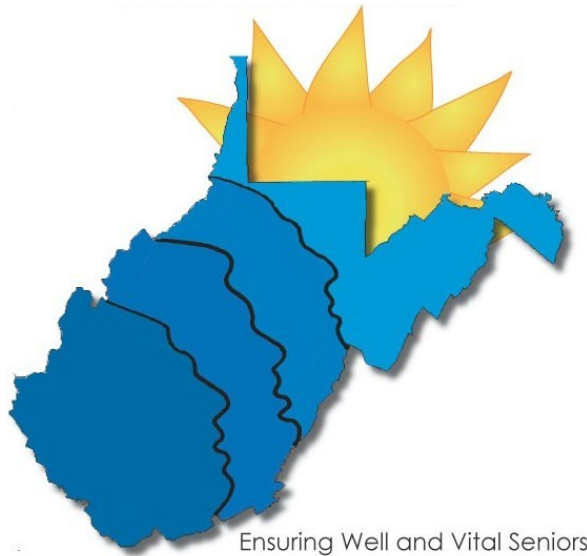


**WEST VIRGINIA
BUREAU OF SENIOR SERVICES**



ANNUAL REPORT

**State Fiscal Year 2018
July 1, 2017–June 30, 2018**



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2018 Annual Report

July 1, 2017–June 30, 2018

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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.

This report is available online at:

www.wvseniorservices.gov

and

http://www.wvlegislature.gov/Reports/Agency_Reports/agencylist_all.cfm

**WEST VIRGINIA BUREAU OF SENIOR SERVICES
STATE FISCAL YEAR 2018 ANNUAL REPORT
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From Robert E. Roswall, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2018 Annual Report. The Bureau's Provider Network of 65 providers served our West Virginia seniors well in 2018, with 3.35 million units of service to 130,500 seniors in West Virginia. Our seniors contributed more than \$1.15 million for the services they received, allowing more seniors to be served.

SUCSESSES

The Bureau introduced a new intake assessment form for 2018. This form allows provider agencies to evaluate a senior for services using a consistent points system, which gives service providers the ability to prioritize seniors for services based on greatest need.

FUTURE

The Bureau has started the development of a fiscal manual to assist our provider network in program fiscal operations. Currently, the Bureau and the Area Agencies on Aging are doing preliminary work, and provider input will be encouraged. This is a manual for fiscal reporting, budgets, and reporting deadlines, along with audit requirements.

ONGOING PROJECTS

A work group of provider agencies, Bureau staff, and Area Agency on Aging staff is working on the development of a new intrastate funding formula for the allocation of both state and federal aging program dollars. The Administration for Community Living has requested that the Bureau develop a new formula. Currently, the formula is based on population over age 65, low income, and minorities. The weights are as follows: eight points for population, one point for low income, and one point for minority.

STRUCTURE

The West Virginia Bureau of Senior Services was created per the Senior Services Act of 1997, West Virginia Code, Chapter 16, Article 5P (previously known as the West Virginia Commission on Aging). The Bureau 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 the Governor and is the chief administrative officer overseeing all program and fiscal operations. (See Organizational Chart, Exhibit A.)

PROGRAMS

PROGRAMS

OLDER AMERICANS ACT FEDERAL FUNDED TITLE PROGRAMS

Overview

The Older Americans Act (OAA) is among the most important contributions of aging legislation ever enacted by Congress. The OAA consists of:

- Title III-B – Legal Assistance, Supportive Services
- Title III-C-1 – Congregate Meals
- Title III-C-2 – Home-Delivered Meals
- Title III-D – Evidence-Based Wellness Programs
- Title III-E – National Family Caregiver Support Program
- Title V – Senior Community Service Employment Program
- Title VII – Long-Term Care Ombudsman Program

Its goals are 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 Network of Contractors (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, F, and G). These funds are then distributed to the state's County Aging Programs (see Exhibit H). 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 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.

- 39,006 West Virginians were served through Older Americans Act programs, including nutrition, transportation, personal care, chore, and homemaker services.
 - 18% were age 85+, 30% were ages 75-84, 45% were ages 60-74
 - 36% lived in poverty
 - 48% lived alone
 - 42% were at high nutrition risk.

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need, including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaids.org; and outreach visits to individual 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 19th edition of its manual, Legal Questions Frequently Asked by West Virginia Seniors. WVSLA continued to publish occasional news posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaids.blogspot.com. WVSLA continued to participate in the statewide Financial Exploitation Task Force, RDVIC's Sexual Assault Response Team, Monongalia/Preston County's STOP Violence team, the National Association of Senior Legal Hotlines, and the Bureau's Dementia-Capable Outreach, Training, and Supports Leadership Team. 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 and professionals. The WV Funeral Directors Association and the Palliative Care Association requested presentations from WVSLA at their annual state conferences this year. WVSLA provided legal information to over 770 workshop participants at these and other events. Attendees at workshops included seniors, family caregivers, paid caregivers, social workers, nursing home administrators, attorneys, nurses, homemakers, physicians, geriatrics professionals, law students, and members of the public. Topics included financial powers of attorney law; mental capacity and legal decision-making and planning for incapacity; special legal issues of LGBT seniors; law and alternative practices in end-of-life, funeral, and burial; dealing with debt; preserving autonomy through proactive legal planning; long-term care Medicaid estate recovery; prevention, intervention, and remedy of financial exploitation; avoiding undue influence and the Transfer on Death deed.



- WVSLA served a total of 646 seniors across all 55 counties, providing 1,796.75 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy.

Title III-B Supportive Services



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 personal care, 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. Specific services included under Supportive Services are:

- Adult Day Care
 - Assisted Transportation
 - Chore
 - Client Support
 - Homemaker
 - Information and Assistance
 - Outreach
 - Transportation
- In State Fiscal Year 2018, 14,086 seniors received 442,538 hours of Supportive Services.
 - 19% were age 85+, 30% were ages 75-84, 45% were ages 60-74
 - 38% lived in poverty
 - 56% lived alone
 - 45% were at high nutrition risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

The Bureau receives funding and provides services through Titles IIIC-1 and IIIC-2. C-1 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 Dietary Reference Intakes, and the centers offer an opportunity for seniors to socialize. C-2 home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 170 locations throughout the state.



- In Fiscal Year 2018, 23,694 West Virginia seniors received nearly 2.1 million meals, either in their homes (8,657 seniors, 1,348,045 home-delivered meals) or at County Nutrition Sites (15,900 seniors, 701,080 congregate meals).
- The average collected for home-delivered meals was \$.64, and for congregate \$1.46. These funds are used to increase or maintain nutrition services.
- All Nutrition Providers received mandatory 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 on the introduction of the 2015–2020 federal dietary guidelines.
- Of the total number of seniors who received Senior Nutrition Services:
 - 19% were age 85+, 32% were ages 75-84, 44% were ages 60-74
 - 38% lived in poverty



- 49% lived alone
- 47% were at a high nutrition risk
- For home-delivered meals:
 - 29% were age 85+, 32% were ages 75-84, 36% were ages 60-74
 - 49% lived in poverty
 - 57% lived alone
 - 76% were at high nutrition risk.
- For congregate meals:
 - 14% were age 85+, 32% were ages 75-84, 48% were ages 60-74
 - 33% lived in poverty
 - 46% lived alone
 - 32% were at high nutrition risk.

Title III-D Evidence-Based Wellness Programs

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, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, Healthy Steps, National Diabetes Prevention Program (WVBPH), Marshall University School of Medicine Falls Prevention Conference, and Geri-Olympics, as well as participating in the Summer Institute on Aging. 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.
- The Bureau collaborated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition that was held at the South Charleston Community Center in April 2018.
- The Bureau's Wellness Director participates in and serves as a WV Leadership Board Member 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 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 sponsors and staff assist Marshall University in the annual WV Healthy-Steps for Healthy Lives Regional Conference at Marshall University.
- A staff member conducts workshops at the Dunbar Nutrition Site and CANS (Charleston Area Nutrition Site) Tiskelwah Center to provide the evidence-based program "Healthy Steps" and "Tai Chi for Arthritis."

- The Bureau facilitates the paid certification of County Aging Providers to have staff certified in Evidence-Based programs.
- The Bureau contracts with Master Trainers to accommodate County Aging Programs for Title III-D services.

Title III-E National Family Caregiver Support Program

The Bureau receives funding and provides services through Title III-E, the National Family Caregiver Support Program (NFCSP). This Older Americans Act program provides grants to states to fund a range of supports that assist family and other informal caregivers to care for their older loved ones at home for as long as possible. NFCSP services include respite care, information about services, help in accessing services, counseling, support groups, and family caregiver training. Services are available in all West Virginia counties and vary by county.

Additionally, Title III-E 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.

- In Fiscal Year 2018, 95,684 units of service were provided to 1,265 families caring for older individuals and persons of any age with dementia.

Title V Senior Community Service Employment Program (SCSEP)



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 aged 55 and older who live at or below 125% of the federal poverty level, the SCSEP places seniors at nonprofit or government 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 eleven counties across the state. The remaining counties participate in the SCSEP through the National Council on Aging.

- Preston County Senior Citizens provided support to 103 people, with 2 achieving unsubsidized employment. During enrollees' on-the-job training, they provided 49,804 hours to general community service groups, with an additional 18,284 hours to senior specific groups.
- The Federal funds expenditure was \$824,181 and non-Federal funds were \$91,575.

- There were 92 authorized positions and 76 modified positions with 41 active 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 68,088 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau provides OAA Title VII. 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 2018, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region, one volunteer, and a program director/volunteer coordinator.

- The Ombudsman Program conducted 770 monitoring visits in 304 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes) in 2018.
- The ombudsmen investigated 953 complaints made by or on behalf of long-term care residents in 2018. Sixty-three percent (63%) of those complaints were verified. Nearly seventy percent (70%) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 470 times; participated in 10 community education sessions; conducted 62 trainings for facility staff on the topics of abuse and abuse reporting, the ombudsman program, dealing with difficult behaviors, and resident rights; and provided 1,976 telephone consultations to individuals in the community and facility staff.
- The program operated within a total budget of \$888,805. This was comprised of \$111,138 Federal Older Americans Act, Title VII Chapter 2 funds; \$187,774 Federal Older Americans Act, Title VII Chapter 3 funds; \$220,000 other Federal (Medicaid) funds; \$327,226 State funds; and \$42,667 Local funds.

STATE LOTTERY–FUNDED PROGRAMS

The Bureau receives \$30,551,215 from West Virginia Lottery funds to provide in-home services, transportation, meals, provider operations, and Bureau administration.

Family Alzheimer’s In-Home Respite (FAIR)

The dictionary defines respite as an interval of rest or relief. That is what the Family Alzheimer’s In-Home Respite (FAIR) Program provides for family caregivers of individuals with Alzheimer’s disease or a related dementia. FAIR, a state-funded program, available in all 55 counties, was created by the West Virginia Legislature 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 county senior centers give family caregivers a break from caregiving responsibilities and provide companionship and individualized activities for the person with dementia. Direct care workers receive dementia care training, prior to providing services, from staff who were trained by the Bureau of Senior Services.

Payment for FAIR is on a sliding fee scale, based on the income of the care recipient (and spouse, if there is one). Monitoring FAIR is ongoing to ensure that each county provider adheres to program guidelines and effectively serves as many families as possible.

- In Fiscal Year 2018, the FAIR Program provided 241,982 hours of service to 880 families (1,760 caregivers and individuals with Alzheimer’s disease or a related disorder).
- FAIR clients statewide averaged 42 hours of service each month.
- FAIR manual training was provided to nineteen new county FAIR coordinators in FY 2018.
- FAIR services are on a sliding fee scale, based on 200% of the federal poverty guidelines, considering the income minus medical expenses of the care receiver (and spouse, when there is a spouse).
- In FY 2018, Lighthouse and FAIR fees collected totaled \$1,152,517, which is used to provide additional hours of service in these two programs in the counties where they were collected. Fees collected in fiscal 2018 averaged \$1.34 for each hour of service provided.

Lighthouse Program

The Lighthouse Program is a personal care service designed to assist seniors who have functional needs in their homes. It is for seniors who 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. The Lighthouse Plan of Care is developed by the County Aging Provider registered nurse. This unique program is funded by the state of West Virginia, and clients contribute for services based on 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 has to be a citizen of West Virginia, 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. The Lighthouse program is available in all 55 counties.

- In Fiscal Year 2018, 2,524 seniors received 616,729 hours of service.
- The average number of Lighthouse clients in any given month was 1595. The average number of Lighthouse clients served by each county in any given month was 27.
- The average number of hours of service a Lighthouse client received each month was 32.
- Payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$1,152,514. The fees collected for services averaged \$1.34 per hour of service to provide 57,421 additional service hours.

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 Provider receiving funds to be used to expand and enhance needed services and operational costs in their county. 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 Title XX Homemaker program). County providers may budget these funds based on the county's priority needs.

- 14,754 individuals received 301,925 separate occurrences of transportation or other services through LIFE funds.
- 2,289 individuals received 97,322 trips (transportation services); 733 received 13,132 trips under Assisted Transportation, and 1,661 received 84,190 trips under Transportation.
- 1,132 individuals received 71,289 hours of services in their homes and communities (adult day care, case management, chore, homemaker, personal care, and congregate respite or in-home respite).

- 3,669 individuals received 64,092 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.
- 54,169 sessions or contacts were made to 10,702 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in Fiscal Year 2018:
 - 37% lived in poverty
 - 52% lived alone
 - 44% were at high nutrition risk.

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they should have access to and understand information that can help them make the best decisions for themselves. The Bureau of Senior Services encourages everyone to reflect on their own personal goals, values, and beliefs as they make care decisions and discuss those choices with family members. Advance directives give individuals control over end-of-life treatments and care and protect family members from having to make those hard decisions. Advance directives allow individuals to name the person they want to carry out their wishes and make decisions for them, if it is determined they cannot make those decisions for themselves. In Fiscal Year 2018, the Bureau continued to make the following information available free of charge to all who requested it:

- ***Advance Directives for Health Care Decision-Making in West Virginia*** answers the most frequently asked questions about end-of-life care decisions and contains advance directive forms 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, is a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. It includes choices related to spiritual, personal, and emotional needs, as well as medical wishes. Five Wishes meets the legal requirements for an advance directive in most 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 could face when a loved one is near the end of life. It does not replace medical advice but 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.

Aging and Disability Resource Network (ADRN)



West Virginia's Aging and Disability Resource Network (ADRN) locations are "one-stop shops" for long-term care access to assistance and reliable and objective information regarding long-term care services. 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

the statewide ADRN operated by the WVSVU Metro Area Agency on Aging. The ADRN offices are State funded through the Bureau of Senior Services. The ADRN has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code, www.wvnavigate.org. (See Exhibit I for a map of ADRN locations, Exhibit J for Fiscal Year 2018 budgets by site, and Exhibit K for Fiscal Year 2018 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Network.
- ADRN had 15,787 total contacts and assisted 10,237 individuals with their long-term care services and supports.

Connecting the DOTS (Dementia-Capable Outreach, Training and Support) in WV

In September 2015, the West Virginia Bureau of Senior Services received a three-year, \$435,000 grant from the Administration on Aging of the Administration for Community Living to develop dementia-capable communities, provide dementia care training to critical pathways staffs and build more awareness of Alzheimer's disease and related dementias throughout the state.

Through ***Connecting the DOTS (Dementia-Capable Outreach, Training and Support) in WV***, seventeen community grants of \$10,000 each have been awarded to assess current dementia capability and develop and implement plans to make communities more dementia capable.

Each community grantee completed a dementia-capable community needs assessment and developed a work plan that included a direct service component, training for one or more segments of the community, Savvy Caregiver Training to empower family caregivers and an awareness campaign for the community as a whole. During FY 2018, they all completed one or more of these grant components, including diverse direct service projects to meet the needs of their respective communities. Direct services include caregiver support groups; a memory café; Healthy Steps for persons with dementia and a separate class for family caregivers, MindMate - an app for caregivers, discreet ID system for hospital patients with dementia, assistive devices for feeding and independence, respite care and Music and Memory, a program that helps people with dementia reconnect through personalized music playlists. These projects, along with outcomes and findings, will be completed in fiscal 2019.

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.

Medicaid Operation Agency



The WV Bureau for Medical Services (BMS) contracts with the Bureau of Senior Services to act as the Operating Agency for the Aged and Disabled Waiver (ADW) Program and the Medicaid Personal Care (PC) Program. Duties of the Operating Agency include operational oversight, initial and continuing certification, retrospective reviews and provision of technical assistance to ADW and PC providers. The Bureau operates a complaint telephone line to address complaints of recipients of the ADW and PC programs. The Bureau also represents BMS in the Medicaid Fair Hearing process for recipients of ADW and PC services.

Medicaid Aged and Disabled Waiver (ADW)

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).

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, Nursing Assessment/Supervision, 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 Personal Options 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 twelve months to ensure continuing compliance with all required certification regulations. This certification includes 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: 418
 - Direct Care Staff: 8,296
- Number of Staff reported by Personal Options Model:
 - Direct Care Staff: 1,307
- 6,419 recipients were served by 139 traditional ADW agencies.
- Annual onsite reviews of all providers were conducted by the Bureau of Senior Services Registered Nurse Monitors, who reviewed 790 Traditional Model participant records.

Medicaid Personal Care (PC)

Personal Care Services is a State Plan Medicaid 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 Fiscal Year 2018, 5,764 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.

The program has 57 providers located throughout the state who served 5,764 Personal Care recipients. Annual onsite reviews were conducted by the Bureau of Senior Services' Registered Nurse Monitors. They reviewed 378 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: 8,344
 - Professional Staff: 245
- 5,764 Personal Care recipients were provided assistance.

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 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 Fiscal Year 2018, 1097 ADW recipients chose to self-direct their services through this program option.

- 1,097 Aged & Disabled Waiver recipients chose to self-direct their services through this program option.
- The Program Manager for Personal Options reviewed 109 participant records and 139 staff files to ensure compliance with federal and state program regulations.

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 age 60 and older. A total of 16,378 voucher booklets (seven \$4 coupons per voucher booklet, totaling \$458,584) were distributed to seniors throughout the state beginning July 1, 2017. The coupons could be exchanged for garden seeds, fruits, vegetables, and other fresh market items.

OTHER FEDERAL–FUNDED PROGRAMS (Non-Older Americans Act)

Health Insurance Marketplace

The Bureau of Senior Services had a Memorandum of Understanding with First Choice Health Services, which has a Navigator grant through the Centers for Medicare and Medicaid Services (CMS) to house a Health Insurance Marketplace Navigator at the Bureau's location. This Marketplace Navigator was trained to help anyone understand health coverage and assist them in enrolling in coverage through www.healthcare.gov or WV Medicaid if they qualified.



West Virginia Senior Medicare Patrol (SMP)

West Virginia SMP is a federal grant that was awarded by the Administration for Community Living to the Bureau of Senior Services in June 2015 to combat Medicare fraud. This is a competitive grant and the Bureau was approved the SMP grant for an additional 5 years starting June 2018. Counselors and volunteers provided outreach and education to help beneficiaries learn how to protect their Medicare information, as well as how to recognize and report suspected 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. WV SMP information can be found online at www.wvship.org.



- SMPP reached 3,257 Medicare beneficiaries through individual interactions and has provided 728 group outreach and education events reaching over 21,000 people and 73 Media outreach and education events.
- WV SMP had 54 active SMP team members during the past year located within County Aging Programs, Aging and Disability Resource Network offices, and at the Bureau of Senior services.
- The WV SMP toll-free number (1-855-254-1720) is answered by staff at the Bureau of Senior Services.
- The SMP program is federally administered by the Administration for Community Living.

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



West Virginia SHIP is administered by the Bureau through a federal 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, preventive services, Medigap policies, and Medicare Savings Programs. The SHIP statewide toll-free number is 1-877-987-4463. Counselors are located within County Aging Program offices, Area Agencies on Aging, and Aging and Disability Resource Network offices, as well as at the Bureau and partner volunteer agencies. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums, co-pays, and prescription costs through Medicare Improvements for Patients and Providers Act (MIPPA) funding.

- SHIP served 19,000 Medicare beneficiaries and has provided 1151 public and media events statewide.
- Medicare counselors are located at the Bureau of Senior Services, Aging and Disability Resource Network offices, and County Aging Providers. These counselors assist clients who call WV SHIP's toll-free number (1-877-987-4463).
- WV SHIP has a total of 75 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Programs and Area Agencies on Aging.
- The SHIP program is federally administered by the Administration for Community Living. Training and updates on Medicare are 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 22-24, 2018, at Cedar Lakes Conference Center in Ripley. Three hundred seniors participated in a variety of workshops and health and recreational activities that reflected the theme, “Engage At Every Age.” Workshops and activities at this year’s conference included:



- Wii Bowling
- Social Media for Seniors
- Line Dancing
- Crafts
- Safety for Seniors
- Senior Olympics
- Exercise Workshops such as Healthy Steps and Tai Chi
- Healthy Eating After 50
- Microwave in a Mug
- Getting in the Game with Diverse Seniors
- Debunking Myths of Paying for Long-Term Care
- Smart Phones 101
- Financial Exploitation
- Porch Herb Gardens
- Things I’d Like My Family to Know
- Color Your Way to Calmness

Thirty-Sixth Silver Haired Legislature (SHL)



The 36th session of the West Virginia Silver Haired Legislature convened on April 30–May 2, 2018, at the Charleston Town Center Marriott, Charleston, West Virginia. During this time, new leadership was elected, and committees were formed to begin work on position papers for the upcoming year. They reconvened in October 2018 to finalize those position papers and voted on them to be presented to the 2019 West Virginia Legislature.

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, 2018, as World Elder Abuse Awareness Day. An event was held on June 7 at the University of Charleston with 122 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention.



Each year, the Ron Nestor award is presented to an individual who has advocated to end elder abuse and has helped raise awareness about elder abuse in West Virginia. The recipient of the 2018 Ronald Nestor Award is Jennifer Taylor. Ms. Taylor is a tireless advocate of senior issues. As an attorney at Legal Aid of West Virginia, she has uncovered multiple instances of abuse of seniors, particularly those experiencing financial exploitation. She used to be fully dedicated to the Ombudsman unit, which focuses on long-term and elder care. Ms. Taylor learned that many seniors who were unable to make decisions on their own—such as those in nursing homes, requiring substantial care for physical and mental ailments—were being deprived of their life savings, oftentimes by persons they trusted the most: their children and family members.

FUNDING

FUNDING

Financial Sources

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

- Lottery Appropriations amounted to \$47.5 million, of which \$27.5 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$20 million for Bureau services.
- General Revenue Appropriations totaled \$21.6 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 \$1.9 million; and
- Project Income collected by providers in FY2018 totaled \$3.2 million (Title III \$2 million, In-Home Services \$1.2 million). These funds are used to provide additional services.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2018 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit N lists the Bureau's grants/detailed expenditures for FY2018.

SOCIAL MEDIA

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 143,711 visitors, and its pages received 506,464 hits.
- 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 states of emergency, and the *Food & Fitness* newsletter.
- The Bureau's Facebook page, launched in March 2012, is used to share information and photographs with the public. On average, the page reaches 958 people per week. During the past year, the number of "Likes" increased from 2,936 to 3,060.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page in October 2012. The page is used to share photographs, SHL position papers, and other information regarding the SHL with members and the public.

West Virginia State Health Insurance Assistance Program (SHIP) Website and Facebook Pages

- The website, www.wvship.org, had 31,994 visitors to the website, and its pages received 99,978 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

WORKSHOPS & 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 2018 included:

- Adult Abuse/Neglect/Exploitation Identification
- Adventures in Aging Conference
- Alzheimer's Overview
- Assisted Living Resident Rights
- Communicating Effectively with a Person Who Has Dementia
- Conflict-Free Case Management
- Continuing Certification Provider Reporting System Training
- County Aging Provider/Area Agency on Aging Quarterly Meetings
- DOTS (Dementia-Capable Outreach, Training and Support) Grant Overview
- Elder Abuse Training
- Health and Employee Benefit Fairs
- Healthy Steps—Moving You to Better Health with the Lebed Method
- HIPAA
- Juneteenth Celebration
- Long-Term Care Myths & Misconceptions
- Long-Term Care Medicaid for Mental Hygiene Commissioners
- Long-Term Care Ombudsman Program
- Marshall Health/Cabell Huntington Hospital
- Marshall University Joan C. Edwards School of Medicine and School of Pharmacy
- Medicare: A Basic Understanding
- Medicare: A More In-Depth Knowledge
- Medicare Minute Presentations
- Medicare Open Enrollment Dedicated Enrollment Events
- Medicare SHIP Bingo at Senior/Low-Income Housing
- New Director Training
- New Medicare Card Education Sessions
- Nothing Ever Prepared Me to Be a Caregiver
- Nutrition Training for County Aging Programs
- Older Americans Month
- One-Stop Partners Quarterly Meeting Presentation
- Personal Care Webinar
- Personal Options
- Person-Centered Planning
- Person-Centered Planning: What Personal Attendants Need to Know
- Person-Centered Planning for Personal Care Providers
- The Person Comes First: A Practical Approach to Alzheimer's Care

- Quality Training
- Safe Banking for Seniors
- Savvy Caregiver
- Senior Bullying
- Senior Medicare Patrol (SMP) Outreach and Educational Sessions
- Services Available Through the West Virginia Bureau of Senior Services
- SHIP Annual Training
- SHIP Medicare Open Enrollment Presentations
- SHIP Program Overview and Appropriate Referral Presentations
- SHIP Understanding Medicare Workshops
- Social Security In-Service Medicare Presentations
- Tai Chi for Arthritis, Tai Chi for Diabetes
- "The Road Ahead"
- Title V Educational Workshops for Enrollees
- Understanding Medicare
- WV Falls Prevention Initiative
- Who Says What for Whom (Decision-Making Capacity)

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 2018, this is who collaborated and/or partnered with the Bureau:

- AARP West Virginia
- Access and Functional Needs Workgroup
- Access Health
- ACCESSWV (Agencies Connecting Comprehensive Effective Senior Services)
- Administration for Community Living
- Adult Protective Services (APS)
- AFT Threat Preparedness Workgroup
- Aged & Disabled Waiver Quality Council
- Alzheimer's Association, West Virginia Chapter
- Bluefield State Nursing Program
- Cabell Huntington Hospital
- Cabin Creek Health Centers
- Camden Clark Hospital – Lifetime Partners
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Area Medical Center
- Charleston/Kanawha Housing Authority
- Coalition Against Domestic Violence
- Committee on Quality Control (CQI) Council
- Community Care of WV
- Community Living Initiative Corporation (CLIC)
- Connecting the DOTS (Dementia Outreach, Training and Support) in WV Community Grantees
- Davis Medical Center
- Davita Dialysis Center
- Direct Care Workforce Curriculum Work Group
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Health Systems
- Future of Nursing WV Diversity Team
- Good Shepherd Interfaith Volunteer Caregivers
- Herbert Henderson Office of Minority Affairs
- Juneteenth Celebration
- KEPRO
- Legal Aid of West Virginia
- Marshall University Joan C. Edwards School of Medicine
- Meals on Wheels Association of America (MOWAA)

- Medicaid Fraud Control Unit
- Mission West Virginia, Relatives as Parents Program
- National Arthritis Foundation
- National Association of Legal Services Developers
- National Association of Medical Minority Educators, Inc. (NAMME)
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Association of States United for Aging and Disabilities (NASUAD)
- National Church Residences
- National Foundation to End Senior Hunger
- No Wrong Door Grant Project
- Nursing Home Advisory Council
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Quality Insights
- Senior Olympics
- Silver Haired Legislature (SHL)
- Social Security Administration (SSA)
- Southern Ohio Lube and Oil
- State Nutritionist Collaboration Group
- Statewide Independent Living Council (SILC)
- Transportation Coordinating Council
- WellSky
- West Virginia Association of Counties
- West Virginia Attorney General's Office
- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program
- West Virginia CARES
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Department of Education, Career Technical Education
- West Virginia Department of Education, Arts Division of Rehabilitation Services
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Geriatric Education Center (GEC)
- West Virginia Geri-Olympics
- West Virginia Health Care Authority

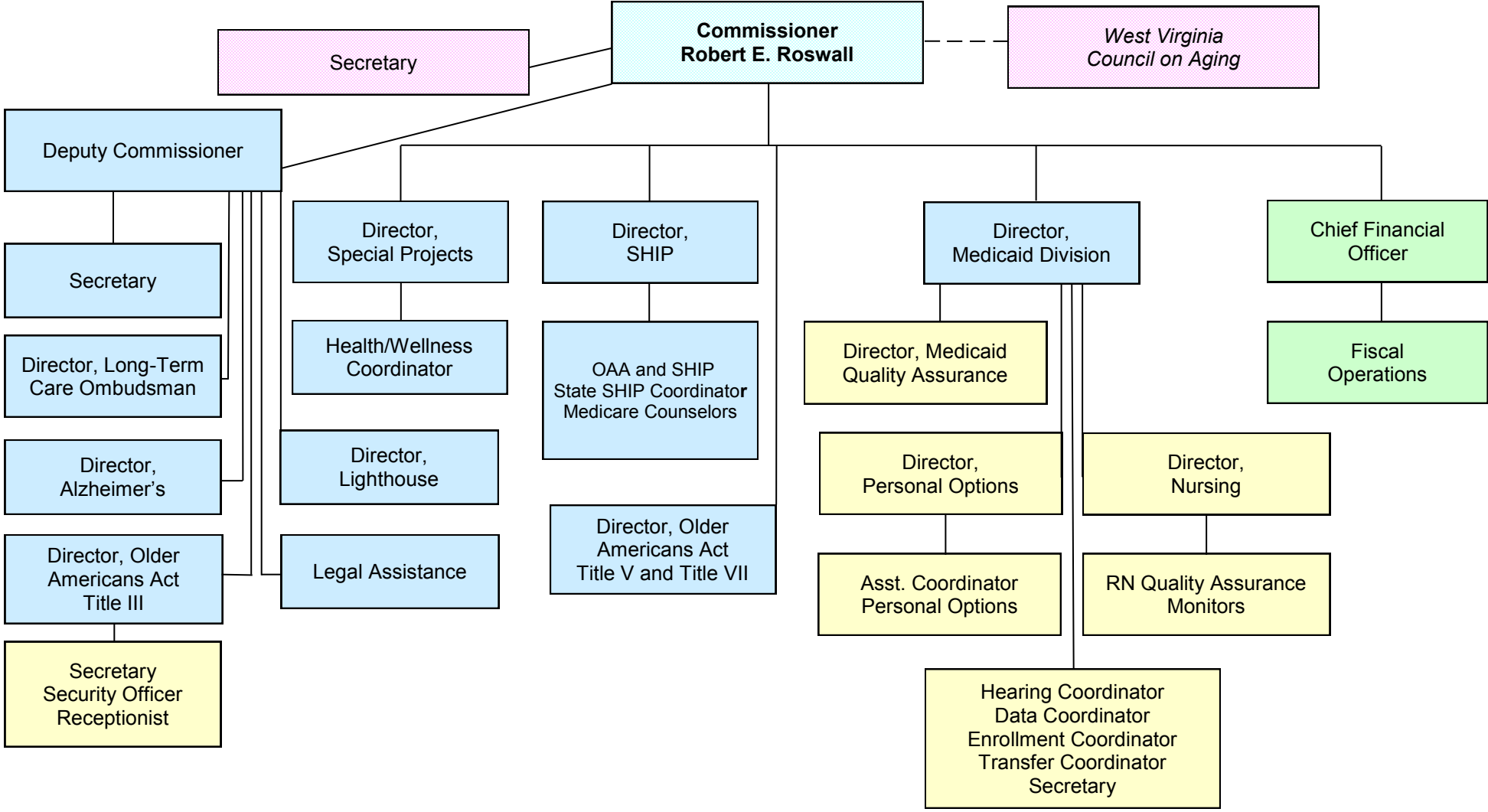
- West Virginia Higher Education Policy Commission
- West Virginia Minority Business Expo
- West Virginia Office of the Insurance Commissioner
- West Virginia Rural Health Association
- West Virginia Senior Legal Aid
- West Virginia United Methodist Conference
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Rockefeller Neurosciences Institute (RNI)
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)
- West Virginia Workforce Investment Council
- WVU School of Social Work Summer Institute on Aging

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, FY2018 Operational Funding Source
- Exhibit E Area Agencies on Aging, FY2018 State/Federal Funding
- Exhibit F Bureau of Senior Services, FY2018 Area Agencies on Aging Operational Funding Source by Agency
- Exhibit G Bureau of Senior Services, FY2018 Regional Funding Allocations All Funds
- Exhibit H County Aging Programs, FY2018 Funding Allocations
- Exhibit I West Virginia Aging & Disability Resource Network
- Exhibit J West Virginia Aging & Disability Resource Network, FY2018 Budgets by Site
- Exhibit K West Virginia Aging & Disability Resource Network, FY2018 Total Contacts by Site
- Exhibit L Bureau of Senior Services, FY2018 Expenditures by Program
- Exhibit M Bureau of Senior Services, FY2018 Expenditures by Funding Source
- Exhibit N Bureau of Senior Services Grants, FY2018 Detailed Expenditures

West Virginia Bureau of Senior Services Organizational Chart



**WEST VIRGINIA BUREAU OF SENIOR SERVICES
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Amy Orndoff, Executive Director

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Oraetta Hubbard, Executive Director, CASE WV

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Tim Salmons, Director

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Tammy Kees, Acting Director

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Angela Williams, Executive Director

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Paula Calvert, CEO

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Janie Lou White, Executive Director

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Laura Ward, Director

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Julie Haverty, RN, Director

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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: scampbell@upwvsc.org
Website: www.upwvsc.org
Sarah Campbell, Director

Superior Senior Care (Wayne County)

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
(In-home services, meals, and transportation in
Stepptown provided by Coalfield Community
Action Partnership, Inc.)

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
Debby Moore, Director

Wetzel County Committee on Aging

(IIIB only)
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: wcoa@suddenlinkmail.com
Lorraine Roberts, Director

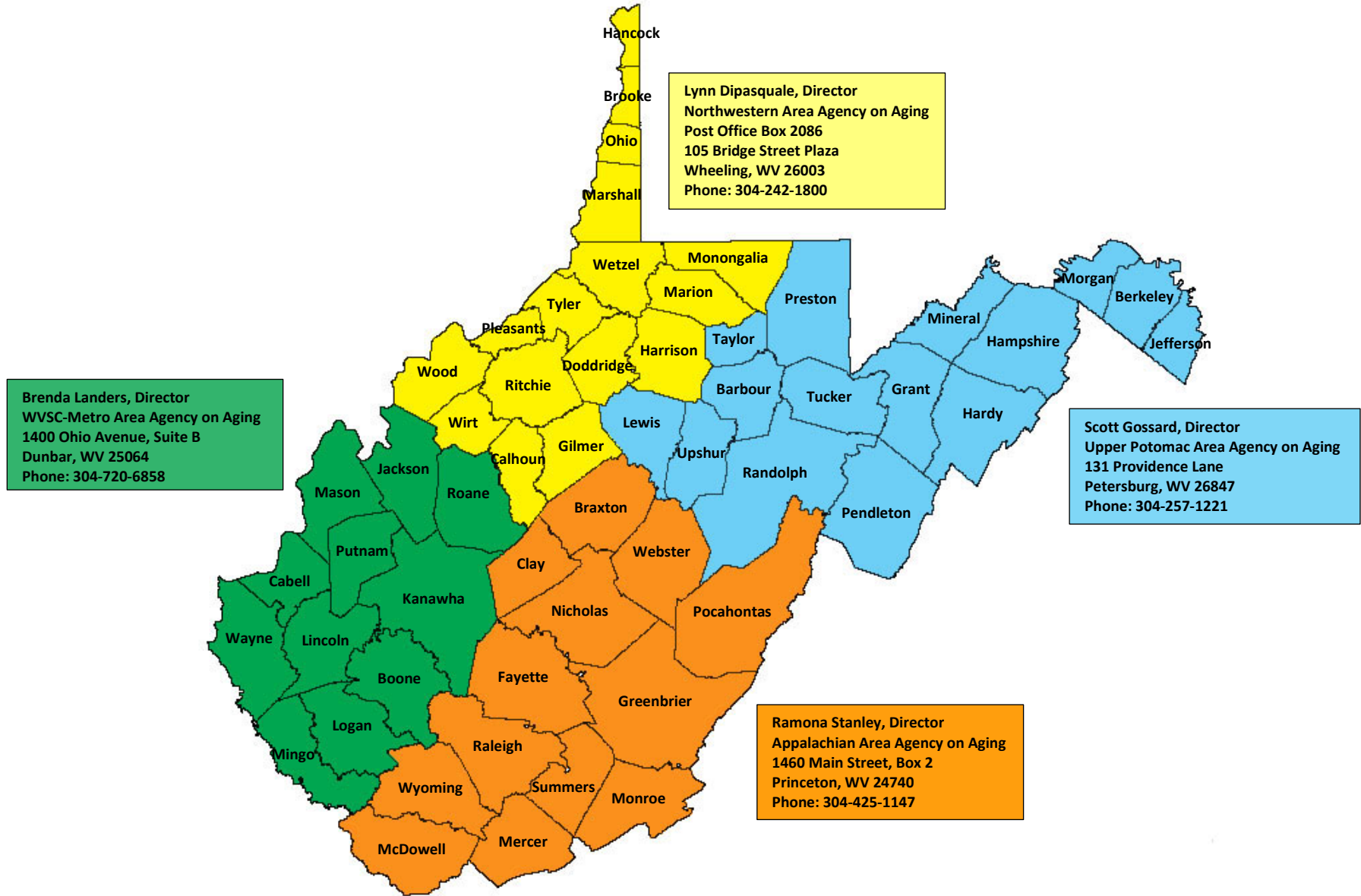
Wood County Senior Citizens Association, Inc.

914 Market Street, Suite 106
Parkersburg, WV 26101
Telephone: 304-485-6748
Fax: 304-485-8755
Email: kgoedel@wcscwv.org
Kelly Goedel, Director

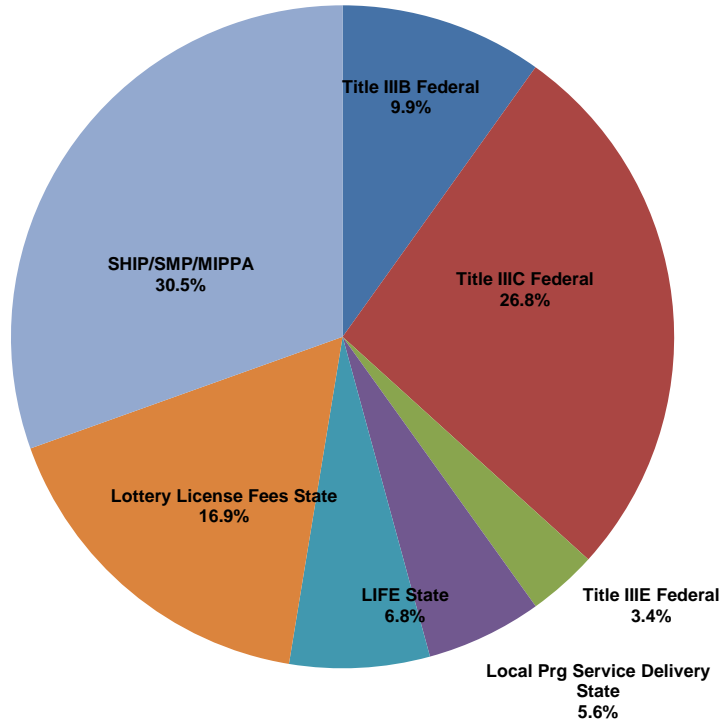
Council on Aging (Wyoming County)

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

AREA AGENCIES ON AGING



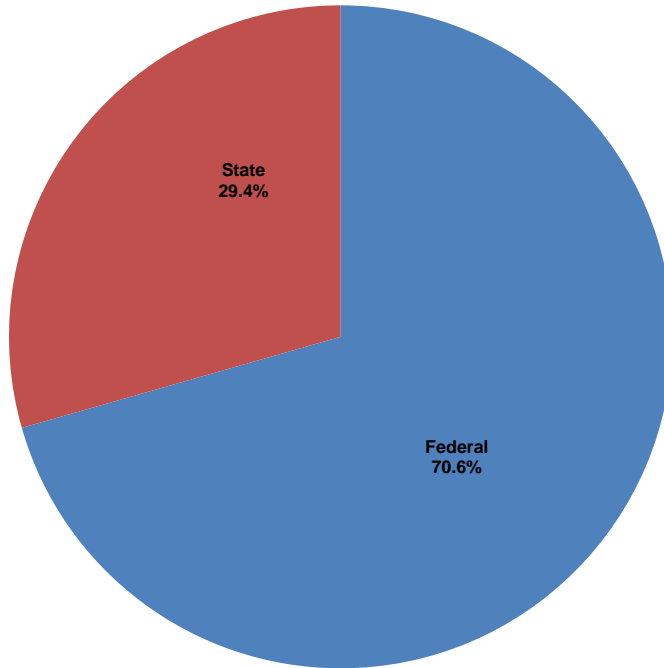
**BUREAU OF SENIOR SERVICES
FY2018 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2018 AAA FUNDING**

Title III B Federal	9.88%	140,000
Title III C Federal	26.83%	380,000
Title III E Federal	3.39%	48,000
Local Prg Service Delivery Stat	5.65%	80,000
LIFE State	6.84%	96,808
Lottery License Fees State	16.95%	240,000
SHIP/SMP/MIPPA	30.47%	431,500
	100.00%	1,416,308

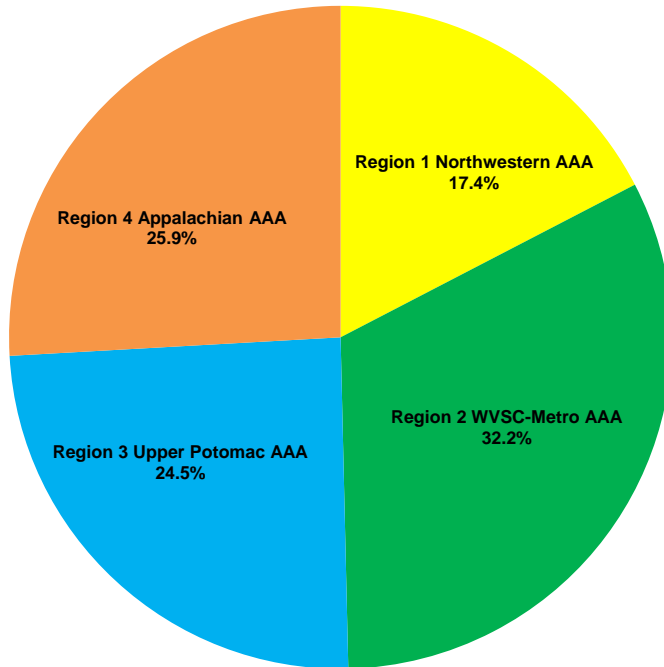
**BUREAU OF SENIOR SERVICES
FY2018 AREA AGENCIES on AGING OPERATIONAL
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
FY 2018 AAA FUNDING**

Federal	70.6%	999,500
State	29.4%	416,808
TOTAL	100.00%	1,416,308
Region 1	17.38%	246,202
Region 2	32.25%	456,702
Region 3	24.48%	346,702
Region 4	25.89%	366,702
	100.00%	1,416,308

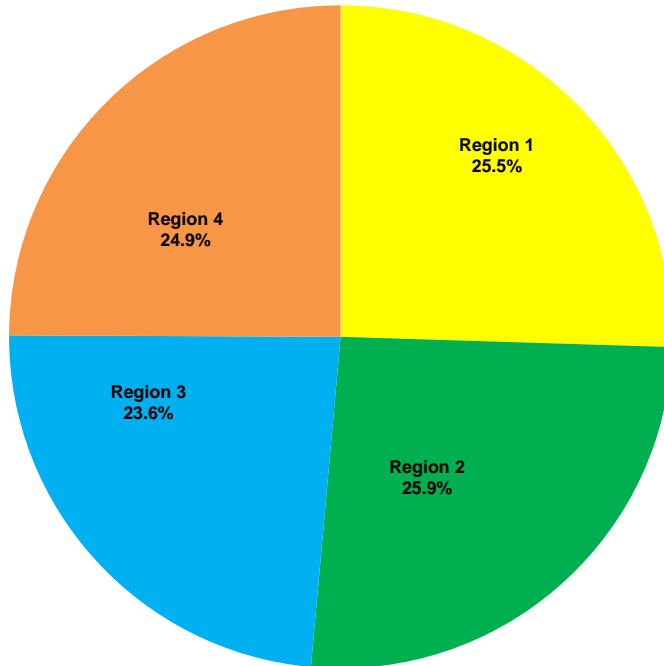
**BUREAU OF SENIOR SERVICES
FY2018 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY 2018 AAA FUNDING**

Region 1 Northwestern AAA	17.4%	246,202
Region 2 WVSC-Metro AAA	32.2%	456,702
Region 3 Upper Potomac AAA	24.5%	346,702
Region 4 Appalachian AAA	25.9%	366,702
TOTAL	100.00%	1,416,308

**BUREAU OF SENIOR SERVICES
FY2018 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY 2018 REGIONAL ALLOCATIONS**

Region 1	25.49%	10,165,588
Region 2	25.94%	10,343,017
Region 3	23.64%	9,429,127
Region 4	24.93%	9,940,957
TOTAL	100.00%	39,878,689

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.

FY 2018 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/ SMP	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE		FY 2018
REGION 1:										
BROOKE	\$179,744	\$182,217	\$32,707	\$296,695	\$0	\$11,619	\$33,660	\$0	\$1,000	\$737,642
BI-COUNTY	\$0	\$22,529	\$0	\$461,126	\$0	\$0	\$19,517	\$0	\$0	\$503,172
CALHOUN	\$107,072	\$186,771	\$26,502	\$86,685	\$0	\$5,072	\$15,857	\$0	\$2,000	\$429,959
DODDRIDGE	\$177,543	\$187,956	\$26,853	\$0	\$0	\$3,450	\$29,390	\$0	\$0	\$425,192
GILMER	\$146,638	\$186,588	\$25,876	\$99,022	\$1,054	\$4,555	\$12,461	\$0	\$2,000	\$478,194
HANCOCK	\$184,797	\$186,233	\$38,558	\$0	\$2,104	\$15,697	\$32,548	\$0	\$3,000	\$462,937
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$230,428	\$190,425	\$72,392	\$0	\$5,500	\$35,272	\$75,909	\$0	\$0	\$609,926
HARRISON by Dodd	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON by Lewis	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MARION	\$347,150	\$191,990	\$59,986	\$269,080	\$0	\$30,339	\$73,611	\$1,300	\$2,000	\$975,456
MARSHALL	\$211,563	\$182,933	\$35,894	\$110,132	\$0	\$15,322	\$36,538	\$0	\$1,000	\$593,382
MONONGALIA	\$271,702	\$207,092	\$54,137	\$195,160	\$3,875	\$23,917	\$62,939	\$0	\$2,000	\$820,822
OHIO	\$132,025	\$262,856	\$56,399	\$197,078	\$4,271	\$25,980	\$78,323	\$0	\$0	\$756,932
PLEASANTS	\$46,000	\$176,267	\$25,828	\$69,488	\$0	\$2,950	\$15,644	\$0	\$2,000	\$338,177
RITCHIE	\$143,086	\$180,711	\$27,251	\$96,385	\$0	\$5,013	\$21,535	\$0	\$2,000	\$475,981
TYLER	\$137,079	\$176,901	\$26,816	\$80,473	\$989	\$4,410	\$17,842	\$0	\$1,000	\$445,510
WETZEL	\$206,330	\$186,493	\$29,020	\$85,392	\$1,382	\$8,598	\$12,642	\$0	\$2,000	\$531,857
WIRT	\$148,944	\$186,070	\$25,288	\$79,351	\$0	\$2,507	\$12,530	\$0	\$0	\$454,690
WOOD	\$243,844	\$211,810	\$59,318	\$298,296	\$5,816	\$35,203	\$71,094	\$0	\$2,000	\$927,381
REGION 1	\$2,913,945	\$3,105,842	\$622,825	\$2,424,363	\$24,991	\$229,904	\$622,040	\$1,300	\$22,000	\$9,967,210

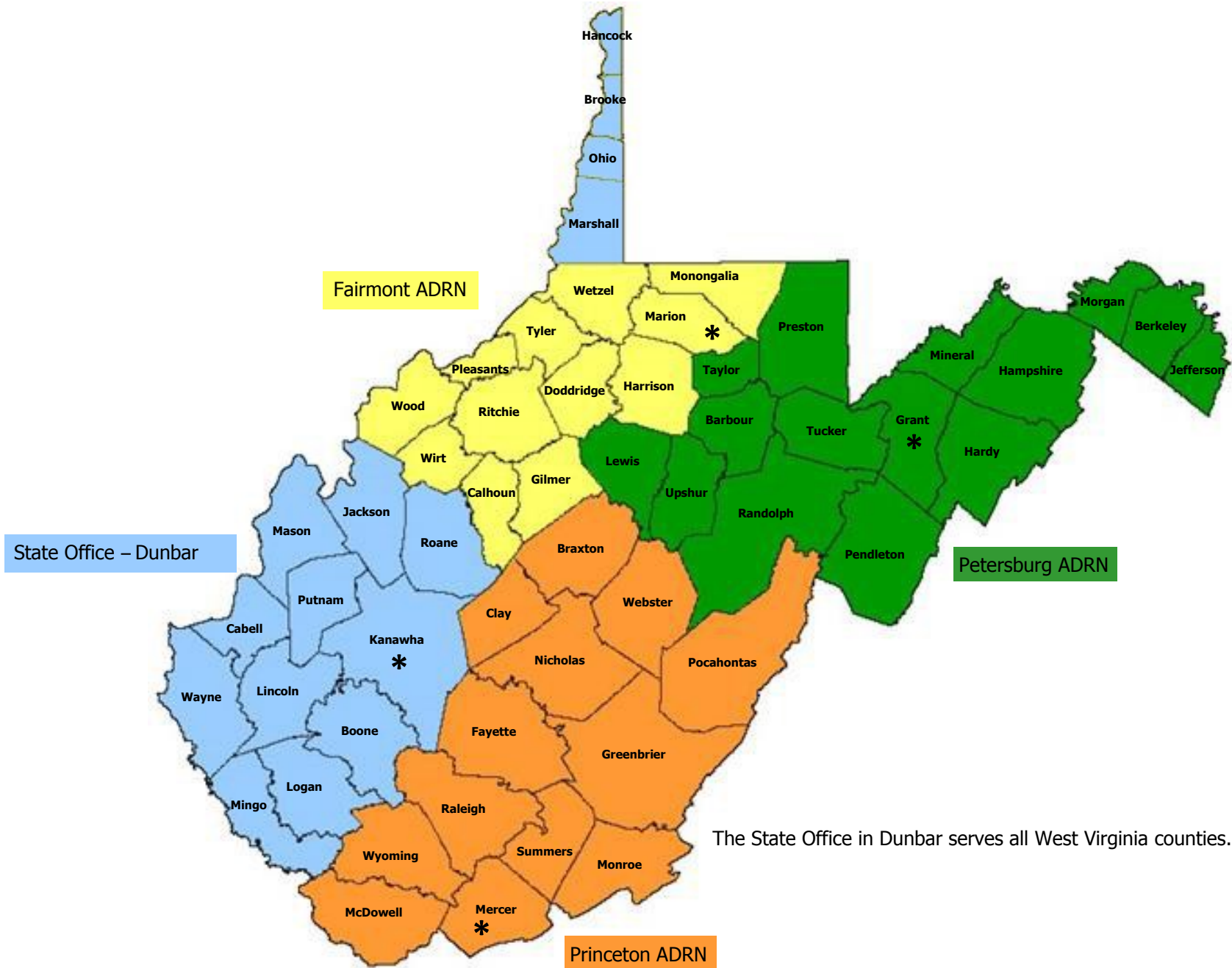
FY 2018 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/ SMP	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE		FY 2018
REGION 2:										
BOONE	\$192,535	\$179,682	\$32,238	\$246,787	\$2,196	\$10,093	\$36,026	\$0	\$2,000	\$701,557
CABELL	\$342,050	\$216,975	\$86,520	\$379,968	\$0	\$49,663	\$113,393	\$0	\$0	\$1,188,569
JACKSON	\$210,687	\$195,509	\$33,734	\$194,603	\$0	\$10,959	\$42,371	\$0	\$0	\$687,863
KANAWHA	\$921,560	\$261,759	\$145,788	\$802,282	\$14,608	\$107,144	\$192,625	\$0	\$64,600	\$2,510,366
LINCOLN	\$247,216	\$179,231	\$31,164	\$138,583	\$2,096	\$9,216	\$33,085	\$0	\$64,600	\$705,191
LOGAN by Lincoln	\$83,400	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$83,400
LOGAN-PRIDE	\$257,000	\$183,240	\$39,605	\$219,985	\$3,659	\$21,198	\$49,875	\$0	\$0	\$774,562
MASON	\$146,633	\$180,712	\$33,087	\$185,860	\$2,392	\$10,731	\$27,783	\$0	\$2,000	\$589,198
MINGO	\$162,428	\$180,262	\$33,042	\$181,044	\$2,609	\$13,120	\$36,369	\$0	\$2,000	\$610,874
PUTNAM	\$141,489	\$203,950	\$41,093	\$234,406	\$2,797	\$14,564	\$57,612	\$0	\$0	\$695,911
PUTNAM by Kanawha	\$23,212	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$23,212
ROANE	\$76,685	\$178,426	\$29,883	\$103,005	\$0	\$7,412	\$20,891	\$0	\$0	\$416,302
WAYNE by Lincoln/Mir	\$236,410	\$184,462	\$40,837	\$185,799	\$8,863	\$17,723	\$50,704	\$0	\$0	\$724,798
REGION 2	\$3,041,305	\$2,144,208	\$546,991	\$2,872,322	\$39,220	\$271,823	\$660,734	\$0	\$135,200	\$9,711,803

FY 2018 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/ SMP	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE		FY 2018
REGION 3:										
BARBOUR	\$196,728	\$188,362	\$25,154	\$150,688	\$0	\$8,193	\$27,082	\$0	\$1,000	\$597,207
BERKELEY	\$308,918	\$201,558	\$50,555	\$144,350	\$4,299	\$25,372	\$43,020	\$0	\$0	\$778,072
GRANT	\$171,375	\$185,805	\$27,170	\$93,934	\$0	\$5,567	\$19,613	\$0	\$3,000	\$506,464
HAMPSHIRE	\$188,050	\$192,941	\$30,325	\$122,863	\$1,597	\$8,708	\$26,477	\$0	\$3,000	\$573,961
HARDY	\$154,428	\$185,946	\$27,539	\$116,703	\$0	\$1,012	\$6,464	\$21,733	\$3,000	\$516,825
JEFFERSON	\$229,227	\$193,885	\$40,920	\$140,063	\$2,446	\$17,479	\$34,928	\$0	\$3,000	\$661,948
LEWIS	\$198,341	\$188,547	\$31,913	\$128,772	\$0	\$8,306	\$26,807	\$0	\$2,000	\$584,686
MINERAL	\$238,504	\$194,564	\$33,928	\$152,688	\$0	\$12,050	\$29,048	\$0	\$3,000	\$663,782
MORGAN	\$162,490	\$187,578	\$30,502	\$98,744	\$0	\$6,341	\$24,868	\$0	\$3,000	\$513,523
PENDLETON	\$127,881	\$189,834	\$26,634	\$90,336	\$0	\$4,952	\$18,690	\$0	\$3,000	\$461,327
PRESTON	\$224,928	\$193,925	\$47,948	\$204,593	\$2,248	\$12,621	\$47,408	\$0	\$2,000	\$735,671
RANDOLPH	\$220,679	\$203,267	\$41,047	\$210,414	\$2,218	\$12,451	\$36,759	\$0	\$64,600	\$791,435
TAYLOR	\$180,861	\$183,949	\$33,601	\$134,270	\$0	\$7,497	\$34,149	\$0	\$0	\$574,327
TUCKER	\$192,713	\$186,545	\$26,136	\$110,167	\$0	\$3,682	\$22,075	\$0	\$0	\$541,318
UPSHUR	\$157,198	\$193,367	\$34,346	\$122,249	\$0	\$9,481	\$29,574	\$0	\$0	\$546,215
REGION 3	\$2,952,321	\$2,870,073	\$507,718	\$2,020,834	\$13,820	\$149,164	\$442,231	\$0	\$90,600	\$9,046,761

FY 2018 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/ SMP	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE		FY 2018
REGION 4:										
BRAXTON	\$202,849	\$189,249	\$29,238	\$113,979	\$1,580	\$8,276	\$21,252	\$0	\$64,600	\$631,023
CLAY	\$112,398	\$176,704	\$27,059	\$91,241	\$0	\$5,559	\$26,548	\$0	\$0	\$439,509
FAYETTE by Raleigh	\$174,027	\$192,035	\$57,761	\$0	\$5,262	\$30,574	\$66,669	\$0	\$0	\$526,328
FAYETTE by Putnam	\$126,869	\$0	\$0	\$328,917	\$0	\$0	\$0	\$0	\$0	\$455,786
GREENBRIER	\$110,253	\$185,851	\$51,416	\$205,080	\$3,749	\$21,364	\$55,785	\$0	\$0	\$633,498
MCDOWELL	\$213,521	\$192,426	\$41,663	\$229,475	\$4,937	\$30,332	\$48,443	\$0	\$0	\$760,797
MERCER	\$346,728	\$197,109	\$58,236	\$347,538	\$6,601	\$38,675	\$72,797	\$0	\$2,000	\$1,069,684
MONROE	\$114,863	\$188,913	\$31,078	\$228,557	\$1,442	\$7,529	\$41,141	\$0	\$0	\$613,523
NICHOLAS	\$194,017	\$196,800	\$32,625	\$261,465	\$2,153	\$11,704	\$29,551	\$600	\$0	\$728,915
POCAHONTAS	\$69,888	\$185,625	\$27,430	\$119,505	\$1,162	\$5,827	\$23,299	\$0	\$2,000	\$434,736
RALEIGH	\$519,206	\$197,115	\$69,412	\$409,980	\$7,620	\$45,160	\$84,939	\$2,100	\$2,000	\$1,337,532
SUMMERS	\$167,661	\$184,654	\$39,779	\$115,443	\$1,701	\$9,059	\$42,164	\$0	\$0	\$560,461
WEBSTER	\$180,273	\$188,224	\$27,203	\$126,587	\$0	\$5,564	\$21,623	\$0	\$0	\$549,474
WYOMING	\$242,751	\$179,601	\$40,128	\$187,825	\$2,054	\$11,119	\$46,462	\$0	\$64,600	\$774,540
REGION 4	\$2,775,304	\$2,454,306	\$533,028	\$2,765,592	\$38,261	\$230,742	\$580,673	\$2,700	\$137,200	\$9,517,806

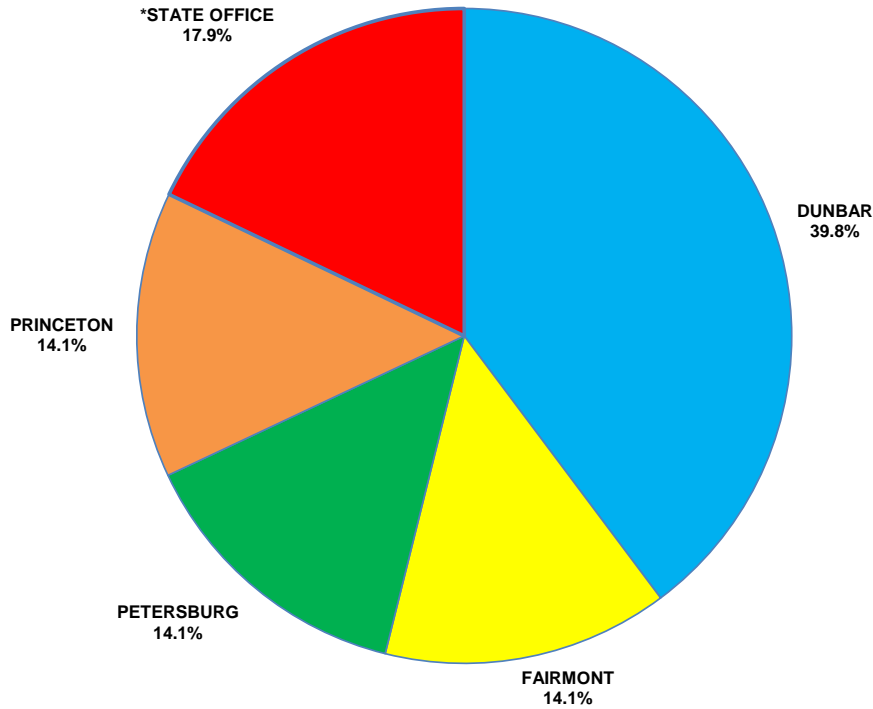
TOTAL	\$11,682,875	\$10,574,429	\$2,210,562	\$10,083,111	\$116,292	\$881,633	\$2,305,678	\$4,000	\$385,000	\$38,243,580
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AGING & DISABILITY RESOURCE NETWORK OFFICES



The State Office in Dunbar serves all West Virginia counties.

**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK
FY2018 BUDGETS BY SITE**



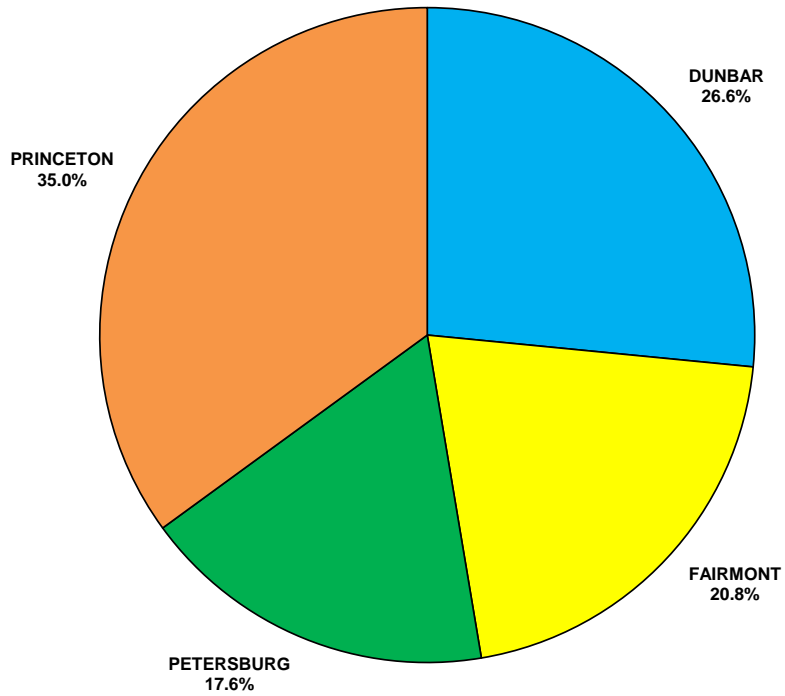
**ADRN
SITE BUDGETS**

DUNBAR	39.76%	\$169,000
FAIRMONT	14.12%	\$60,000
PETERSBURG	14.12%	\$60,000
PRINCETON	14.12%	\$60,000
*STATE OFFICE	17.88%	\$76,000
**TOTAL	100.00%	\$425,000

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

**State funded from Lottery Appropriations

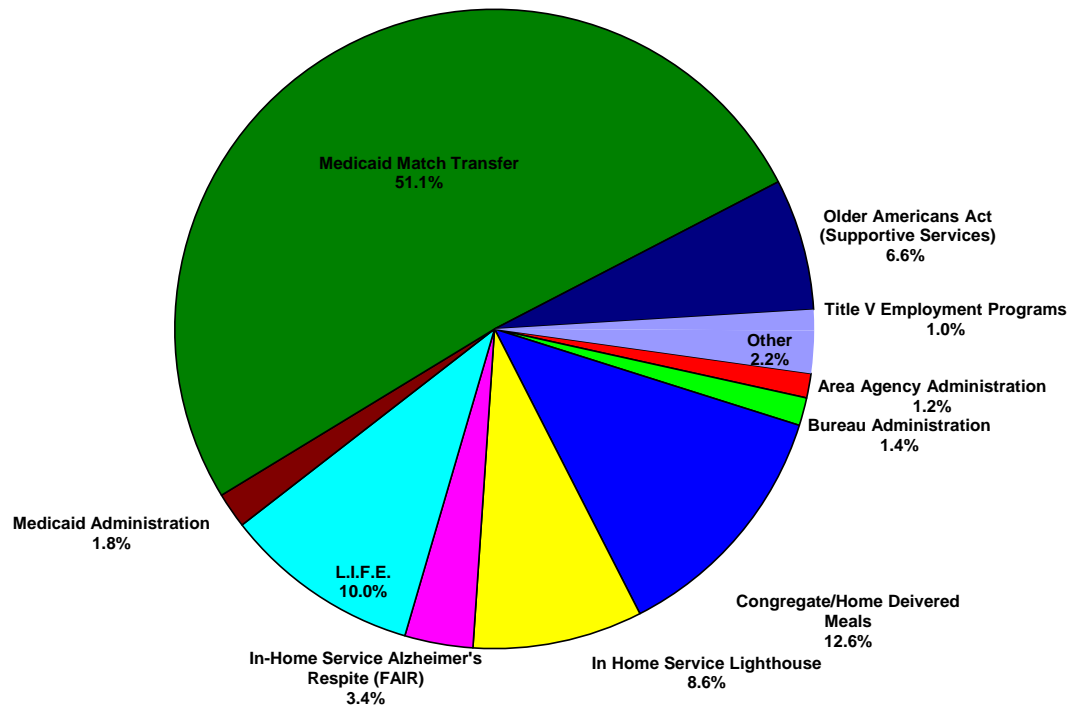
**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK
FY2018 CONTACTS BY SITE**



**ADRN
CONTACTS**

DUNBAR	26.55%	3,013
FAIRMONT	20.81%	2,361
PETERSBURG	17.62%	1,999
PRINCETON	35.03%	3,975
TOTAL	100.00%	11,348

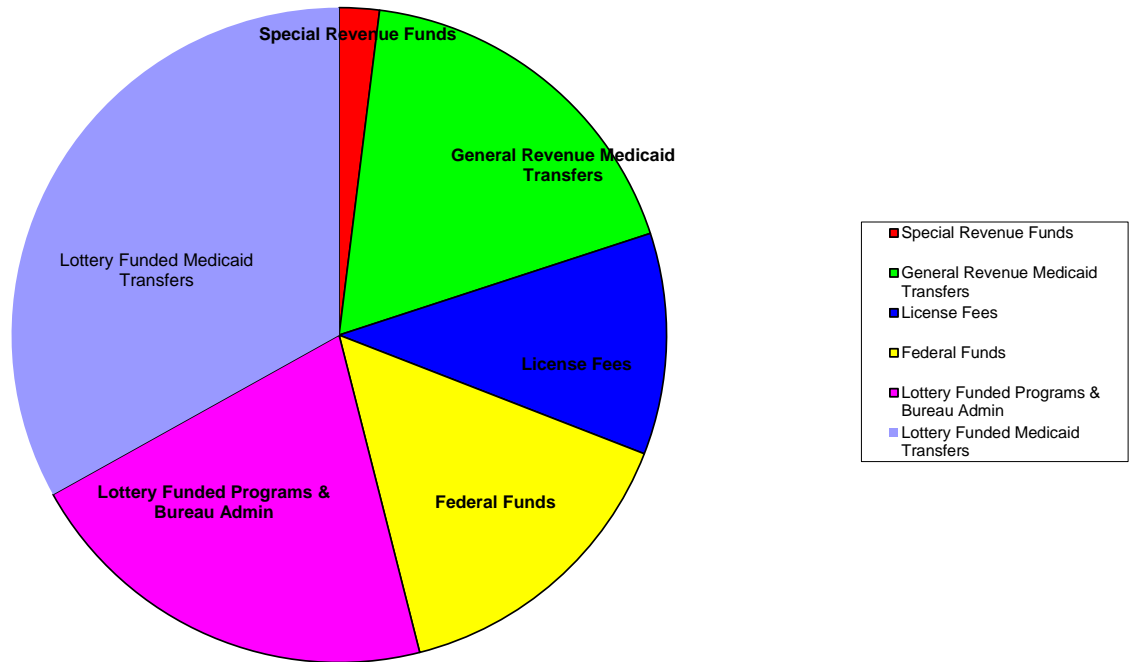
**BUREAU OF SENIOR SERVICES
FY2018 PROGRAMS BY REVENUE**



**BUREAU OF SENIOR SERVICES
FY 2018 PROGRAMS BY REVENUE**

Area Agency Administration	1.24%	\$1,191,162
Bureau Administration	1.41%	\$1,356,752
Congregate/Home Deivered Meals	12.61%	\$12,112,211
In Home Service Lighthouse	8.59%	\$8,253,400
In-Home Service Alzheimer's Respite	3.45%	\$3,312,040
L.I.F.E.	9.97%	\$9,574,527
Medicaid Administration	1.80%	\$1,730,000
Medicaid Match Transfer	51.09%	\$49,068,770
Older Americans Act (Supportive)	6.65%	\$6,383,728
Title V Employment Programs	1.04%	\$1,000,000
Other	2.15%	\$2,065,935
TOTAL	100.00%	\$96,048,525
Other		
Special Projects	0.07%	\$63,500
Aging & Disability Resource Network	0.44%	\$425,000
Ombudsman	0.64%	\$617,226
Transportation	1.00%	\$960,209
	<u>2.15%</u>	<u>\$2,065,935</u>

**BUREAU OF SENIOR SERVICES
FY2018 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2018 REVENUES BY SOURCE**

Special Revenue Funds	1.98%	\$1,900,000
General Revenue Medicaid Transfers	17.99%	\$17,283,766
License Fees	10.93%	\$10,500,000
Federal Funds	15.13%	\$14,536,246
Lottery Funded Programs & Bureau Admin	20.87%	\$20,043,509
Lottery Funded Medicaid Transfers	33.09%	\$31,785,004
TOTAL	100.00%	\$96,048,525

**BUREAU OF SENIOR SERVICES GRANTS
PROVIDER TOTALS FY 2018**

AGING PROVIDERS SERVICER AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$270,492
BARBOUR CO SENIOR CENTER INC	\$193,796
BERKELEY SENIOR SERVICES	\$278,483
BOONE CO COMMUNITY ORG	\$209,921
BRAXTON CO SENIOR CITIZENS CENTER INC	\$273,032
BROOKE CO COMMITTEE ON AGING	\$193,377
CABELL CO COMMUNITY SERVICES	\$342,457
CALHOUN CO COMMITTEE ON AGING	\$101,494
CLAY CO DEVELOPMENT CORP	\$74,157
CLAY SENIOR & COMMUNITY SERVICES INC	\$38,725
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$183,761
COMMISSION ON AGING FAMILY SERVICES INC	\$11,940
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$191,966
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$349,692
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$152,236
COUNCIL OF SENIOR TYLER COUNTIANS	\$139,117
COUNCIL ON AGING INC	\$313,877
DODDRIDGE CO SENIOR CITIZENS INC	\$173,838
FAMILY SERVICE UPPER OHIO VALLEY	\$132,379
GRANT CO COMMISSION ON AGING	\$156,933
GREENBRIER CO COMM ON AGING	\$117,664
HAMPSHIRE CO COMM ON AGING	\$187,032
HARDY CO COMMITTEE ON AGING	\$158,837
HARRISON CO SENIOR CITIZENS CTR INC	\$237,652
JACKSON CO COMM ON AGING	\$216,104
JEFFERSON CO COUNCIL ON AGING	\$217,818
KANAWHA VALLEY SENIOR SERVICES	\$1,030,008
LEWIS CO SENIOR CITIZENS CENTER INC	\$211,092
LINCOLN CO OPPORTUNITY CO	\$674,788
MARION CO SENIOR CITIZENS	\$350,971
MARSHALL CO COMMITTEE ON AGING	\$210,362
MASON CO ACTION GROUP INC	\$143,168
MCDOWELL CO COMMISSION ON AGING	\$222,878
MONROE CO COUNCIL ON AGING INC	\$123,206
NICHOLAS CO COMMISSION	\$5,963
NICHOLAS CO COMMUNITY ACTION PARTNERSHIP INC	\$199,657
PENDLETON SENIOR & FAMILY SVS	\$125,529
PLEASANTS CO COMMISSION	\$45,362
POCAHONTAS CO SENIOR CITIZENS	\$80,229
PRESTON CO SENIOR CITIZENS INC	(1) \$995,392
PRIDE COMMUNITY SERVICES INC	\$254,150
PUTNAM CO AGING PROGRAM INC	\$267,991
RALEIGH CO COMMISSION ON AGING INC	\$708,495
RANDOLPH CO COMMITTEE ON AGING	\$296,240
RITCHIE CO INTEGRATED FAMILY SVS	\$146,643
ROANE CO COMMITTEE ON AGING INC	\$76,324
SENIOR LIFE SERVICES OF MORGAN CO	\$168,835
SENIOR MONONGALIANS INC	\$277,479
SUMMERS CO COUNCIL ON AGING	\$169,718
TAYLOR CO SENIOR CITIZENS INC	\$181,598
TUCKER CO SENIOR CITIZENS INC	\$172,950

UPSHUR CO SR CITIZEN OPP CTR INC	(2)	\$483,896
WAYNE CO COMMUNITY SERVICE ORG INC		\$5,000
WEBSTER CO COMM OF SENIOR CITIZENS		\$175,502
WETZEL CO COMMITTEE ON AGING		\$212,611
WIRT CO COMMITTEE ON AGING		\$162,648
WOOD CO SENIOR CITIZENS ASSOCIATION INC		\$247,032

AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS

APPALACHIAN AREA AGENCY ON AGING		\$6,871,615
BELOMAR REGIONAL COUNCIL		\$7,366,801
REGION VIII PLANNING & DEV COUNCIL		\$5,976,045
WVSU METRO AREA AGENCY ON AGING INC		\$6,930,230

AGING NETWORK INITIATIVES

ALZHEIMERS ASSOCIATION		\$96,000
BLUEFIELD STATE COLLEGE NURSING PROGRAM		\$5,000
COMMUNITY LIVING INITIATIVES CORPORATION		\$5,000
DAVIS MEMORIAL HOSPITAL		\$5,000
GOOD SHEPHERD INTERFAITH VOLUNTEER CAREGIVERS INC		\$14,000
HERBERT HENDERSON OFFICE OF MINORITY AFFAIRS		\$14,500
INSTITUTE FOR GERI OLYMPICS AND ACTIVE LIVING INCORPORATED		\$12,000
KANAWHA HOSPICECARE INC		\$5,000
LEGAL AID OF WEST VIRGINIA INC		\$720,364
MEALS ON WHEELS OF RANDOLPH CO INC		\$5,000
MISSION WEST VIRGINIA INC		\$29,569
MU JOAN C EDWARDS SCHOOL OF MEDICINE		\$15,000
NATL FOUNDATION TO END SENIOR HUNGER INC		\$61,942
ROSEDALE SENIOR CITIZEN CENTER INC		\$5,000
SHEPHERD OF THE HILLS MISSION		\$22,500
SHEPHERD UNIVERSITY		\$1,404
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD		\$27,000
UPPER MASON PARISH		\$3,500
WEST VIRGINIA UNIVERSITY		\$3,000

TOTAL FY 2018 BUREAU AWARDS **\$41,537,957**

(1) Includes \$768,695 for Title V Employment Program Grant

(2) Includes \$326,933 for Client Tracking Data Services