. The SMP program works closely with the WV SHIP program to reach Medicare beneficiaries and their family members in West Virginia. The WV SMP toll-free number is 1-855-254-1720.

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



West Virginia SHIP is administered by the Bureau through a grant from the Administration for Community Living and serves all West Virginians receiving Medicare. The program provides assistance to beneficiaries by providing one-on-one counseling, in person 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, 1-877-987-4463, is answered by trained counselors located at the Bureau's SHIP Call Center. Additionally, counselors are located in most County Aging Program offices, Area Agencies on Aging, and Aging and Disability Resource Network offices. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums and co-pays.

WORKSHOPS AND TRAININGS

WORKSHOPS AND TRAININGS

The Bureau offers workshops and trainings throughout the state to meet the needs of seniors, family caregivers, health care providers, other professional agencies and organizations, and the public. Presentations in 2015 and audiences for those presentations included:

- **Adult Abuse/Neglect/Exploitation Identification** – For Aged and Disabled Waiver (ADW) case managers and personal attendants.
- **Advice from People with Dementia** – Summer Institute on Aging.
- **Alzheimer's Overview** – Community groups.
- **Baby Boomers: Breaking Boundaries, Changing Aging** – Spring Conference for Social Workers, Summer Institute on Aging.
- **Conflict-Free Case Management** – For ADW case managers.
- **Continuing Certification Provider Reporting System Training** – For Medicaid ADW and Personal Care providers.
- **County Aging Provider/Area Agency on Aging Quarterly Meetings** – The Bureau of Senior Services meets quarterly with all County Provider Agencies and the four Area Agencies on Aging. These meetings are for training purposes and new policy and procedures and program updates. Meetings rotate between the Bureau's offices and central West Virginia. An exchange of information, issues facing Providers and West Virginia seniors.
- **Cultural Sensitivity Training** – Medicaid Aged and Disabled Waiver and Personal Care providers.
- **Elder Abuse Training** – Conducted by Georgia Anetzberger, Ph.D., in June at Elder Abuse Day in Charleston, and for County Aging Providers at June quarterly meeting in Flatwoods. Dr. Anetzberger is a consultant in private practice and Adjunct Assistant Professor in the Department of Medicine at Case Western Reserve University.
- **Exploitation Prevention: Best Practices** – Medicaid Aged and Disabled Waiver and Personal Care providers.
- **Health Insurance Marketplace Best Practices** – HRSA Open Enrollment 2 wrap up meeting, Bureau shared best practices of having assisters in the aging network.
- **Healthy Steps–Moving You to Better Health with the Lebed Method** – Community groups and instructor training for County Aging Providers.
- **Introduction to Facebook and Social Media** – Robert W. Jackson Senior Conference.
- **Member User Guide and Direct Care Worker User Guide** – Medicaid Aged and Disabled Waiver members, direct care workers.
- **New Director training** – Ongoing, to educate new County Aging Provider directors about Bureau programs and services.
- **FAIR, Lighthouse and Title III manuals** – Statewide trainings in Flatwoods for directors of provider agencies and staff.

- ***FAIR, Lighthouse and Title III manuals*** – Regional trainings in Danville, Beckley, Petersburg and Clarksburg for directors of provider agencies.
- ***FAIR, Lighthouse and Title III manuals*** – Regional trainings in Petersburg, Beckley, Wheeling and Charleston for staff of provider agencies.
- ***HIPAA*** – For ADW case managers and personal attendants.
- ***Medicaid Aged and Disable Waiver Manual Updates 2015*** – For ADW providers and recipients.
- ***Medicare Minute Presentations*** – Produced by the SHIP TA Center, SHIP counselors present around the state. New topics available monthly.
- ***Nothing Ever Prepared Me to Be a Caregiver*** – AARP’s Consumer University.
- ***Personal Care Webinar*** – Medicaid Personal Care providers.
- ***Personal Options*** – For ADW case managers.
- ***Person-Centered Planning and Service Plan Development*** – For ADW case managers, RNs, and personal attendants.
- ***The Person Comes First: A Practical Approach to Alzheimer’s Care*** – Adult Protective Services.
- ***Planning Webinar: Service Plan and Plan of Care*** – Aged and Disabled Waiver providers.
- ***Provider Privacy Guide*** – Aged and Disabled Waiver providers.
- ***Quality Training*** – Aged and Disabled Waiver Policy Committee, providers and members.
- ***Recording and Reporting Services in Harmony*** – Aging Network Providers.
- ***Senior Health Insurance Assistance Program (SHIP) Annual Training*** – training for all counselors and volunteers. Best practices, current topics, and refresher courses.
- ***Senior Health Insurance Assistance Program (SHIP) Medicare Open Enrollment Presentations*** – Overview of Medicare and importance of reviewing coverage each year. Held at different agencies such as Camden Clark Hospital, Shepherd University, and Kanawha Valley Senior Services.
- ***Senior Medicare Patrol (SMP) Outreach and Educational Sessions*** – Provide information on how to detect, prevent, and report Medicare fraud and abuse.
- ***Services Available Through the West Virginia Bureau of Senior Services*** – FAIR Housing Conference, WorkForce WV, and community and faith groups.
- ***Sexuality after Sixty*** – Robert W. Jackson Senior Conference.
- ***Smartphones for Beginners*** – Robert W Jackson Senior Conference.
- ***So You Have to Make a Presentation*** – Faces of Leadership Conference.
- ***State Health Insurance Assistance Program (SHIP) Understanding Medicare Workshops*** – Bureau of Senior Services, Cabell-Huntington Hospital, Primary Care Association, and Shenandoah Health Clinic, as well as other senior and community groups
- ***Take Control with Arthritis*** – Community groups.

- **"The Future of Aging Services in West Virginia" – Online Survey for Seniors** – In December 2014, as part of the ongoing statewide listening tours, the Bureau created a short survey to gather comments on program usage and services for seniors and family/caregivers. Some questions and answers from the report follow.
 - I believe the best way to prioritize in-home services should be based on the individual senior's assessment of needs, physical abilities, isolation, and lack of resources:
 - 66.83% Agree
 - As you and your family age, which of these services will you need:
 - In-Home Care 89.3%
 - Alzheimer Respite 66.14%
 - Meals on Wheels 85.43%
 - Physical Activities/Exercise 82.83%
 - Information on managing chronic disease 76.52%
 - If you or a family member receives long term care support, are you willing to do any of the following:
 - Donate for the service 76.39%
 - Share in the cost of the service based on income 74.11%
 - Make a contribution for each hour of service 60.76%
 - Senior centers offer many activities and services. How important to you is the senior center in your county:
 - A true necessity 61.67%
 - If you had a budget of \$100, which of the following services would you purchase:
 - In-Home Care 48.29%
 - Meals on Wheels 41.19%
- **"The Road Ahead"** – Monthly television series hosted by Commissioner Roswall and produced by the West Virginia Library Commission. Aimed at keeping seniors around the state informed on a variety of topics of interest. The show debuted in April 2015. Topics have included: Bureau of Senior Services—What It Does and How We Do It, Local Aging Provider Network, and Help with Long Term Care. Future topics include: Robert W. Jackson Senior Conference, Legal Services for Seniors, Wellness and Chronic Disease Management, SHIP/Senior Medicare Patrol, Connecting the DOTS, Great Outdoor Adventures in West Virginia, Seniors and the Holidays, and WV Office of Minority Affairs.
- **The West Virginia Aging Network: What's New in Operations and Future Processes?** – West Virginia Partnership for Elder Living Partner Summit.
- **Transportation Toolkit Webinar** – Medicaid Aged and Disabled Waiver providers.
- **WV SHIP Program Overview and Appropriate Referral** presentations – provided to different agencies such as Insurance Commission Agent trainings, Social Security, Davita Dialysis, Long-term care ombudsmen.

STATISTICAL INFORMATION

STATISTICAL INFORMATION

OLDER AMERICANS ACT PROGRAMS

- In the past year, 44,567 West Virginians were served through Older Americans Act programs, including nutrition, transportation, chore, and homemaker services. Of those served, 21% were age 85+, 32% were ages 75–84, 47% were ages 60–74, and 50% lived alone.
- 68,820 units of caregiver support services were provided to 1,686 families who care for older loved ones.

Legal Assistance

- This year, WVSLA served a total of 730 seniors across all 55 counties, providing 1,359.5 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy.

Long-Term Care Ombudsman Program

- The Ombudsman Program conducted 944 monitoring visits in 274 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes) in 2015.
- The ombudsmen investigated 1015 complaints made by or on behalf of long-term care residents in 2015. Sixty-two percent (62%) of those complaints were verified. Two-thirds (2/3) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 420 times; participated in 37 community education sessions; conducted 60 trainings for facility staff on the topics of resident rights, abuse and abuse reporting, and dealing with difficult behaviors; and provided 1,870 telephone consultations to individuals in the community and facility staff.
- The program operated within a total budget of \$804,308. This was comprised of \$108,083 Federal Older Americans Act, Title VII Chapter 2 funds; \$126,132 Federal Older Americans Act, Title VII Chapter 3 funds; \$220,000 other Federal (Medicaid) funds; \$307,426 State funds; and \$42,667 Local funds.

National Family Caregiver Support Program

- In FY2015, 68,820 units of service were provided to 1,686 families caring for older individuals and persons of any age with dementia.

Senior Community Service Employment Program (SCSEP)

- During Program Year 2014 (July 1, 2014–June 30, 2015), Preston County Senior Citizens provided support to 156 people, with 13 achieving unsubsidized employment. During enrollees' on-the-job training, they provided 59,275 hours to general community service groups, with an additional 29,091 hours to senior specific groups.
- The Federal funds expenditure for Program Year 2014 was \$972,379 and non-Federal funds were \$108,042.
- There were 100 authorized positions and 95 modified positions with 42 host agencies in 11 counties. The counties are: Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 88,366 hours of support to a variety of non-profit organizations.
- Unsubsidized employment was secured for 13 enrollees.

Senior Nutrition Services

- In the past year, 27,435 West Virginia seniors received nearly 2.2 million meals, either in their homes (8,213 seniors, 1,320,806 home-delivered meals) or at County Nutrition Sites (20,069 seniors, 870,543 congregate meals).
- The average collected for home-delivered meals was \$.59, and for congregate \$1.34. These funds are used to increase or maintain nutrition services.
- Multiple County Aging Programs 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.



Supportive Services

- In FY2015, 12,145 seniors received 517,355 hours of Supportive Services.

OTHER PROGRAMS AND GRANTS

Aging and Disability Resource Network (ADRN)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the ADRN.
- During the last fiscal year, the ADRN had 18,548 total contacts and assisted 10,300 individuals with their long-term care needs.

Family Alzheimer's In-Home Respite (FAIR)

- In 2015, the FAIR Program provided 222,179 hours of service to 800 families (1,600 caregivers and individuals with Alzheimer's disease or a related disorder).
- FAIR is a state-funded program available in all 55 counties. It was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides a maximum of 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.
- Dementia care training for FAIR is provided by county senior center staff, who receive the training themselves before providing it to their workers.
- In 2015, payment for FAIR was on a sliding fee scale, based on the income of the care recipient. A minimum contribution was required per hour of service for both FAIR and Lighthouse. Contributions collected in program year 2015 for both programs totaled \$893,075. Contributions are used to provide additional hours of service in these two programs in the county where they are collected. Fees collected for services averaged \$1.08 for each hour of service.
- The average hours of service per month for each client in 2015 was 42 hours.
- By August 2015, all fifty-five county aging provider FAIR programs had been monitored in person in a 24-month period.
- FAIR manual training was provided to nineteen new county FAIR coordinators during the year.
- During the 2015 program year, the FAIR policies and procedures manual was revised in coordination with updates to the Lighthouse manual and development of the new Title III policies and procedures manual. Regional trainings were conducted for all county provider agency directors and staff who work with these programs.

Legislative Initiative for the Elderly (LIFE) Programs

- Each county receives State funding to expand and enhance Older Americans Act programs.
- Funds are allocated evenly to all counties. Additional funds are allocated to the original in-home service providers from the Department of Health and Human Resources (old Homemaker program).
- County providers may budget these funds based on the county's priority needs.
- This year:
 - 18,979 individuals received 574,066 separate occurrences of transportation or other services through LIFE funds.
 - 3,925 individuals received 138,516 trips (transportation services).
 - 1,520 individuals received 106,535 hours of services in their homes (adult day care, case management, chore, homemaker, personal care, and congregate respite or in home respite).
 - 53 individuals received 1,725 Ensure home-delivered meals.
 - 4,585 individuals received 71,439 units of caregiver counseling/support groups, caregiver training, individual client support, legal assistance (tax and financial related assistance), group client support, or nutrition counseling services all funded from Lottery and/or LIFE monies.
 - In addition 51,777 sessions or contacts were made to 6,486 individuals for information and assistance, nutrition education or outreach services.

Lighthouse Program

- In this eighth year of the Lighthouse Program, 2,551 seniors received over 620,540 hours of service.
- Two thousand five hundred and fifty-one (2,551) seniors were served this past year through the Lighthouse program, receiving just over 620,540 hours of service.
- The Lighthouse program is available in all 55 counties across the state.
- The average number of unduplicated Lighthouse clients in any given month is 1,590. 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 32.5.
- A minimum \$1.00 contribution is required per hour of service and is used to provide additional services. This year's in-home contributions totaled \$893,075. The fees collected for services averaged \$1.08.
- Contributions are used to provide additional hours of service in the program in the county where they are collected.

Medicaid Aged & Disabled Waiver (ADW) Program

- In FY2015, 6,450 recipients were served.
- Annual onsite reviews of all providers were conducted by the Bureau of Senior Services Registered Nurse Monitors, who reviewed 670 Traditional Model participant records.

Medicaid Personal Care (PC)

- In State FY2015, 9,641 Personal Care recipients were provided assistance.

Medicaid Personal Options

- In State FY2015, 835 Aged & Disabled Waiver recipients chose to self-direct their services through this program option.
- The Program Manager for Personal Options reviewed 38 participant records for compliance with federal and state program regulations.

Wellness Programs

- A staff member conducted workshops at the Dunbar Nutrition Site to provide the evidence-based program “Healthy Steps” and “Take Control with Arthritis.”
- A staff member conducted workshops at the Dunbar Nutrition Site to provide the evidence-based program “Healthy Steps” and “Take Control with Arthritis.”
- The Bureau paid certification fees for County Aging Providers to have staff certified in June following evidence-based program training.
- Deloris Wilder, certified Lebed method trainer, conducted a Healthy Steps instructor training at the Tiskelwah Center in Charleston, August 19–21, 2015, to accommodate the County Aging Providers for Title III-D services.
- Ms. Wilder conducted a Healthy Steps instructor training at the Tiskelwah Center in Charleston, September 23–25, to accommodate the County Aging Programs for Title III-D services.
- Deloris Wilder, certified Lebed method trainer, scheduled Healthy Steps Instructor training for February 17–19, 2016, at the Kanawha Valley Senior Services (KVSS) located at 2428 Kanawha Boulevard East in Charleston, West Virginia.
- The Bureau is providing Master Training of trainers who will conduct wellness workshops and classes.

West Virginia Bureau of Senior Services Website and Facebook Pages

- 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, news of note, upcoming events, information on State of Emergencies, and the *Food & Fitness* newsletter.
- During the past twelve months, the website had 72,326 visitors, and its pages received 572,953 hits. The number of visitors increased by 10,108 (16.2%) over last year, and the number of hits increased by 141,166 (32.7%).
- The Bureau's Facebook page, launched in March 2012, is used to share information and photographs with the public. On average, the page has 500 visitors per week. During the past year, the number of "Likes" increased from 1,482 to 2,776 (87% increase).
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page in October 2012. The page is used to share photographs, SHL Position Papers, and information regarding the SHL with members and the public. The page averages 150 visitors per week.

West Virginia State Health Insurance Assistance Program (SHIP)

- In the past year (October 2014–September 2015), SHIP has served 27,263 Medicare beneficiaries and has provided 1,051 public media events statewide.

West Virginia State Health Insurance Assistance Program (SHIP) Website

- The West Virginia SHIP website www.wvship.org, provides an invaluable service to Medicare beneficiaries and their families.
- During State FY2015, there were 13,625 visitors to the website, and its pages have received 64,923 hits. These numbers reflect an increase of 2,851 visitors (26% increase) and 7,703 hits (13.5% increase) over the previous year.

WV SHIP Statewide Toll-Free Number

- Medicare counselors are located at the Bureau of Senior Services and three Aging and Disability Resource Network offices statewide. These counselors assist clients who call WV SHIP's toll-free number (1-877-987-4463).
- Over 18,000 calls are received annually on the toll-free number.
- WV SHIP has a total of 125 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Programs and Area Agencies on Aging.

- Also, beginning in February 2016 local assistance for the Low Income Subsidy program and Medicare Savings Program will be provided at each of the four West Virginia State Councils for Independent living centers.
- The SHIP program is federally administered by the Administration for Community Living. Training and updates on Medicare is provided by the Centers for Medicare and Medicaid Services.

SPECIAL EVENTS

SPECIAL EVENTS

Robert W. Jackson Senior Conference

The annual Robert W. Jackson Senior Conference was held May 19–21, 2015, at Cedar Lakes Conference Center in Ripley. Two hundred sixty-five seniors participated in a variety of workshops and health and recreational activities that reflected the theme, “Get Into the Act.” Workshops and activities at this year’s conference included:



- Bocce Ball
- Insurance Options
- Crafts
- West Virginia History
- History of West Virginia Slavery
- Smart Phones for Seniors
- Exercise Workshops
- Vespers
- Soup Talk
- Glamour Photos
- Senior Employment/Volunteer Opportunities Panel Discussion
- Get Into the Act with Gizmos & Gadgets
- Timeshare and Securities Investments Scams
- Tai Chi
- Archery by Department of Natural Resources
- Mind/Body Skills for Wellness & Relaxation
- Intro to Computers
- Senior Olympics
- Sexuality After Sixty
- Benefits of Having a Pet
- Avoid Exploitation, Hold On To Your Assets, The Transfer on Death Deed
- Murder Mystery Dinner Theater

Thirty-Fourth Silver Haired Legislature (SHL)



The 34th session of the West Virginia Silver Haired Legislature convened on October 21–23, 2015, at the Charleston Marriott Town Center. At the conclusion of the conference, 16 position papers and 2 resolutions were presented for submission to the West Virginia Legislature. (See Exhibit L.)

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families in recognizing June 15, 2015, as World Elder Abuse Awareness Day. An event was held on June 17 at Columbia Gas in Charleston. Speakers included John Frisby of the West Virginia State Auditor's Office and Georgia J. Anetzberger, a consultant in private practice and Adjunct Assistant Professor in the Department of Medicine at Case Western Reserve University. Each year, the Ron Nestor award is presented to an individual who has advocated ending elder abuse and has helped raise awareness in West Virginia. The 2015 recipient was Lieutenant Steve Cooper with the Charleston Police Department.



FUNDING

FUNDING

Financial Sources

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

- Lottery Appropriations amounted to \$47.3 million, of which \$26.3 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- General Revenue Appropriations totaled \$16 million, of which the full amount was also 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 \$10.5 million fund FAIR, Lighthouse, meals, and transportation;
- Federal Appropriations in the amount of \$14.5 million;
- Special Revenue Appropriations totaling \$1.8 million; and
- Project Income collected by providers in FY2015 totaled \$3.1 million (Title III \$2,152,907, In-Home Services \$893,072). These funds are used to provide additional services.

Exhibits M, N, and O illustrate the Bureau's actual Fiscal Year 2015 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit P lists the Bureau's grants/detailed expenditures for FY2015.

Senior Centers

In Fiscal Year 2015, \$1 million in Lottery funds were appropriated for senior centers and their programs. There were 78 grants designated by the West Virginia 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, and prescription assistance.

COLLABORATIONS & PARTNERSHIPS

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 2015, the Bureau collaborated or partnered with all of the following:

- **AARP West Virginia** – WV SHIP participates in tele-town hall calls with AARP WV during the Medicare Open Enrollment Period to provide educational information regarding Medicare. WV SHIP partners to provide workshops on Medicare Fraud and Abuse. Bureau staff also presented at two AARP Consumer University workshops on caregiving.
- **Access and Functional Needs Workgroup** – Bureau staff participates in this workgroup by the Center for Threat Preparedness to assess the current emergency response system for gaps and to enhance, promote and support emergency response systems to reach all people in West Virginia during threats to the public's health and safety.
- **Access Health** – WV SHIP and Senior Medicare Patrol (SMP) have partnered with Access Health with information about Medicare.
- **ACCESSWV** (Agencies Connecting Comprehensive Effective Senior Services) – Sponsored by Cabell Huntington Hospital and WV SHIP, provides updates about Medicare to these agencies.
- **Administration for Community Living** – Administers Older Americans Act programs, ADRN (Aging and Disability Resource Network) grants, SHIP grant, MIPPA grants, SMP grant, and a new dementia-capable grant.
- **Adult Protective Services (APS)** – Consultation regarding APS referrals for members on the Medicaid Aged and Disabled Waiver and Personal Care programs. Dementia care and other training and education provided for APS staff. Representative serves on the *Connecting the DOTS* Leadership Team.
- **Advanced Patient Advocacy** – Health Insurance Marketplace Navigator agency, partners with the Bureau for outreach events with the Health Insurance Marketplace.
- **Aged & Disabled Waiver Quality Council** – Development, planning, and coordination to meet Centers for Medicare and Medicaid Services requirements regarding performance measures to ensure continued improvement.
- **All4One Disability Expo** – Bureau staff participated in this annual expo that aims at ensuring all individuals receive the information and resources they need and deserve to reach their fullest potential, regardless of age, diagnosis, or prognosis.
- **Alzheimer's Association, West Virginia Chapter** – Bureau provides funding for the Alzheimer's Association's 24-hour Helpline and partners with them on projects to benefit Alzheimer's families, including a new grant, *Connecting the DOTS (Dementia-Capable Outreach, Training and Support) in WV*.
- **APS Healthcare:** Utilization Management contractor through Bureau for Medical Services.

- **Blanchette Rockefeller Neurosciences Institute (BRNI)** – BRNI representative on the *Connecting the DOTS in WV* Leadership Team.
- **Cabell Huntington Hospital–Senior Wise** – WV SHIP provides updated information on Medicare issues. Monthly Understanding Medicare workshops held at Cabell Huntington Hospital.
- **Cabin Creek Health Centers** – WV SHIP works with Cabin Creek Health Centers to provide information to their clients and participated in the Cabin Creek health fair.
- **Camden Clark Hospital** – Lifetime Partners – Collaborates with SHIP to provide Medicare workshops.
- **Centers for Medicare and Medicaid Services (CMS)** – 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 Area Medical Center** – WV SHIP collaborates with CAMC to assist retiring and part-time employees in their Medicare options and other health insurance options.
- **Charleston/Kanawha Housing Authority** – WV SHIP and SMP director work with the Charleston/Kanawha Housing Authority to provide outreach and education.
- **Coalition Against Domestic Violence** – The Bureau is a member of the steering committee for the Coalition’s grant to develop a Coordinated Community Response to Elder Abuse.
- **Community Care of WV** – Works with WV SHIP to host town hall meetings about Affordable Care Act and Medicare.
- **Community Education Resource Council** – WV SHIP participates in this monthly work group, which consists of individuals/agencies that are working to increase knowledge of services/providers and to enhance services in West Virginia. Bureau staff presented at one of their monthly meetings.
- **Davita Dialysis Center** – WV SHIP provides Medicare update trainings and presentations about appropriate SHIP referrals.
- **Direct Care Workforce Curriculum Work Group** – This group, comprised of representatives from both the public and private sectors, is working with the Department of Education, Career Technical Education, to update the direct care worker curriculum and certificate program for the state’s in-home services programs.
- **Domestic Violence Fatality Review Team** – Staff member serves on this team that reviews fatalities and provides reports to the Legislature on ways that domestic violence fatalities can be prevented.
- **Faces of Leadership Conference** – A Bureau staff person presented a workshop at this conference, hosted by the West Virginia Non-Profit Association.
- **Federal Emergency Management Agency** – Staff members participated in ongoing conference calls with FEMA and other emergency management partners.

- **Financial Exploitation Task Force** – Bureau staff serve as members of this task force on how to reduce the financial exploitation of seniors and other vulnerable adults and report identified incidents of potential financial exploitation of members on the Personal Care and Aged and Disabled Waiver programs.
- **Hospice Care WV** – Representative serves on the Bureau's *Connecting the DOTS* Leadership Team.
- **Legal Aid of West Virginia** – Medicaid Aged and Disabled Waiver program and Personal Care services member referrals for assistance and interpretation of program policy. WV SHIP provided Medicare training to all long-term care ombudsmen.
- **Meals on Wheels Association of America (MOWAA)** – Bureau works with Association for nutritional training to County Aging Providers.
- **Medicaid Fraud Control Unit** – Conducts investigation of referrals of Medicaid fraud. Collaborating with WV Senior Medicare Patrol to provide outreach and education on fraud and abuse with Medicare and Medicaid.
- **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** – Bureau staff person serves on the advisory council. The state ADRN Director administers a two year grant related to ADRN and this program. Staff also serves on the Take Me Home Team, which meets every other week to look at progress and to discuss protocol revisions based on participant experiences. Bureau staff also serves on the Quality and Housing Committees that are a part of this program.
- **National Arthritis Foundation** – Participate on the quarterly arthritis advisory panel in West Virginia.
- **National Association of Social Workers (NASW), WV Chapter** – Staff from the Bureau presented two different workshops at their annual spring conference.
- **National Association of State Long-Term Care Ombudsman Programs** – Members share the mission of Long-Term Care Ombudsman Programs, which is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents.
- **National Association of States United for Aging and Disabilities (NASUAD)** – Bureau is a member of and shares a common agenda of providing opportunities and supports for older persons to live independent, meaningful, productive, dignified lives and maintain close family and community ties.
- **National Church Residences** – WV SHIP and SMP provide outreach and education events at local senior and disability housing residences on Medicare benefits and Medicare fraud and abuse.
- **National Federation of the Blind (NFB)** – Bureau staff works in collaboration with NFB to share resource information regarding visual impairment services and adaptive aids.
- **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. The state Long-Term Care Ombudsman is a member of this council.
- **Public Partnerships, LLC** – Under contract with BMS, conducts monitoring to ensure compliance with program regulations.
- **Rebuilding Together Charleston** – ADRN staff serves on the organization’s Board of Directors.
- **Retire WV** – Publish *Retirement Times*, which is distributed at Senior Conference and meetings of senior center directors.
- **Shenandoah Community Health Center** – Bureau had an agreement with Shenandoah to provide Health Insurance Marketplace outreach and assistance. Provided SHIP Medicare training for staff.
- **Silver Haired Legislature (SHL)** – 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 (SSA)** – Bureau works with SSA to do workshops related to Medicare at local hospitals, and Bureau receives Medicare updates.
- **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 Association of Counties** – Representative serves on the Bureau’s *Connecting the DOTS* Leadership Team.
- **West Virginia Arthritis Advisory Council** – Staff member serves on this council, which provides arthritis programs, training and special events.
- **West Virginia Attorney General’s Office** – Provides program policy interpretation for the Medicaid Aged and Disabled Waiver and Personal Care services. The Bureau reports any unlawful activities of providers, members.
- **West Virginia Bureau for Behavioral Health and Health Facilities** – Collaborates to share resource information and partnered with the Bureau to develop a strategic plan for a No Wrong Door system of access to long-term services and supports.
- **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 Medical Services** – Participate in the monthly contract meetings, ongoing collaboration regarding the Aged and Disabled Waiver, Personal Care services, and Money Follows the Person. Partnered with the Bureau to develop a strategic plan for a No Wrong Door system of access to long-term services and supports.
- **West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program** – Participate on the quarterly advisory panel in West Virginia.

- **West Virginia CARES** – An effort to support individuals living with dementia and their caregivers, through a Benedum grant to the Blanchette Rockefeller Neurosciences Institute. The Bureau’s *Connecting the DOTS* and West Virginia CARES are working together to benefit West Virginia families living with dementia.
- **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. The State Ombudsman serves on the Center’s Advisory Board.
- **West Virginia Center for Threat Preparedness** – Bureau staff is partnering with this organization by participating in the West Virginia Access and Functional Needs Workgroup to enhance, promote and support emergency response systems to reach all people in West Virginia during threats to the public’s health and safety.
- **West Virginia Comprehensive Cancer Control Coalition** – Attend quarterly meetings to obtain information to distribute to the County Aging Programs.
- **West Virginia Dementia Care Coalition** – Providers, state agency representatives, and advocates working to reduce the use of antipsychotic medication and improve dementia care in nursing homes. The State Ombudsman is a member of this coalition.
- **West Virginia Department of Agriculture, Senior Farmer’s Market Nutrition Program** – Bureau works in conjunction with this program to coordinate distribution of Farmer’s Market coupons to seniors.
- **West Virginia Department of Education, Career Technical 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. Partnered with the Bureau to develop a strategic plan for a No Wrong Door system of access to long-term services and supports.
- **West Virginia Directors of Senior and Community Services** – Bureau works with the Directors’ Association concerning legislation, training, and standards.
- **West Virginia Future of Aging and Caregiving Taskforce** – Formed to map a new strategic vision for healthy older West Virginians. A Bureau staff person serves on this task force.
- **West Virginia Geriatric Education Center (GEC)** – Bureau represented on the GEC advisory council to provide input on the direction of geriatric education in the state. Bureau staff presented at their Leadership Summit.
- **West Virginia Geri-Olympics** – Bureau staff on planning committee that organizes the annual Geri-Olympic event.
- **West Virginia Health Care Authority** – Provide information to help promote the rights of nursing home residents; authority on Certificate of Need issues.
- **West Virginia Health Innovation Collaborative** – Formed to map a new strategic vision for a healthy and prosperous West Virginia. The Commissioner serves on the Better Health Work Group, and another staff person serves on the Better Care Work Group.

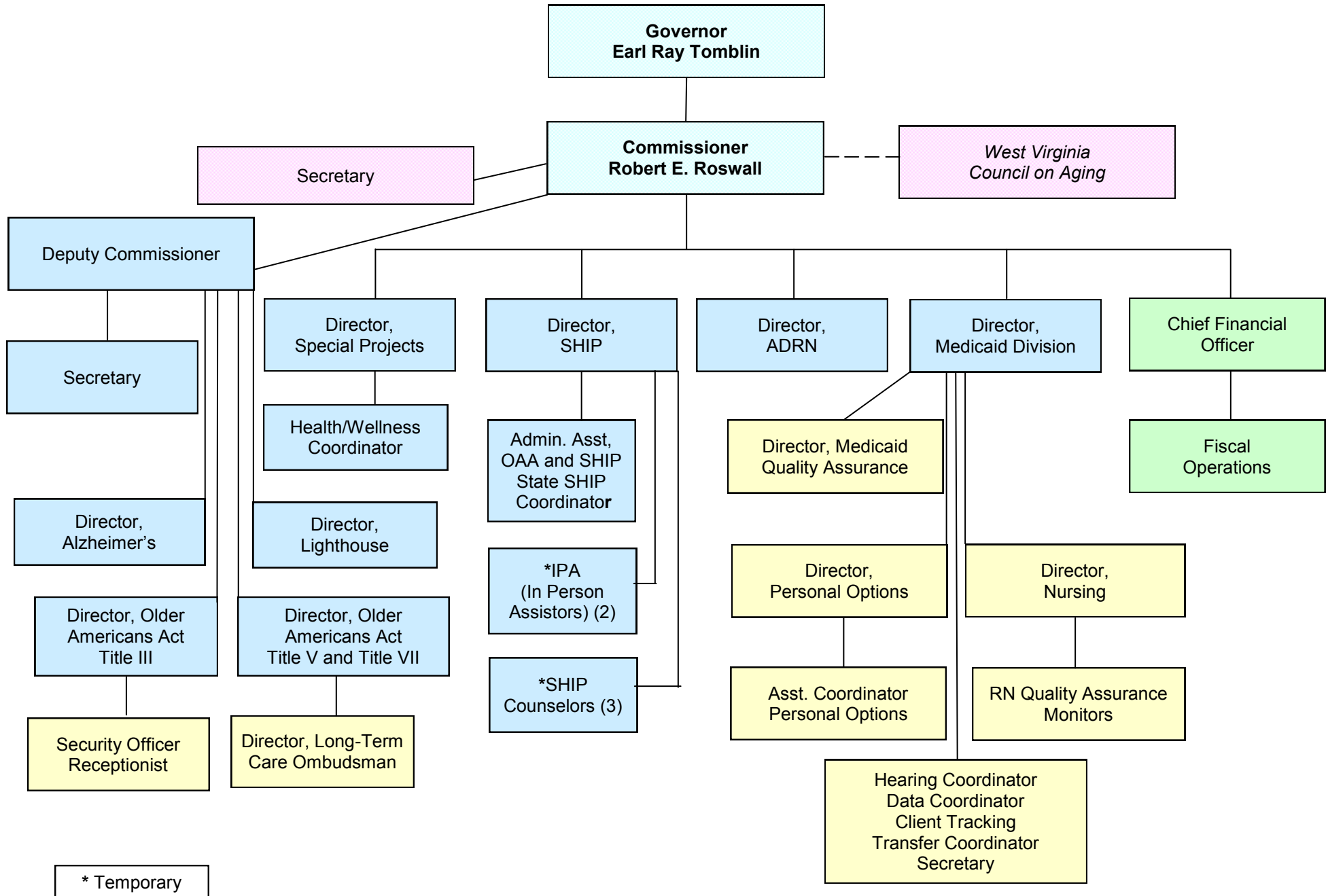
- **West Virginia Higher Education Policy Commission** – Representative serves on the Bureau’s *Connecting the DOTS* Leadership Team.
- **West Virginia Medical Institute (WVMI)** – Consultation and collaboration regarding member medical eligibility, dual services, and level of service request changes for the Aged and Disabled Waiver program and prior authorization of additional hours of Personal Care services. WVMI representative serves on the Bureau’s *Connecting the DOTS* Leadership Team.
- **West Virginia Office of the Insurance Commissioner** – Bureau partners to share information on Medicare supplemental plans and long-term care information; Bureau has a Memorandum of Understanding to provide in-person assisters for the Health Insurance Marketplace.
- **West Virginia on the Move** – Bureau staff on the Board; organization promotes physical activity opportunities for seniors.
- **West Virginia Partnership for Elder Living** – A Bureau staff person serves on the Partnership’s Board of Directors, and other 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 provide outreach for the Rosies.
- **West Virginia Rural Health Association** – Representative serves on the Bureau’s *Connecting the DOTS* Leadership Team.
- **West Virginia Senior Legal Aid** – Provide free civil legal services and counsel to senior West Virginians age 60 and older.
- **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’s Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)** – A workgroup of interested stakeholders working to refine and improve West Virginia’s adult guardianship system. Two Bureau staff (State Long-Term Care Ombudsman and Aging and Disability Resource Network representative) serve on this work group.
- **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. Bureau staff serves on the Council.
- **WVU School of Social Work Summer Institute on Aging** – Bureau represented on the planning committee to help develop and plan the annual conference. Staff presented workshops at the conference.

EXHIBITS

EXHIBITS

- Exhibit A – Bureau of Senior Services Organizational Chart
- Exhibit B – County Aging Providers
- Exhibit C – Area Agencies on Aging
- Exhibit D – Area Agencies on Aging, FY2015 Operational Funding Source
- Exhibit E – Area Agencies on Aging, FY2015 State/Federal Funding
- Exhibit F – Bureau of Senior Services, FY2015 Regional Funding Allocations All Funds
- Exhibit G – County Aging Programs, FY2015 Funding Allocations
- Exhibit H – West Virginia Aging & Disability Resource Network
- Exhibit I – West Virginia Aging & Disability Resource Network, FY2015 Budgets by Site
- Exhibit J – West Virginia Aging & Disability Resource Network, FY2015 Unduplicated Clients by Site
- Exhibit K – West Virginia Aging & Disability Resource Network, FY2015 Total Contacts by Site
- Exhibit L – 2015 Silver Haired Legislature, Position Papers and Resolutions
- Exhibit M – Bureau of Senior Services, FY2015 Expenditures by Program
- Exhibit N – Bureau of Senior Services, FY2015 Expenditures by Program, Non-Medicaid Transfers
- Exhibit O – Bureau of Senior Services, FY2015 Expenditures by Funding Source
- Exhibit P – Bureau of Senior Services Grants, FY2015 Detailed Expenditures

West Virginia Bureau of Senior Services Organizational Chart



* Temporary

**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

Barbour County Senior Center, Inc.

PO Box 146 (47 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: e.edmonds@berkeleyseniorservices.org
Website: www.berkeleyseniorservices.org
Eddie Edmonds, Interim 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 Drive, Suite 1-A)
Madison, WV 25130
Telephone: 304-369-0451; 304-369-2750
Fax: 304-369-1383
Email: bcco.jeaster@suddenlinkmail.com
Judy Easter, Director

Braxton County Senior Citizens Center, Inc.

23 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: labrooke@aol.com
Website: www.brookecountyseniorcenter.org
Laura Beckelhimer, Director

**Cabell County Community Services
Organization, Inc.**

724 10th Avenue
Huntington, WV 25701
Telephone: 304-529-4952
Fax: 304-525-2061
Email: cholley@cccso.com
Website: www.cccso.com
Charles Holley, Interim Executive Director

Calhoun County Committee on Aging, Inc.

PO Box 619 (105 Market Street)
Grantsville, WV 26147
Telephone: 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
Pamela Taylor, Director

Doddridge County Senior Citizens, Inc.

(IIIB only, no nutrition)
PO Box 432 (417 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 Family Services

111 Virginia Avenue
Petersburg, WV 26847
Telephone: 304-257-1666
Fax: 304-257-9145
Email: gccoafs@frontier.com
Website: www.gcscwv.org
Darlene Evans, 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
Julie E. Linger, Director

Hancock County Senior Services

(IIIB only, no nutrition)
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; 888-538-2256
Fax: 304-530-6989
Email: hcco1@hardynet.com
Website: www.hardycountycoa.org
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: bfitzgeraldhcg@gmail.com
Beth Fitzgerald, Executive Director

Jackson County Commission on Aging, Inc.

PO Box 617 (217 South Court Street)
Ripley, WV 25271
Telephone: 304-372-2406
Fax: 304-372-9243
Email: jccoawv@hotmail.com
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, Executive Director

Kanawha Valley Senior Services

2428 Kanawha Boulevard, East
Charleston, WV 25311
Telephone: 304-348-0707
Fax: 304-348-6432
Email: pjustice@kvss.org
Website: www.kvss.org
Paulette Justice, Executive 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: dmills45@frontier.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.net
William F. Carpenter, Jr., Director

Pride Community Services, Inc. (Logan)

PO Box 1346 (699 Stratton Street)
Logan, WV 25601
Telephone: 304-752-6868
Fax: 304-752-1047
Website: www.prideinlogan.com
Email: stephanie.mounts@loganpride.com
Stephanie Mounts, Aging Program Director
Email: reggie.jones@loganpride.com
Reggie Jones, Executive Director

Marion County Senior Citizens, Inc.

105 Maplewood Drive
Fairmont, WV 26554
Telephone: 304-366-8779
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@swave.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
Renaef Riffle, Executive Director

McDowell County Commission on Aging

725 Stewart Street
Welch, WV 24801
Telephone: 304-436-6588
Fax: 304-436-2006
Email: lisa@mcdowellcoa.org
Website: www.mcdowellcoa.org
Lisa Sanderson, Executive Director

CASE WV Commission on Aging (Mercer)

PO Box 1507
(Main Office – 600 Trent Street)
Princeton, WV 24740
Telephone: 304-425-7111
Fax: 304-487-8801
Email: sbgraham@casewv.org
Website: www.casewvprograms.org/CommissionOnAging.html
Email: sbgraham@casewv.org
Sandy Graham, Aging Program Director
Email: ohubbard@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
Website: www.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: cliddle@seniormons.org
Website: www.seniormons.org
Calleen Liddle, Director

Monroe County Council on Aging

PO Box 149 (Route 219)
Lindside, WV 24951
Telephone: 304-753-4384
Fax: 866-247-7077
Email: mccoabruce@yahoo.com
Bruce Power, 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: joeltut32@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: anowak@ncapwv.info
Website: www.ncapwv.info
Angela Nowak, Executive 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: pcalvert@fsuov.com
Website: www.fsuov.com
Paula Calvert, CEO

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: pcscjr@frontier.com
Jessica Rupert, Director

Pleasants Senior Nutrition (nutrition only)

PO Box 576 (219 2nd Street)
St. Marys, WV 26170
Telephone: 304-684-7697
Fax: 304-684-9319
Email: seniornutrition@creeds.net
David Hoyt, Director

Pocahontas County Senior Citizens, Inc.

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: prestonseniors@atlanticbb.net
Janie Lou White, Executive Director

Putnam Aging Program, Inc.

(also nutrition in Clay and Fayette)

2558 Winfield Road
St. Albans, WV 25177-1554
Telephone: 304-755-2385
Fax: 304-755-2389
Email: jsutherland@putnamaging.com
Website: www.putnamaging.com
Jenni Sutherland, Executive 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: lward@rcscwv.org
Website: www.randolphcountyseniorcenter.com
Laura Ward, Director

Ritchie County Integrated Family Services

PO Box 195 (521 South Court Street)
Harrisville, WV 26362
Telephone: 304-643-4941
Fax: 304-643-4936
Email: csummers@zoominternet.net
Cindy Summers, Director

Roane County Committee on Aging, Inc.

811 Madison Avenue
Spencer, WV 25276
Telephone: 304-927-1997
Fax: 304-927-2273
Email: jgump@rccoawv.org
Website: www.rccoawv.org
Joshua Gump, Director

Summers County Council on Aging

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

Taylor County Senior Citizens, Inc.

52 Trap Springs Road
Grafton, WV 26354-7711
Telephone: 304-265-4555
Fax: 304-265-6083
Email: taylorcscfm@aol.com
Frank Mayle, Director

Tucker County Senior Citizens, Inc.

217 Senior Lane
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: lblamer@wccso.org
Website: www.wccso.org
Linda Blamer, Interim 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 only; no nutrition)
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 (74 Senior Circle)
Elizabeth, WV 26143
Telephone: 304-275-3158
Fax: 304-275-4631
Email: wccoas@suddenlinkmail.com
Lorraine Roberts, Director

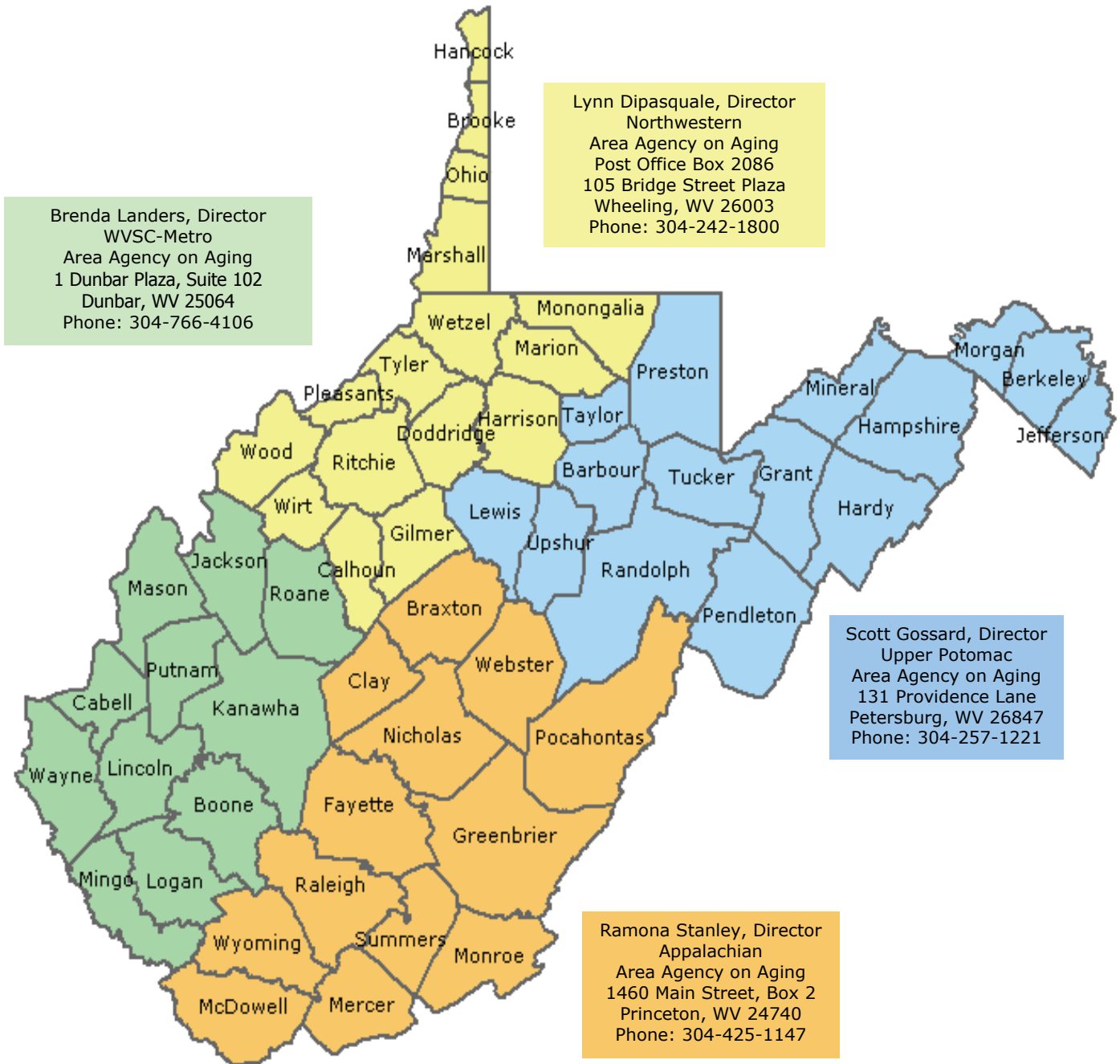
Wood County Senior Citizens Association, Inc.

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

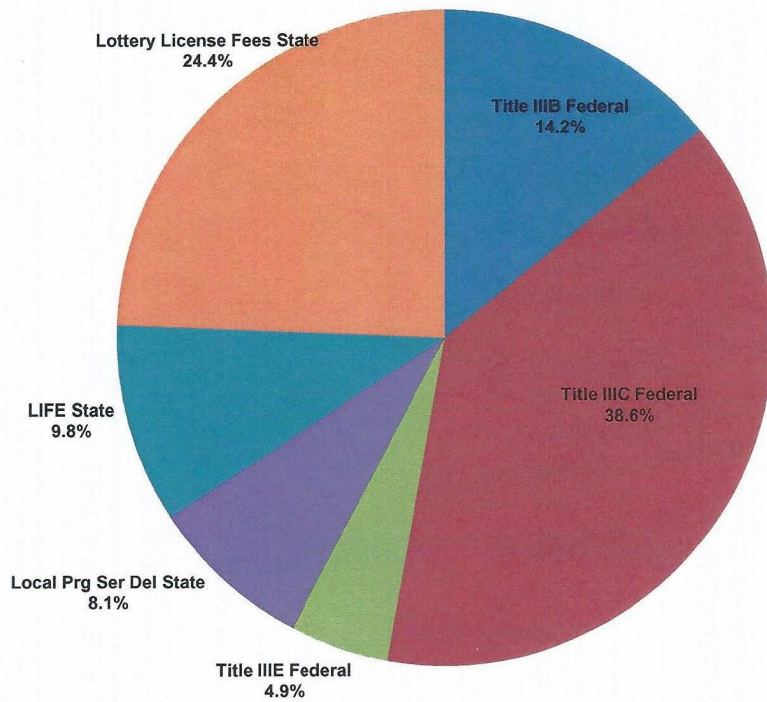
Council on Aging (Wyoming County)

PO Box 458 (695 Mountaineer Highway)
Mullens, WV 25882
Telephone: 304-294-8800; 800-499-4080
Fax: 304-294-8803
Email: gibsonj@wccoas.com
Website: www.wccoas.com
Jennifer Gibson, Director

AREA AGENCIES ON AGING



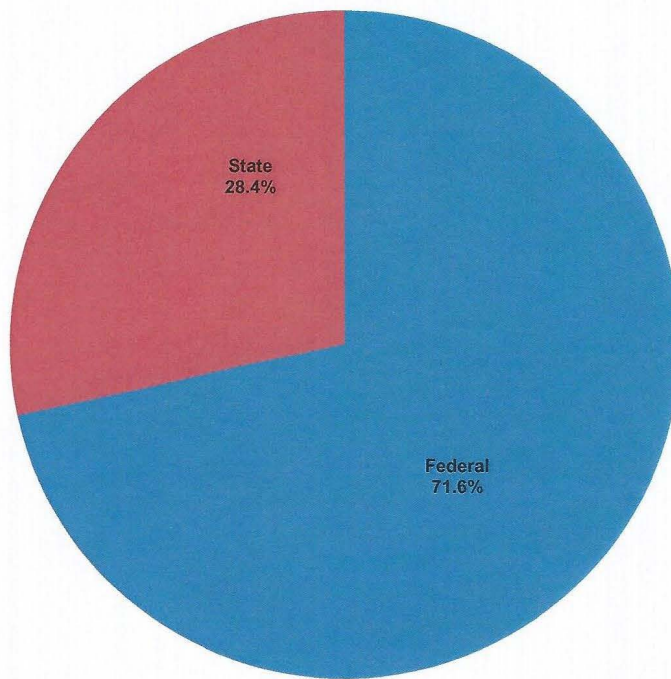
**BUREAU OF SENIOR SERVICES
FY2015 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2015 AAA FUNDING**

Title III B Federal	9.53%	140,000
Title III C Federal	25.87%	380,000
Title III E Federal	3.27%	48,000
Local Prg Ser Del State	5.45%	80,000
LIFE State	6.58%	96,712
Lottery License Fees State	16.34%	240,000
SHIP/MIPPA/Marketplace	32.97%	484,414
TOTAL	100.00%	1,469,126

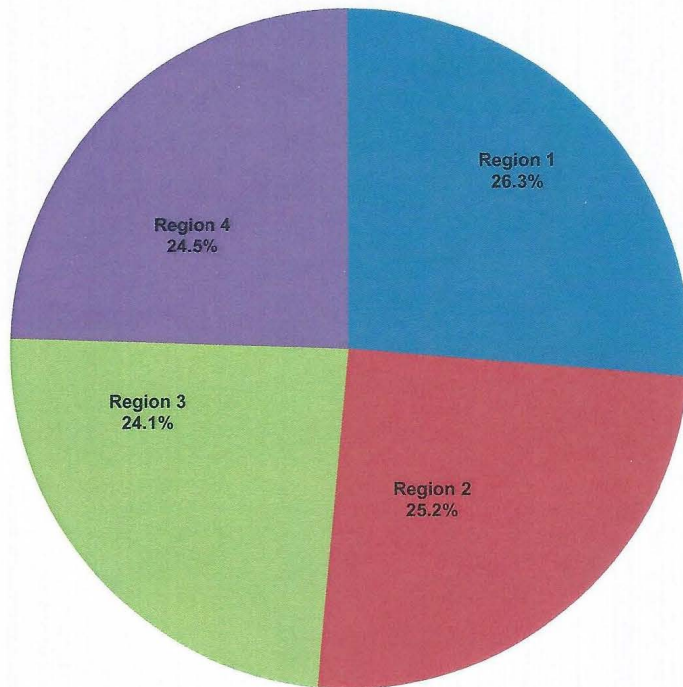
**BUREAU OF SENIOR SERVICES
FY2015 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2015 AAA FUNDING**

Federal	71.6%	1,052,414
State	28.4%	416,712
TOTAL	100.00%	1,469,126

**BUREAU OF SENIOR SERVICES
FY2015 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**

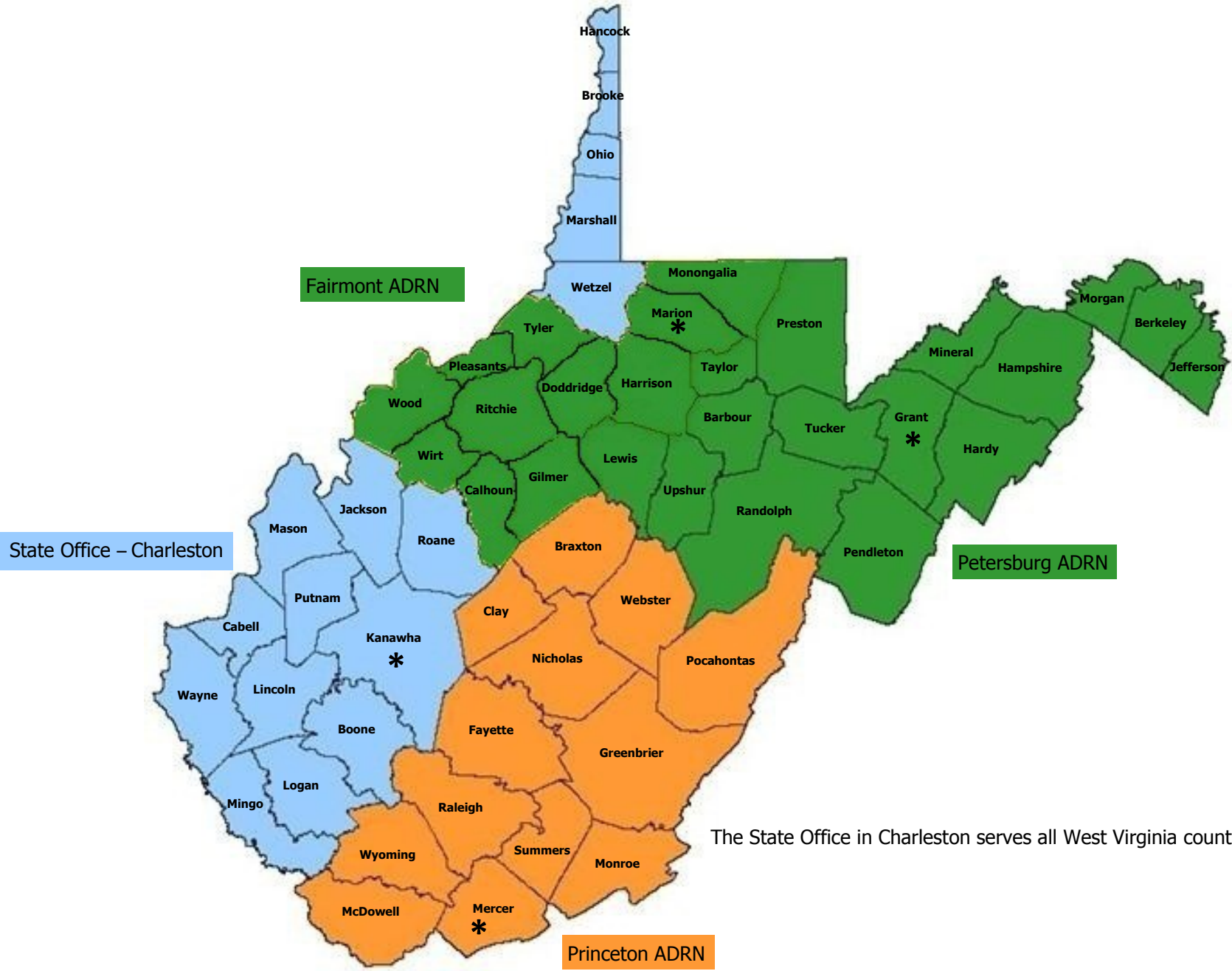


**BUREAU OF SENIOR SERVICES
FY 2015 REGIONAL ALLOCATIONS**

Region 1	26.31%	10,840,438
Region 2	25.16%	10,369,543
Region 3	24.06%	9,915,715
Region 4	24.47%	10,083,916
TOTAL	100.00%	41,209,612

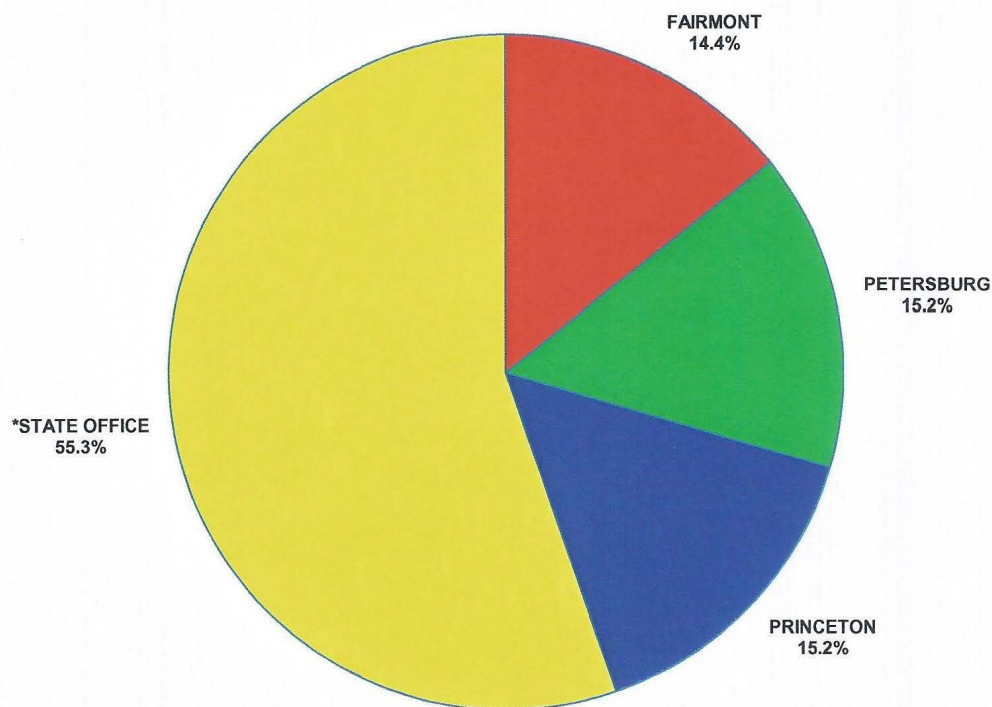
Aging Services Funds are distributed to County Aging Program Providers in a State Funding Formula Funding Formula based on Federal requirements. The factors in the formula are: 60+ seniors, low income seniors, and minority seniors.

AGING & DISABILITY RESOURCE NETWORK OFFICES



The State Office in Charleston serves all West Virginia counties.

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2015 BUDGETS BY SITE**

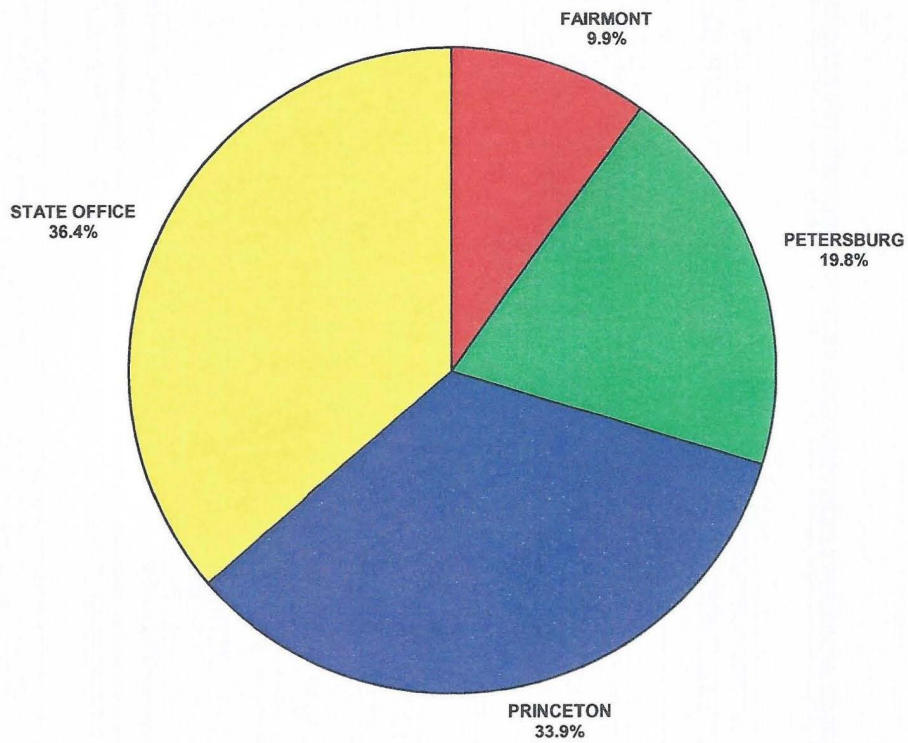


**ADRC'S
SITE BUDGETS**

FAIRMONT	14.35%	\$61,000
PETERSBURG	15.18%	\$64,500
PRINCETON	15.18%	\$64,500
*STATE OFFICE	55.29%	\$235,000
**TOTAL	100.00%	\$425,000

*State Office includes funding for the comprehensive on-line resource database,

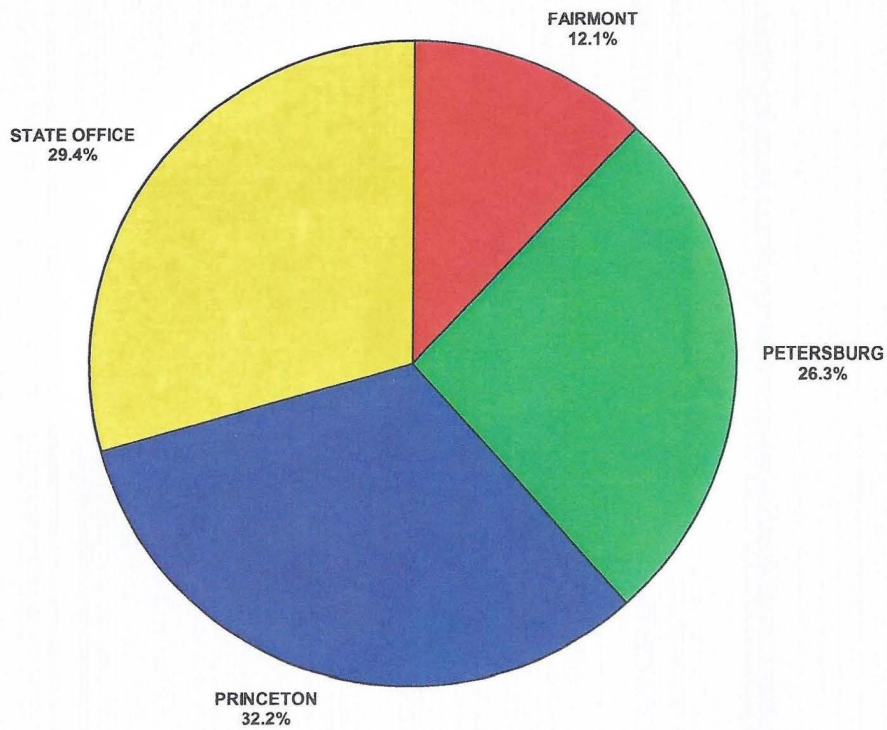
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2015 UNDUPLICATED CLIENTS BY SITE**



**ADRC'S
UNDUPLICATED CLIENTS**

FAIRMONT	9.90%	1,020
PETERSBURG	19.80%	2,039
PRINCETON	33.90%	3,492
STATE OFFICE	36.40%	3,749
TOTAL	100.00%	10,300

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2015 CONTACTS BY SITE**



**ADRC'S
CONTACTS**

FAIRMONT	12.08%	2,240
PETERSBURG	26.28%	4,875
PRINCETON	32.20%	5,972
STATE OFFICE	29.44%	5,461
TOTAL	100.00%	18,548

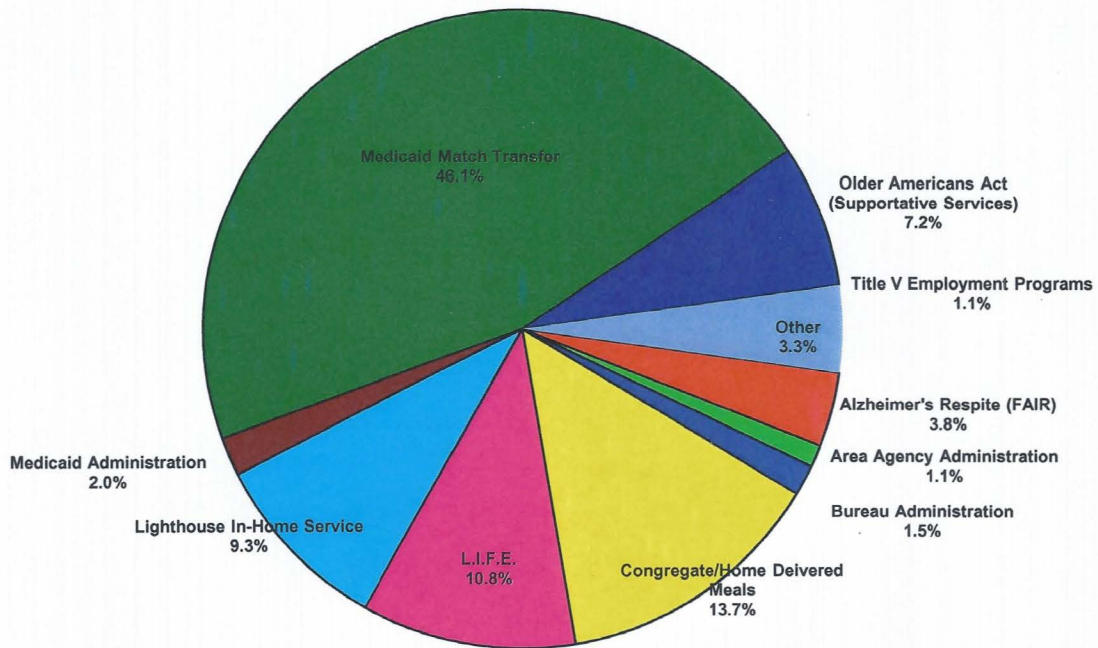
**2015 WEST VIRGINIA SILVER HAired LEGISLATURE
POSITION PAPERS AND RESOLUTIONS**

- HP 1115 Organ Donor Register Should be Changed from an Opt-In to an Opt-Out System
- HP 2115 Reclassifying Penalties for Minor Drug Offenses
- HP 2215 Regulating and Taxing the Marijuana Industry: A Sensible Approach
- HP 2315 Increase Funding for Senior In-Home Services
- HP 2415 Legalization and Taxation of Industrial Hemp
- HP 4115 Improvement of Educational Qualifications for Magistrate Judges
- HP 4215 Making it Illegal to Discriminate Against Anyone Based on Sexual Orientation or Gender Identity in the Workplace, Both Public and Private, and in Housing, the Rental or Purchase of Homes
- HP 4315 Collect and Track Prescription Information for All Schedule V Controlled Substances Dispensed in West Virginia, e.g., Codeine Containing Cough Mixtures – This Should Include All Patient, Pharmacy, and Doctor Information and/or Make it a Schedule IV or III Drug
- HP 4415 Implement a Tax Credit for West Virginia Landowners Voluntary and Participating Allowing Non-Resident Hunting for Deer Only
- HP 4515 Making it Illegal to Smoke in a Vehicle with Anyone Under the Age of 18 Present
- HP 4615 Requiring a Prescription to Receive Drug Products that Contain as an Active Ingredient Ephedrine, Pseudoephedrine, Phenylpropanolamine, and Other Precursors of Methamphetamine
- HP 4715 Keep Foods, Wildlife, and Environs Wholesome and Healthy
- HP 5115 To Remove from Chapter 17 – The Regulations for Licensing of Gas Motorized Bicycles, Mopeds, and Scooters 50CC and Under and Any Penalties Associated with Such Use
- HP 5215 Free Exercise of Religions and Faiths
- SP 1115 Grandparent Visitation Rights
- SP 1215 Drug Testing on Welfare Recipients for Drugs and Alcohol

Resolution The West Virginia Legislature to make it mandatory for all oncoming traffic stop when following or approaching a stopped Buckwheat Express Bus and all other buses that are assisting passengers

Resolution Increase participation between regular Legislature and Silver Haired Legislature

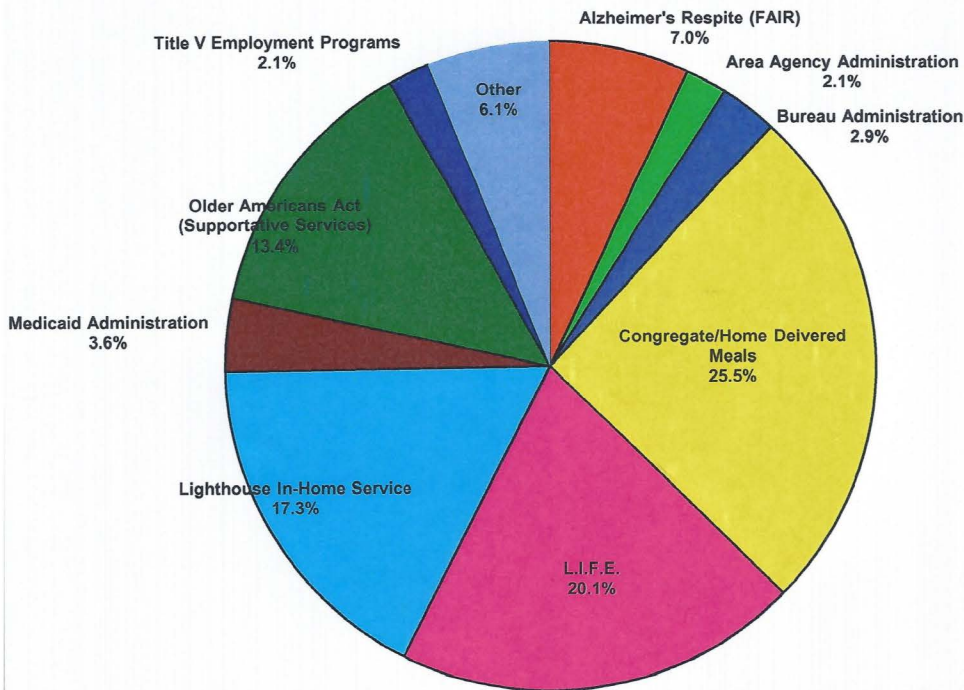
**BUREAU OF SENIOR SERVICES
FY2015 PROGRAMS BY REVENUE**



**BUREAU OF SENIOR SERVICES
FY 2015 PROGRAMS BY REVENUE**

Alzheimer's Respite (FAIR)	3.75%	\$3,312,190
Area Agency Administration	1.11%	\$983,412
Bureau Administration	1.54%	\$1,361,206
Congregate/Home Deivered Meals	13.71%	\$12,112,211
L.I.F.E.	10.84%	\$9,571,239
Lighthouse In-Home Service	9.32%	\$8,231,104
Medicaid Administration	1.96%	\$1,730,000
Medicaid Match Transfer	46.13%	\$40,736,458
Older Americans Act (Supportative)	7.23%	\$6,383,728
Title V Employment Programs	1.13%	\$1,000,000
Other	3.28%	\$2,892,400
TOTAL	100.00%	\$88,313,948
Other		
Special Projects	0.07%	\$63,500
Aged & Disabled Resource Centers	0.48%	\$425,000
Ombudsman	0.70%	\$617,226
Community Partnership	1.01%	\$893,132
Transportation	1.01%	\$893,542
	3.28%	\$2,892,400

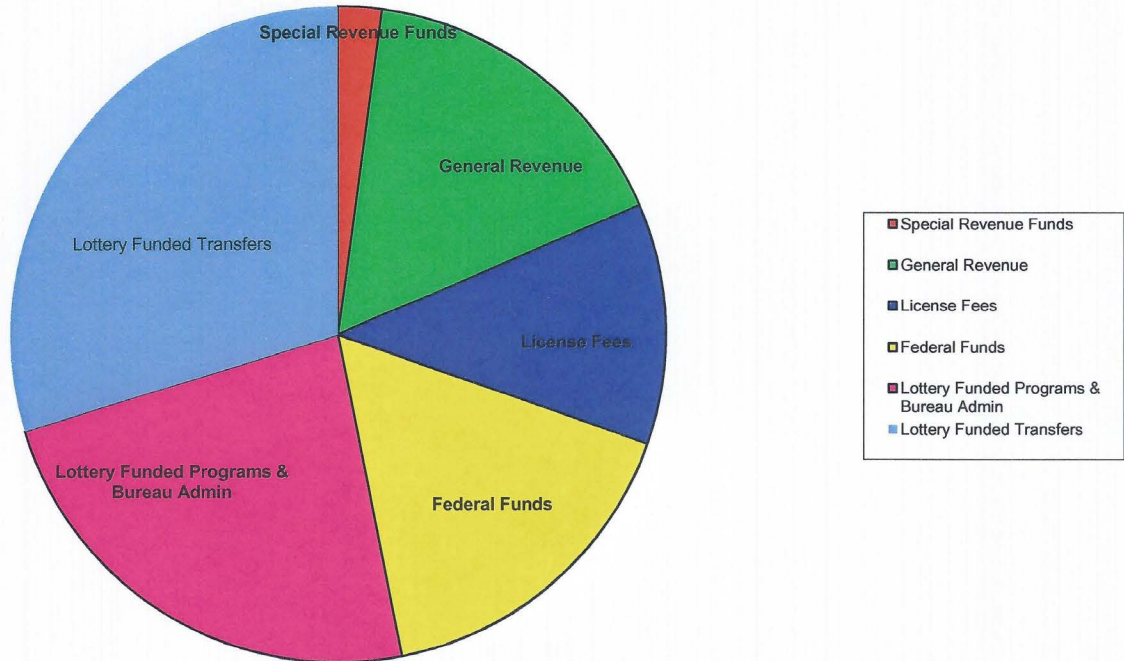
**BUREAU OF SENIOR SERVICES
FY2015 PROGRAMS BY REVENUE
non Medicaid Transfers**



**BUREAU OF SENIOR SERVICES
FY 2015 PROGRAMS BY REVENUE
(non Medicaid Transfers)**

Alzheimer's Respite (FAIR)	6.96%	\$3,312,190
Area Agency Administration	2.07%	\$983,412
Bureau Administration	2.86%	\$1,361,206
Congregate/Home Delivered Meals	25.46%	\$12,112,211
L.I.F.E.	20.12%	\$9,571,239
Lighthouse In-Home Service	17.30%	\$8,231,104
Medicaid Administration	3.64%	\$1,730,000
Older Americans Act (Supportative	13.42%	\$6,383,728
Title V Employment Programs	2.10%	\$1,000,000
Other	6.08%	\$2,892,400
TOTAL	100.00%	\$47,577,490
Other		
Special Projects	0.13%	\$63,500
Aged & Disabled Resource Centers	0.89%	\$425,000
Ombudsman	1.30%	\$617,226
Community Partnership	1.88%	\$893,132
Transportation	1.88%	\$893,542
	6.08%	2,892,400

**BUREAU OF SENIOR SERVICES
FY2015 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2015 REVENUES BY SOURCE**

Special Revenue Funds	2.15%	\$1,900,000
General Revenue	16.37%	\$14,457,690
License Fees	11.89%	\$10,500,000
Federal Funds	16.46%	\$14,536,246
Lottery Funded Programs & B	23.37%	\$20,641,244
Lottery Funded Transfers	29.76%	\$26,278,768
TOTAL	100.00%	\$88,313,948

**BUREAU OF SENIOR SERVICES GRANTS
GRANT DETAIL EXPENDITURES FY 2015**

<u>Vendor Name</u>	<u>Amount</u>
AARP FOUNDATION	22,559
AGING & FAMILY SERV OF MINERAL CO	229,586
ALZHEIMERS ASSOCIATION	45,000
APPALACHIAN AREA AGENCY ON AGING	6,964,492
BARBOUR CO SENIOR CENTER INC	208,393
BELOMAR REGIONAL COUNCIL	7,232,609
BERKELEY SENIOR SERVICES	345,656
BI-COUNTY NUTRITION PROGRAM	27,000
BIG OTTER COMMUNITY & SENIOR CENTER	3,000
BOONE CO COMMUNITY ORG	167,966
BRAXTON CO SENIOR CITIZENS CENTER INC	254,738
BROOKE CO COMMITTEE ON AGING	201,909
CABELL CO COMMUNITY SERVICES	553,079
CALHOUN CO COMMITTEE ON AGING	80,681
CITY OF WESTOVER	60,335
CLAY BATTELLE AREA SENIOR CITIZENS INC	16,450
CLAY CO DEVELOPMENT CORP	130,700
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	153,154
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	234,558
COMMUNITY ACTION OF SE WV	346,907
COUNCIL OF SENIOR TYLER COUNTIANS	135,970
COUNCIL OF SR CITIZENS OF GILMER CO INC	170,938
COUNCIL ON AGING INC	304,380
DODDRIDGE CO SENIOR CITIZENS INC	134,415
FAMILY SERVICE UPPER OHIO VALLEY	271,411
GOOD SHEPHERD INTERFAITH VOL CAREGIVERS INC	5,000
GRANT CO COMMISSION ON AGING	158,452
GREENBRIER CO COMM ON AGING	99,508
HAMPSHIRE CO COMM ON AGING	216,968
HARDY CO COMMITTEE ON AGING	200,375
HARRISON CO SENIOR CITIZENS CTR INC	266,888
JACKSON CO COMM ON AGING	205,978
JEFFERSON CO COUNCIL ON AGING	272,081

**BUREAU OF SENIOR SERVICES GRANTS
GRANT DETAIL EXPENDITURES FY 2015**

<u>Vendor Name</u>	<u>Amount</u>
KANAWHA VALLEY SENIOR SERVICES	1,039,766
LEGAL AID OF WEST VIRGINIA INC	702,349
LEWIS CO SENIOR CITIZENS CENTER INC	287,231
LINCOLN CO OPPORTUNITY CO	380,649
MARION CO SENIOR CITIZENS	362,605
MARSHALL CO COMMITTEE ON AGING	204,894
MASON CO ACTION GROUP INC	167,098
MCDOWELL CO COMMISSION ON AGING	221,960
MEALS ON WHEELS OF RANDOLPH CO INC	5,000
MISSION WEST VIRGINIA INC	25,550
MONONGALIA CO COMMISSION	304
MONROE CO COUNCIL ON AGING INC	126,757
NICHOLAS CO COMMISSION	17,545
NICHOLAS CO COMMUNITY ACTION PARTNERSHIP INC	232,047
PENDLETON SENIOR & FAMILY SVS	135,974
PLEASANTS CO COMMISSION	96,036
PLEASANTS SENIOR NUTRITION INC	4,993
POCAHONTAS CO SENIOR CITIZENS	89,500
PRESTON CO SENIOR CITIZENS INC	1,126,623
PRIDE COMMUNITY SERVICES INC	188,465
PUTNAM CO AGING PROGRAM INC	239,494
RALEIGH CO COMMISSION ON AGING INC	868,875
RANDOLPH CO COMMITTEE ON AGING	239,230
REGION VIII PLANNING & DEV COUNCIL	6,694,568
Ridgeley Senior Center	13,000
RITCHIE CO INTEGRATED FAMILY SVS	161,273
ROANE CO COMMITTEE ON AGING INC	93,804
ROSEDALE SENIOR CITIZEN CENTER INC	5,000
SENIOR LIFE SERVICES OF MORGAN CO	178,570
SENIOR MONONGALIANS INC	285,269
SHEPHERD OF THE HILLS MISSION	22,000
ST MARYS ROMAN CATHOLIC CHURCH	2,500
SUMMERS CO COUNCIL ON AGING	180,069

**BUREAU OF SENIOR SERVICES GRANTS
GRANT DETAIL EXPENDITURES FY 2015**

<u>Vendor Name</u>	<u>Amount</u>
TAYLOR CO SENIOR CITIZENS INC	179,532
TUCKER CO SENIOR CITIZENS INC	199,086
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	27,000
UPPER KANAWHA VALLEY COMM CTR	10,000
UPPER MASON PARISH	3,500
UPSHUR CO SR CITIZEN OPP CTR INC	436,434
WAYNE CO COMMUNITY SERVICE ORG INC	387,371
WEBSTER CO COMM OF SENIOR CITIZENS	152,970
WETZEL CO COMMITTEE ON AGING	198,246
WIRT CO COMMITTEE ON AGING	125,433
WOOD CO SENIOR CITIZENS ASSOCIATION INC	285,060
WVSU METRO AREA AGENCY ON AGING INC	6,857,330
	<hr/>
	43,679,089