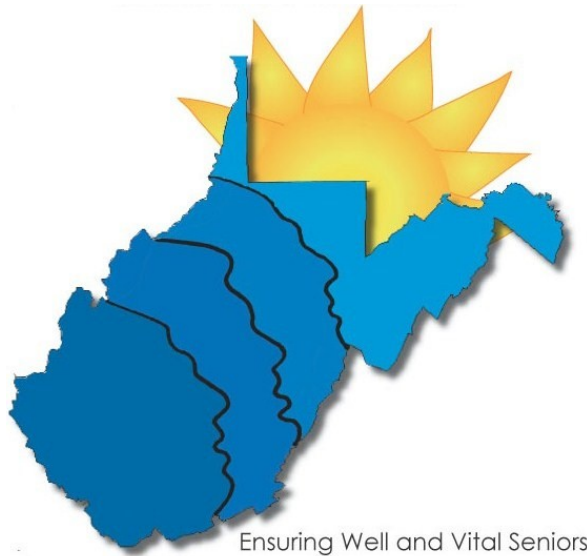


**WEST VIRGINIA
BUREAU OF SENIOR SERVICES**



ANNUAL REPORT

**State Fiscal Year 2020
July 1, 2019–June 30, 2020**



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2020 Annual Report

July 1, 2019–June 30, 2020

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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 2020 ANNUAL REPORT
TABLE OF CONTENTS**

	Page
From the Commissioner	1
Structure	4
Addressing COVID-19	5
Programs	10
Older Americans Act Federal Title Programs	10
Overview	10
Title III-B Legal Assistance	11
Title III-B Supportive Services	12
Titles IIIC-1 and IIIC-2 Senior Nutrition Services	12
Title III-D Evidence-Based Wellness Programs	13
Title III-E National Family Caregiver Support Program	14
Title V Senior Community Service Employment Program (SCSEP)	15
Title VII Long-Term Care Ombudsman Program	15
State Lottery-Funded Programs and Initiatives	18
Family Alzheimer’s In-Home Respite (FAIR)	18
Lighthouse Program – In-Home Personal Care	19
Legislative Initiative for the Elderly (LIFE) Program Funds	20
Other Programs and Grants	21
Advance Care Planning	21
Aging and Disability Resource Centers (ADRCs)	21
Golden Mountaineer Card	22
Medicaid Operation Agency	22
Medicaid Aged and Disabled Waiver (ADW)	23
Medicaid Personal Care (PC)	24
Medicaid Personal Options	24
Other Federally-Funded Programs (Non-Older Americans Act)	26
Health Insurance Marketplace	26
West Virginia Senior Medicare Patrol (SMP)	26
West Virginia State Health Insurance Assistance Program (SHIP)	27

	Page
Special Projects	28
“The Road Ahead”	28
Robert W. Jackson Senior Conference and Thirty-Eighth Silver Haired Legislature (SHL)	28
Elder Abuse Awareness Day	28
West Virginia Senior Farmer’s Market Program	29
Funding	30
Financial Sources	30
Social Media	31
West Virginia Bureau of Senior Services Website and Facebook Pages	31
West Virginia State Health Insurance Assistance program (SHIP) Website and Facebook Pages	31
Workshops & Trainings	32
Collaborations & Partnerships	34
Exhibits	37

From Robert E. Roswall, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2020 Annual Report. The Bureau's Provider Network of 65 providers served our West Virginia seniors well in 2020, with 3.89 million units of service to 42,080 seniors in West Virginia. Our seniors contributed more than \$3.06 million for the services they received, allowing more seniors to be served.

SUCSESSES

Nutrition Program Transport Vehicles

Governor Jim Justice and the 2019 West Virginia Legislature allocated \$1 million in Lottery Funds to provide new nutrition program transport vehicles to the Aging Provider Network. In August 2020, the Bureau presented sixteen new Ford F-150 Hot/Cold Meal transport vehicles and twenty-seven Ford Explorers for meal service delivery. Forty-two nutrition programs received new vehicles through this initiative.



Ford F-150 Hot/Cold Meal Transport Vehicles



Governor Jim Justice and 2020 Ford Explorer

“This is a great day for all of our seniors,” Governor Justice said. “These are the people really and truly that have given so much to West Virginia. In every way possible, we need to step up to the plate and try to help them where we can.”

Governor’s Summer Food Assistance Program

On June 4, 2020, Governor Justice announced improved coordination among all state, federal and community nutritional resources as a part of his Administration’s COVID-19 response. The Bureau is proud to be included in this endeavor, along with the West Virginia National Guard, West Virginia Voluntary Organizations Active in Disaster, and the United Way. An interactive map was created to help connect people to food resources across the state. The map can be accessed at <https://wvtourism.com/west-virginia-strong/>. If people do not have internet access, they can call 2-1-1 for assistance.

The Bureau’s nutrition providers are participating in this program providing shelf stable meals to West Virginia seniors and eligible household members. Shelf stable meals are weekly (five-day) food boxes that can be picked up via drive by throughout West Virginia. This program continues into FY2021 to address our seniors’ nutritional needs.

- From March 2020 through the end of FY2020 in June, 988 seniors were served 7,390 meals.
- Through October of FY2021, 3,878 seniors were served 154,830 meals.

Grab and Go Meals

Grab and Go Meals were established in March 2020 to serve seniors who had previously received meals at the senior centers in their communities. By the end of fiscal 2020, 169,992 meals had been provided to seniors who drove by their senior center to pick up the nutritious meals.

Grab and Go hot prepared meals have also been made available for seniors through our senior nutrition provider network.

This is great work by a dedicated provider network and county senior services working to keep West Virginia seniors safe and healthy. Their hard work is greatly appreciated.

ONGOING PROJECTS

The development of a new Intrastate Funding Formula continues for the allocation of state and federal funds to each county and our County Provider Agencies.

A contract has been provided to Metro Area Agency on Aging, and they are working with Marshall University Foundation on the research, data and survey of seniors and provider staff to provide a recommended formula for review by the Area Agencies on Aging.

The Formula will be part of the Bureau's 2021–2025 State Plan on Aging. Public Hearings on the Formula and State Plan will take place in the Spring of 2021 and submitted to the federal Administration on Community Living approval in the Fall of 2021.

STRUCTURE

The West Virginia Bureau of Senior Services was created as a cabinet-level agency 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. The Bureau serves as the primary agency within state government designated to receive federal Older Americans Act Funds and to provide services to the senior population. The Bureau is located in Charleston, West Virginia, on the third floor of 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.)

ADDRESSING COVID-19

On March 16, 2020, the West Virginia Bureau of Senior Services, under Executive Order 39-20, closed all West Virginia Senior Centers administered by contracted service providers and those receiving funds from the Bureau.

To further address COVID-19, the Bureau has made the following changes with Program Operations:

PPE and Sanitization: The Bureau has provided a multitude of guidance to Senior Center Providers directly from the Centers for Disease Control and Prevention (CDC) and other public health entities. The National Guard has also assisted in providing hand sanitizer and masks on multiple occasions statewide to Senior Center providers. For Aged and Disabled Waiver and Personal Care programs, we provided education to the Medicaid Aged & Disabled Waiver and Medicaid Personal Care provider agencies on CDC proper PPE use and sanitization procedures. A reopening plan was approved by the Center for Medicare and Medicaid Services with an implementation date of July 1, 2020. Prior to this, only in-home workers were approved to go into the home. As of July 1, the reopening plan allowed member contact by professional staff for necessary conditions but required use of PPE and proper sanitization. Guidance was provided to all SHIP Medicare counselors at Senior Centers and ADRCs encouraging phone/virtual-based counseling. If in-person counseling must be conducted, PPE is to be worn at all times by counselors and beneficiaries. Counseling locations should be moved near agency entrances to limit traffic in the office, and cleaning is to be conducted before and after each counseling session. For the Long-term Care Ombudsman Program: Consistent with the Executive Order, the State Long-term Care Ombudsman Program (LTCOP) limited in-person visits with long-term care facility residents in March. With the advice of the Bureau for Public Health, the LTCOP relaxed some of its in-person visit limitations on September 1. In addition to following all general federal and state public health recommendations to limit exposure to and transmission of COVID-19, including but not limited to, good hand-hygiene, practicing social distancing, and wearing face coverings when social distancing is not possible, LTCOP must:

- Wear disposable medical face masks and face shields; practice good hand hygiene and social distancing at all times during in-person visits.
- Comply with individual facility screening protocols.
- Attempt to meet with the resident(s) in an area other than their room(s), consistent with resident preference/abilities, type of complaint, and location availability in facility. (Outdoor meetings are encouraged if possible.)

- Limit in-person visits to those residents who are part of the “general population” and no in-person visits with residents with active COVID-19 or with residents in “safe harbor” units or other areas, however named, where residents are isolated due to unknown COVID-19 status.
- Explore and use technology (landline, email, tele video, etc.) to communicate with residents, if possible.

A. Review of Agencies: In mid-March 2020, due to COVID-19, senior centers throughout the state were closed to the public. At that time, all in-person reviews for Lighthouse, FAIR and Older Americans Act programs were postponed indefinitely. In May, Bureau staff resumed desktop monitoring for all counties. It was determined that desktop reviews would continue until senior centers reopen, and it is safe to conduct in-person reviews. **Aged and Disabled Waiver and Personal Care Programs:** As the Operating Agency, the Bureau implemented an amended provider agency review and provider agency certification process under the directive of Bureau for Medical Services. Utilization of electronic records, current web-based computer systems, HIPAA protected communication, fax and photographs of agency sites have been utilized to reduce exposure to both provider agencies and subsequent members who are vulnerable (seniors and/or disabilities). Replacing communication by mail, electronic communication regarding the monitoring or certification process with provider agencies has been utilized since March 2020. This amended process has allowed for the continuation of provider monitoring, initial provider certification and continuing certification to continue. Onsite visits were suspended in March 2020. In July 2020, the Aged and Disabled Waiver Quality Improvement Advisory Council added an item to the FY2022 Quality Work Plan for stakeholder input related to COVID19. **SHIP/SMP Medicare assistance:** in-person group outreach stopped in March. Outreach was shifted to more media based and by sharing information through home-delivered meal programs, during “grab and go” meal distribution, and during Farmers Market Voucher distribution. Virtual outreach has also been encouraged. Most Medicare counseling was shifted to phone based or virtual counseling sessions only. Some Senior Center providers continued to provide in-person Medicare counseling by appointment only, implementing safety protocols or conducting counseling outside their centers. The **State Long-Term Care Ombudsman** co-ordinates regular contact with and review of Legal Aid of West Virginia, the contracted service provider for the Regional Long-Term Care Ombudsman Program via various remote platforms. Early on these contacts occurred bi-weekly and are on-going at least weekly. The purpose is to provide training/education, identify service delivery concerns, address individual resident/facility concerns, and maintain a sense of program integrity.

B. Consumer Re-evaluations: From mid-March through the end of FY2020, due to COVID-19 concerns, initial assessments for services and annual reassessments were conducted by phone or virtually. That will continue until centers reopen.

C. Meal Delivery: Congregate Meals: This service is normally provided within the senior center in a congregate setting. During the pandemic, these seniors are getting this service through a “grab-and-go” system or they have been switched to the home-delivered meal routes. The number of meals has increased significantly during the pandemic. **Home Delivered Meals:** The number of home-delivered meals has increased significantly during the pandemic. This increase is due to seniors who have not needed services in the past now needing this service, former congregate meal recipients now receiving their meals through home-delivery and a Bureau directive that there be no waitlist for meals at this time. **Summer Feeding Program:** The Bureau implemented the Governor’s Summer Feeding Program for eligible seniors and grandchildren that they are raising. The response and need for this program have been significant. By the end of federal FY 2020 (September 30, 2020), 112,870 meals had been distributed statewide through this program. County Aging Providers are continuing to provide meal boxes.

There has been a significant increase in Nutrition Services due to COVID-19. The total number of meals for FY2020 is 2,491,169. This is an increase of 398,562 meals from FY2019. That increase includes the summer feeding meals, as well as 285,691 meals that eliminated any waitlist, with 3000 new seniors receiving meal services. Eighty-four percent of the meals served were hot meals.

D. Transportation: During the pandemic, providers’ congregate services within the senior centers were discontinued. Therefore, they were not transporting seniors to the senior center for these services. They continue to transport seniors to essential medical appointments to the best of their ability but have had to modify the method in which they conduct this service (i.e. transport of one senior vs. multiple seniors). Many have also had issues with staff shortages (drivers) due to quarantine situations and, at the same time, have had an increase in their home-delivery meals, which utilizes their transportation drivers. This service also requires the use of PPE and intense sanitizing practices between every transport.

- E. Virtual Exercise:** There are many federally approved Older Americans Act Evidence-Based Health Promotion and Wellness services provided by senior centers. These are normally provided within the senior center but were discontinued due to COVID-19. Several providers are offering these through virtual means (i.e. Zoom). Some are in the process of setting up the appropriate platforms. Bureau policy has been developed for senior centers that includes an approval process and key requirements to ensure the health and safety of seniors.
- F. Well Checks:** The Bureau implemented a policy for the provision of this service in March 2020. Senior center providers have requirements to conduct well checks via phone calls to seniors that normally attend the senior center, or receive other services, to ensure their health and safety.
- G. Virtual Activities:** Many social and educational activities occur within the senior centers. These activities were discontinued due to COVID-19. Some providers have tried to provide these activities online to reduce social isolation for seniors via virtual technology (i.e. Zoom, FaceTime, websites). Some examples of virtual activities are games such as bingo and reading clubs. Medicare educational outreach has been conducted through virtual platforms. Utilizing the technology is sometimes difficult due to equipment issues, lack of training and no internet access for many seniors.
- H. Outdoor Activities:** When senior centers closed, many providers conducted activities for seniors outdoors with appropriate measures in place (i.e. social distancing). Examples of these include exercise classes, art classes, game sessions, health/flu clinics and Medicare counseling and outreach.
- I. Congregate Respite:** A few senior centers in the state have congregate respite centers. They closed in mid-March when the senior centers closed and have not reopened. Representatives from three congregate respite centers held phone meetings with Bureau staff in the spring and developed guidelines that they will follow when their respite centers reopen. Meanwhile, some congregate respite service recipients were transitioned to in-home care. Others have declined services, due to COVID-19 concerns.
- J. Staying Connected: Staff and providers:** With many staff working from home due to COVID-19, the Bureau of Senior Services has utilized conference calls, webinars, and email to stay in touch with staff and keep them informed. The Bureau has used those same methods to connect with providers and Area

Agencies on Aging for pandemic updates and guidelines, as well as for normal Bureau business. Several trainings for providers and partner agencies have been conducted through webinar platforms such as Zoom.

Seniors: With senior centers closed to the public, providers are using Zoom, Facebook and similar platforms to stay connected to their seniors and to connect seniors with each other. Other providers have assembled activity packets that are delivered to seniors' homes. All providers stay in touch with their seniors by phone to ensure that they are safe and have what they need.

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 IIIC-1 – Congregate Meals
- Title IIIC-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

The 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, and F). These funds are then distributed to the State's established County Aging Programs network (see Exhibit G) for in-home care and respite services. There is no charge to seniors or their families for OAA services, although a confidential donation for services provided or a 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 services for seniors with the work of the local service providers.

- Through Older Americans Act programs, 36,575 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 18% were age 85+; 30% were 75-84; 46% were 60-74
 - 35% lived in poverty; 48% lived alone; 40% were at high nutritional 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.seniorlegalaid.org; and outreach visits to individual senior centers and partners. WVSLA published frequent posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com and on our Facebook page, particularly about emerging COVID19-related legal issues including emerging federal benefits issues, scams, and state legal issues like evictions and voting changes this year. WVSLA continued to participate in the statewide Financial Exploitation Task Force, Rape and Domestic Violence Information Center's (RDVIC's) Sexual Assault Response Team, Monongalia/Preston County's STOP Violence team, and the National Association of Senior Legal Hotlines. WVSLA also partnered in an ad hoc group with other justice groups in the state to help develop and implement collaborative advocacy strategies in quick response to COVID19-related legal issues impacting WV seniors including evictions, foreclosures, debt collection, food access, voting access, and landlord abuses. We also presented at the WV Consumer Law Center's annual CLE, virtually this year. In conjunction with the WV Access to Justice Foundation this year, we worked with the Consumer Committee to develop a series of initiatives to support seniors in consumer matters including identifying trigger points and their corresponding partners where timely relevant financial literacy information could prevent costly mistakes.



WVSLA also served a total of 629 seniors across 54 counties, providing 1,380 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy.

Title III-B Supportive Services



Local aging service providers (county senior centers) offer a variety of Title III-B Supportive Services, established by local providers via public comments and provider plans. Services include 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. Other services included under Supportive Services are adult daycare, assisted transportation, client support and outreach.

In State FY 2020, 20,306 seniors received 407,048 hours of Supportive Services.

- 17% were age 85+; 30% were 75-84; 48% were 60-74
- 35% lived in poverty; 50% lived alone; 38% were at high nutritional risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 congregate meals are served in senior centers and their satellite sites throughout West Virginia. 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. IIIC-2 home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 156 locations, 250 days a year throughout the state. Due to COVID-19, by Executive Order 39-20, senior centers and congregate sites closed effective March 2020.



- In State Fiscal Year 2020, 24,023 West Virginia seniors received 2,285,030 meals, either in their homes (11,537 seniors, 1,611,201 home-delivered meals) or at County Nutrition Sites (13,162 seniors, 503,877 congregate meals).
- The average collected for home-delivered meals was \$.51, and for congregate \$1.96. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:



- 19% were age 85+; 33% were 75-84; 45% were 60-74

- 39% lived in poverty; 51% lived alone; 47% were at a high nutritional risk
- For home-delivered meals:
 - 26% were age 85+; 32% were 75-84; 39% were 60-74
 - 49% lived in poverty; 57% lived alone; 69% were at high nutritional risk
- For congregate meals:
 - 15% were age 85+; 34% were 75-84; 48% were 60-74
 - 33% lived in poverty; 49% lived alone; 31% were at high nutritional risk

Grab and Go Meals

County senior centers were forced to close in March 2020 due to the pandemic. To serve those seniors who ate congregate meals at the senior centers, County Aging Providers began handing out Grab and Go meals. Seniors were able to stay safe in their vehicles and pick these meals up curbside.

- From March 2020 through the end of FY2020 on June 30, 6,605 consumers were served 169,992 meals. With senior centers still closed, this program continues into FY2021.
 - 14% were age 85+; 33% were 75-84; 50% were 60-74
 - 34% lived in poverty; 47% lived alone; 33% were at high nutritional risk

Title III-D Evidence-Based Wellness Programs

The Administration for Community Living's definition of evidence-based is the following: Demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability and/or injury among older adults; proven effective with older adult population, using experimental or quasi-experimental design; research results published in a peer-review journal; fully translated in one or more community site(s); and developed dissemination products available to the public.

- Bureau staff meets quarterly or as scheduled with health promotion programs to provide education materials and information on mini-grants and as a referral source to our County Aging Providers. These programs include Mountains of Hope Comprehensive Cancer Coalition, West Virginia Asthma Coalition, Osteoporosis/ Arthritis Advisory Council, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, National Diabetes Prevention Program (WVBPH), and Geri-Olympics.
- The Bureau collaborated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition. Due to COVID-19, the event was cancelled for 2020.

- The Bureau sponsors and staff assist with Aging and Family Services of Mineral County's Annual Senior Olympics, but due to COVID-19, the event was cancelled for 2020.
- The Bureau was in the process of implementing the Matter of Balance Program. It would have launched Spring, 2020. Due to COVID-19, the training was cancelled and will be rescheduled next year.
- The Bureau implemented the Tai Chi for Osteoporosis program. The program's target audience is individuals who are 60+ with osteoporosis. People with osteoporosis often have arthritis and loss of function due to age and weakness. Tai chi relieves pain from arthritis, improves balance, strengthens the body and increases stamina. Tai chi helps people feel more relaxed and improves mental strength, so they can cope better with their conditions. Due to COVID-19, classes will be conducted virtually once guidelines are set in place.
- 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 (in-home or congregate), information about services, help in accessing services, counseling, support groups, and family caregiver training. Some of these services are available in each West Virginia county. They vary by county. A partner program is FAIR.

In 2020, 107,622 units of service were provided to 1,111 families caring for older individuals or persons of any age with dementia. The number of families served was fewer than for the same period last year, but the units of service increased. As with other in-home and support services, both results may have been COVID-19 related, as some families temporarily declined services and other families needed more support.

Additionally, Title III-E supported Healthy GrandFamilies, a free initiative led by West Virginia State University, that provides information and resources to grandparents who are raising one or more grandchildren. Healthy GrandFamilies provides a series of education and information sessions for grandparents and includes three months of

follow-up services with a social worker. During state FY2020, support was provided to 109 families. Healthy GrandFamilies is primarily funded by the West Virginia Legislature.

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 111 people, with eight achieving unsubsidized employment in the second quarter after exit, and nine achieving unsubsidized employment in the fourth quarter after exit. During enrollees' on-the-job training, they provided 46,322 hours to community service groups, with an additional 18,805 hours to senior specific groups.
- The Federal funds expenditure was \$803,906, and non-Federal funds were \$84,151.
- There were 92 authorized positions and 75 modified positions with 31 active host agencies in eleven counties – Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 65,127 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding for and provides Long-term Care Ombudsman Program services in accordance with Title VII of the Older Americans Act; West Virginia Code 16-5L; and accompanying regulations and rules. 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 care 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 operated by Legal Aid of West Virginia. (See Exhibit H for a map of Long-term Care Ombudsman regions.) In FY2020, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region and each with a program director/volunteer coordinator.

The COVID emergency response of 2020 presented the Ombudsman Program with unprecedented challenges. On March 12, 2020, recognizing the particularly vulnerable populations at these congregate facilities, Governor Justice effectively "shut down" nursing homes to all but essential health care personnel. This required Ombudsmen to reimagine the way they provide services to residents. On-site visits are a core ombudsman service and an essential advocacy tool. They provide residents with routine access to the ombudsman and allow the ombudsman to personally identify areas of concern that should be addressed. The Ombudsmen must be in facilities to build trust and rapport with residents for them to confidently entrust the Ombudsman with their concerns. The COVID-19 restrictions limited the ombudsmen to only thirty-three percent (33%) of the number of monitoring visits it conducted in FY2019. Despite this, the Ombudsmen worked diligently to assure that residents continued to receive quality person-centered care and had access to their Ombudsman through the use of technology --- telephone, video, and, in some cases, window visits. Long-term care facility staff supported this effort. Ombudsman consultations to individuals in the community and facility staff increased by forty-five percent (45%) over FY2019. When Governor Justice announced his re-opening plan for long-term care facilities, the Ombudsmen developed and implemented a plan to cautiously resume on-site visits. The plan is monitored and revised in response to COVID's prevalence in individual facilities and the communities where they are located. The Ombudsmen continue to be flexible and creative to safely remain effective resident advocates throughout the COVID emergency and beyond.

- The Ombudsman Program conducted 240 monitoring visits in 154 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes).
- The Ombudsmen investigated 733 complaints made by or on behalf of long-term care residents. Sixty-two percent (62%) of those complaints were verified. Fifty-three percent (53%) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.

- The Ombudsmen worked with resident councils 219 times; participated in thirteen community education sessions; conducted twelve trainings for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors, and the ombudsman program.
- The Ombudsmen provided 2,465 telephone consultations to individuals in the community and facility staff.
- The program operated within a total general budget of \$887,471. This was comprised of \$109,804 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. The Long-term Care Ombudsman Program also received \$129,281 CARES Act funds which must be used to provide Long-term Care Ombudsman services in response to the Coronavirus Emergency and must be expended by December 30,2021.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$32,350,407 from the West Virginia Lottery to fund 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 from something difficult. Caring for someone with Alzheimer's disease or a related dementia may be very rewarding. It is also difficult. That is why the Family Alzheimer's In-Home Respite (FAIR) Program is such a valuable resource for family caregivers. FAIR, a state-funded program available in all fifty-five counties through county aging providers, 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 county senior centers give family caregivers a break from caregiving responsibilities. They also provide companionship and individualized activities for their loved ones with dementia.



Payment for FAIR is on a sliding scale, based on the income of the care receiver (and spouse, if there is one). FAIR is monitored by Bureau staff to ensure that program guidelines are followed and that the program effectively serves as many families as possible with available funding.

- In FY2020, the FAIR Program provided 217,565 hours of service to 813 families (1,626 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 six new county FAIR coordinators.

FAIR services are provided on a sliding fee scale, based on 200% of the federal poverty guidelines, considering income minus medical expenses of the care receiver (and spouse, when there is a spouse). In FY2020, Lighthouse and FAIR fees collected statewide totaled \$1,152,728, which will be used to provide additional hours of service in these two programs in the counties where they were collected. Fees collected in FY2020 averaged \$1.43 for each hour of service provided.

Of the total number of caregivers who received FAIR services:

- 11% were age 85+; 32% were 75-84; 37% were 60-74 (Note: There are no age restrictions for the FAIR program. The remainder of FAIR clients were under the age of sixty.)

- 21% lived in poverty; 15% lived alone; 18% were at high nutritional risk.

Lighthouse Program

The Lighthouse Program is a personal care service designed to assist seniors in their homes who have functional needs. Lighthouse is a program of last resort. It is for individuals who do not qualify for Medicaid programs.



Lighthouse 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 minus medical expenses. A client can receive up to 60 hours of service each month, based on need and availability of hours and workers. Services include 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. Individuals are not eligible for Lighthouse services if they receive Medicaid funds or if they qualify for Medicaid programs and refuse to apply. However, while a person's Medicaid application is being processed, that person may qualify for Lighthouse services through his/her county aging provider. The Lighthouse program is available in all 55 counties.

- In FY 2020, 2,308 seniors received 590,272 hours of service.
- The average number of Lighthouse clients in any given month was 1,477. The average total hours of Lighthouse per month was 49,189. The average number of Lighthouse clients served by each county in any given month was 27. Average number of hours of service a Lighthouse client received each month was 33.

Of the total number of seniors who received Lighthouse services:

- 40% were age 85+; 36% were 75-84; 23% were 60-74
- 30% lived in poverty; 54% lived alone; 60% were at high nutritional risk

As with FAIR, 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 \$1,152,728. The fees collected for services averaged \$1.43 per hour of service.

Legislative Initiative for the Elderly (LIFE) Program Funds

LIFE is funded by the State Legislature through lottery funds. LIFE is not a program. LIFE provides funding to County Aging Providers that can be allocated by each county according to need. 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 Aging Providers may budget these funds based on the individual county's priority needs.

- 15,358 individuals received 255,860 separate occurrences of transportation or other services through LIFE funds.
- 1,758 individuals received 71,871 trips (transportation services); 578 received 11,925 trips under Assisted (hands on) Transportation, and 1,304 received 59,946 trips under Transportation.
- 839 individuals received 45,319 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 3,521 individuals received 64,080 units of client support.
- 56,370 sessions or contacts were made to 9,093 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in FY 2020
 - 19% were age 85+; 32% were 75-84; 50% were 60-74
 - 37% lived in poverty; 51% lived alone; 43% were at high nutritional risk

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they need to have access to information that can help them make those choices. Care decisions should reflect an individual's personal goals, values, and beliefs and should be discussed with appropriate 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 FY2020, 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***, which 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, 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.

Aging and Disability Resource Centers (ADRCs)

(www.wvnavigate.org)



West Virginia's Aging and Disability Resource Centers (ADRCs) locations are "one-stop shops" for long-term care access and they raise visibility about the full range of available options; provide objective information, advice, counseling and assistance; empower people to make informed decisions about their long-term services and supports; and help people access public and private programs. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. The

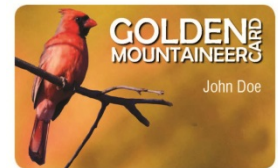
ADRC is also the designated agency that screens and complete referrals to the state's Money Follows the Person (MFP) program, Take Me Home Transition Program.

Currently, there are three regional ADRC offices operated by the state's Area Agencies on Aging, and the statewide ADRC operated by the WVSU Metro Area Agency on Aging. The ADRC offices are state-funded through the Bureau of Senior Services. The ADRC 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. (See Exhibit I for a map of ADRC locations, Exhibit J for FY 2020 budgets by site, and Exhibit K for FY 2020 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Centers.
- ADRC had 11,633 total contacts and assisted 5,447 individuals with their long-term care services and supports.

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, 1-877-987-3646.

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 individuals 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 and that promote choice, independence, participant-direction, respect, dignity, and community integration. The six services available in the Aged and Disabled Waiver program are Pre-Transition Case Management, Community Transition Services, 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 can 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 conducts quality provider monitoring and annual continuing certification of both the Aged and Disabled Waiver and Personal Care providers. Provider monitoring includes records review, site and policy review, validation of staff qualifications and compliance with ADW and Personal Care policy. The Bureau conducts initial certification and opening of all new provider applicants with a verification of certification to the Bureau for Medical Services claims management contractor for Medicaid enrollment to ensure providers meet certification standards. In addition, the Bureau implements the ADW Quality Improvement Advisory Council which develops an annual Quality Work Plan, quality improvement projects and stakeholder input.

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 FY 2020, 5,787 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.

Annual provider monitoring reviews are conducted by the Bureau of Senior Services' Registered Nurse Monitors. Records are reviewed for compliance with Federal and State program regulations. Validation of staff qualifications/training and annual certification is conducted.

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, titled Personal Options, began in May 2007.

- 6,568 Aged and Disabled Waiver and Personal Care Technical Assistance and Contacts were conducted with providers and outside entities.
- Annual ADW Quality Provider Monitoring was conducted by monitoring staff of 137 providers sites who served ADW members (alternative methods due to

COVID-19). This included records review, validation of provider qualifications and certification requirements.

- Annual Personal Care Provider Monitoring was conducted by monitoring staff of 58 sites who served Personal Care members (alternative methods due to COVID-19). This included records review, validation of provider qualifications and certification requirements.
- 1,032 ADW Members received services through the Personal Options model
- 1,032 Member Transfers were conducted per ADW policy “member rights,” which includes the member’s right to transfer Case Management or Personal Attendant agency.
- 409 Personal Care Transfers were conducted per policy “member rights” which includes the member right to transfer Personal Care provider agency.
- Quarterly Provider Trainings were conducted 8/21/19, 11/20/19, 2/12/20 and 5/13/20 which included statewide provider agencies for both ADW and Personal Care.
- COVID-19 Provider Conference calls were conducted from March 2020 to June 2020 for all ADW and Personal Care provider agencies, to provide clarification or technical assistance (Initially, weekly, and moved to every two weeks).
- Four New ADW Providers were certified and opened in FY2020.
- There were 409 specified training encounters.
- Forty-seven Take Me Home WV (Money Follows the Person) were activated transitioning applicants from nursing homes.
- An additional 1,297 applicants were activated on the ADW Program increasing service access to home and community-based services (factored in the total below). This allowed access to home and community-based services.
- There were 6,156 ADW active members as of June 30, 2020 (LOCHRA Report).

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

Health Insurance Marketplace

The Bureau of Senior Services, until September 2018, housed a Health Insurance Marketplace Navigator. The Navigator was trained to help people understand health coverage options through the Marketplace, which provides insurance for those uninsured, and assist them in enrolling in coverage. The Navigator is now located at First Choice Services (1-844-WV-CARES). The Bureau still receives calls and makes referrals to the Marketplace Navigator.



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 five 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.



- SMP reached more than 2,700 Medicare beneficiaries through individual interactions and provided more than 350 group outreach and education events, reaching over 13,000 people and 145 Media outreach and education events (Group/in-person outreach was greatly impacted due to COVID-19. However, media outreach increased significantly).
- WV SMP had 73 active SMP team members during the past year located within County Aging Programs, Aging and Disability Resource Centers 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 Centers, 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 more than 17,000 Medicare beneficiaries and provided over 500 public and media events statewide with more than 26,000 reached (Group/in-person outreach was greatly impacted due to COVID).
- WV SHIP had a total of 84 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 PROJECTS

“The Road Ahead”

The Commissioner of the Bureau of Senior Services hosts “The Road Ahead,” a monthly television program on Aging Well in West Virginia. The show is produced by the West Virginia Library Commission. Topics covered this year included Serving Seniors During the Pandemic in Rural Areas, Wellness and Chronic Diseases, COVID-19 Services for Seniors and Disabled Consumers, YMCA Opportunities for Seniors and GrandFamilies, and Elder Abuse Awareness Month.

Robert W. Jackson Senior Conference and Thirty-Eighth Silver Haired Legislature (SHL)

Both events were canceled due to COVID-19.

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, 2020, as World Elder Abuse Awareness Day. Due to COVID-19, the event was held virtually on October 27, 2020, with 239 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention.



The Bureau sponsored the afternoon keynote speaker, Joe Snyder of Philadelphia, PA. He is the Public Policy Chair and former President of the National Adult Protective Services Association (NAPSA). He is also the founder and currently leads the Philadelphia Financial Exploitation Prevention Task Force. Mr. Snyder is a Board Member of the National Institute on Elder Financial Exploitation. He formed the first and only partnership between a national bank (Wachovia) and an adult protective services program, protecting more than \$62 million in customer assets. This led to the creation of a toolkit by Financial Services Roundtable. Mr. Snyder chaired a steering committee that created a protocol and a universal form for Adult Protective Services to request records from banks and credit unions, which has been adopted all over the country. The form and protocol were updated and streamlined in 2019 to include the securities industry. Mr. Snyder has served as an expert witness on many occasions including

testimony on elder abuse and adult protective services before Congress and the United Nations. He is currently an Elder Justice Consultant and was formerly the director of Older Adult Protective Services, serving for 25 years at the largest non-profit area agency on aging in the United States, the Philadelphia Corporation for Aging.

Each year, the Ron Nestor award is presented to an individual who has advocated to end elder abuse and helped raise awareness about elder abuse in West Virginia. The recipient of the 2020 Ronald Nestor Award was Pat Nisbet. Patricia S. Nisbet is Office Director at WV DHHR Bureau for Medical Services over the Long-Term Care, Behavioral Health and Home and Community-Based Services Units. She is former director of the Home and Community-Based Services Unit and Program Manager for the Intellectual/Developmental Disability Waiver Program at BMS, as well as statewide manager for the Specialized Family Care Program with WVUCED. She also taught special education in Roane County Schools, worked with Westbrook Health Services developing group homes and day programs and worked at Spencer State Hospital.

West Virginia Senior Farmers' Market Program



Working in conjunction with the West Virginia Department of Agriculture, the Bureau coordinated the distribution of Farmers' Market coupons to eligible seniors age 60 and older. A total of 16,760 voucher booklets (seven \$4 coupons per voucher booklet, totaling \$469,280) were distributed to seniors throughout the state beginning June 1, 2020. The coupons could be exchanged for locally grown fruits, vegetables, and honey.

With distribution having to be drive-thru, mail, or by in-home caregiver, this impacted the number of vouchers issued. Also, many of the seniors were hesitant to get vouchers, because they did not want to go out to farmer's markets and socialize with other people. In addition, there were limited farmers at these markets for the same reason. A few farmers' markets did not even open, and some closed early due to COVID-19 or not having a supply of produce. This meant that some seniors did not have a place to take the vouchers.

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$42.9 million, of which \$21 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$21.9 million for Bureau services.
- General Revenue appropriations totaled \$30 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 FY2020 totaled \$3.1 million (Title III \$1.9 million, In-Home Services \$1.2 million). These funds are used to provide additional services.
- The Bureau received \$1,551,372 in Family First Coronavirus Response Act (FFRCA) funding, and \$5,046,153 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding, including an ADRC grant for \$455,454.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2020 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 FY2020.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 72,373 visitors, and its pages received 568,499 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* senior nutrition newsletter.
- The Bureau's Facebook page, <https://bit.ly/33QYGFj>, launched in March 2012, is used to share information and photographs with the public. During the past year, the number of "Likes" increased from 3,177 to 3,336.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page, <https://bit.ly/2OaBdZj>, in October 2012. The page is used to share photographs, SHL position papers, and other information regarding SHL with members and the public.

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

- The website, www.wvship.org, had 17,895 visitors to the website, and its pages received 116,785 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page, <https://bit.ly/32LmWHQ>, was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

The Bureau of Senior Services offers workshops and trainings throughout the state to meet the needs of seniors, family caregivers, health care providers, other professional agencies and organizations, consumers and the public. Workshops, trainings and presentations in Fiscal Year 2020 included:

- A Deeper Dive into Decision-Making
- Adult Abuse/Neglect/Exploitation Identification
- Alzheimer's Overview
- Avoiding and Remediating Financial Exploitation
- Bed Bugs
- Case Management (Conflict-Free)
- Case Management (Pilot Project)
- Center for Medicare and Medicaid (CMS) Special Review Team – New Health and Welfare Standards
- Communicating Effectively with a Person Who Has Dementia
- Conflict-Free Case Management
- Consumer Law for Older West Virginians
- County Aging Provider/Area Agency on Aging Quarterly Meetings
- COVID-19 and West Virginia Long-Term Care Facilities – The Resident's Perspective
- Dynamics of Abuse in Later Life
- Elder Abuse Training
- Electronic Visit Verification (EVV Guidance from CMS and updates)
- Fair Housing Issues for Older West Virginians
- FAIR Manual training
- Falls Prevention: A Pharmacy Perspective
- Get Ready; Get Set; Go!
- HIPAA
- How to Avoid Financial Exploitation
- Incident Management and Mortality Reporting
- Lighthouse Manual training
- Long-Term Care Ombudsman Program
- Marshall University Falls Prevention Seminar
- Medicare Minute Presentations
- Medicare Open Enrollment Dedicated Enrollment Events
- Medicare: Protecting Yourself from Fraud and Abuse
- Medicare SHIP Bingo at Senior/Low-Income Housing
- National Provider Identification (NPI)
- New Medicare Card Education Sessions
- Nothing Ever Prepared Me to Be a Caregiver
- Nutrition Training for County Aging Programs

- One-Stop Partners Quarterly Meeting Presentation
- Personal Options
- Person-Centered Planning
- Person-Centered Planning for Personal Care Providers
- Proactive Legal Planning for West Virginia Seniors
- Quality Training, from the ADW Quality Improvement Council
- Quarterly Provider Meetings for ADW and PC Providers
- Senior Medicare Patrol (SMP) Outreach and Educational Sessions
- Services Available Through the West Virginia Bureau of Senior Services
- SHIP Annual Training
- SHIP Medicare APS Presentations
- SHIP Medicare Open Enrollment Presentations
- SHIP Program Overview and Appropriate Referral Presentations
- SHIP Understanding Medicare Workshops
- Social Security In-Service Medicare Presentations
- Spam/Scam Avoidance
- Stop the Top Three: Pneumonia, Urinary Tract Infections, Sepsis
- Tai Chi for Arthritis
- Tai Chi for Diabetes
- The Person Comes First: A Practical Approach to Alzheimer's Care
- The Road Ahead
- Title V Educational Workshops for Enrollees
- Victim-Centered Response
- West Virginia Falls Prevention Initiative
- West Virginia SHIP Presentation, ACL SMP/SHIP Conference, on Complaint Tracking Module
- West Virginia SHIP Presentation, ACL SMP/SHIP Conference, on Opioid Crisis and Medicare Counseling
- Who Says What for Whom (Decision-Making Capacity)
- Winter Safety Tips

COLLABORATIONS & PARTNERSHIPS

Every year, the WV Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau. In Fiscal Year 2020, the Bureau collaborated with and/or partnered with the following to serve seniors and individuals with disabilities to the fullest extent possible:

- AARP West Virginia
- Access and Functional Needs (AFN) Threat Preparedness Workgroup
- Access and Functional Needs Workgroup
- Activity Professionals Association
- Administration for Community Living
- Administration for Community Living – COVID-19 Collaboration on OAA Policy
- Adult Protective Services (APS)
- ADVancing States (formerly NASUAD)
- Aged and Disabled Waiver Providers
- Aged and Disabled Waiver Quality Improvement Council
- Area Agencies on Aging
- Alzheimer’s Association, West Virginia Chapter
- Cabell Huntington Hospital
- Cabell Huntington Hospital - SeniorWise
- Cabin Creek Health Centers
- Camden Clark Hospital – Lifetime Partners
- Centers for Disease Control
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Area Medical Center
- Charleston/Kanawha Housing Authority
- Charleston Town Center
- Committee on Quality Improvement
- Community Care of WV
- Continuous Quality Improvement (CQI) Council
- Coordinating Council for Independent Living
- County Aging Providers
- Dementia Friendly Huntington
- Disability Rights WV
- Edgewood Summit
- Facing Hunger Foodbank
- Fairness West Virginia
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Services
- Gospel Lighthouse Church, Naoma, WV
- Governor Jim Justice

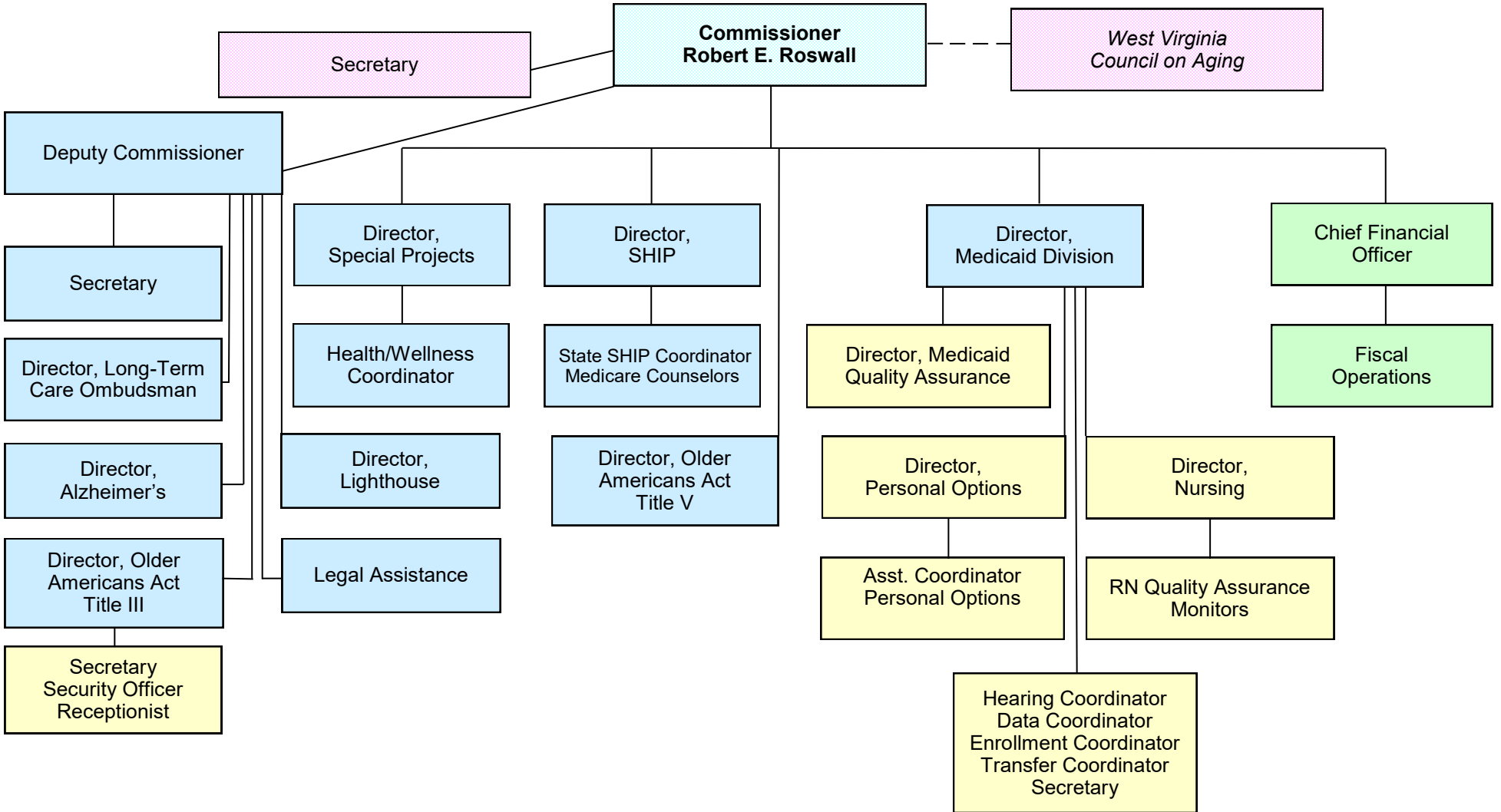
- Herbert Henderson Office of Minority Affairs
- Highmark Health
- Interagency Collaborative Team
- KEPRO
- Legal Aid of West Virginia
- Lewis County Family Resource Network
- Marion County Family Resource Network
- Meals on Wheels Association of America (MOWAA)
- Medicaid Fraud Control Unit
- Medicaid Personal Care Providers
- Mission West Virginia, Relatives as Parents Program
- Mountaineer Foodbank
- National Arthritis Foundation
- 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 Council on Aging (NCOA)
- National Long-Term Care Ombudsman Resource Center
- Nursing Home Advisory Council
- Office of Technology & DHHR, Incident Management System
- Office of Technology, Learning Management Center
- Office of the Insurance Commissioner, Consumer Services
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Rape and Domestic Violence Center
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- Senior Corps Advisory Council
- Senior Medicare Patrol (SMP) National Resource Center
- Senior Olympics
- Sexual Assault Response Team, Monongalia County
- Silver Haired Legislature (SHL)
- Social Security Administration (SSA)
- State Health Insurance Assistance Program (SHIP) Technical Assistance (TA) Center
- State Nutritionist Collaboration Group
- Statewide Independent Living Council (SILC)
- STOP the Violence Project
- Take Me Home, West Virginia, Quality Council
- Union Mission Food Drive
- WellSky
- West Virginia Access to Justice Commission
- West Virginia Army National Guard
- 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 Children and Families QI Council
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health
- West Virginia CARES
- West Virginia Cares Faith Initiative
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Department of Health and Human Resources
- West Virginia Department of Health and Human Resources County Offices
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Division of Emergency Management (WVEM)
- West Virginia Division of Personnel
- West Virginia Equal Employment Opportunity Office
- West Virginia Falls Prevention Initiative
- West Virginia Geriatric Society
- West Virginia Geri-Olympics
- West Virginia Health Care Authority
- West Virginia Insurance Commission
- West Virginia Library Association
- West Virginia Northern Library Network
- West Virginia Office of the Insurance Commissioner
- West Virginia Senior Legal Aid
- West Virginia State University Healthy GrandFamilies Program
- West Virginia United Methodist Conference
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Center on Budget and Policy
- West Virginia University Rockefeller Neurosciences Institute (RNI)
- West Virginia Voluntary Organizations Active in Disasters (VOAD)
- West Virginia Workforce Development Board
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)
- WV ABLE

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, FY2020 State/Federal Funding
- Exhibit E Bureau of Senior Services, FY2020 Area Agencies on Aging Operational Funding Source by Agency
- Exhibit F Bureau of Senior Services, FY2020 Regional Funding Allocations All Funds
- Exhibit G County Aging Programs, FY2020 Funding Allocations
- Exhibit H West Virginia Long-Term Care Ombudsman Regions
- Exhibit I West Virginia Aging & Disability Resource Centers
- Exhibit J West Virginia Aging & Disability Resource Centers, FY2020 Budgets by Site
- Exhibit K West Virginia Aging & Disability Resource Centers, FY2020 Total Contacts by Site
- Exhibit L Bureau of Senior Services, FY2020 Expenditures by Program
- Exhibit M Bureau of Senior Services, FY2020 Expenditures by Funding Source
- Exhibit N Bureau of Senior Services Grants, FY2020 Detailed Expenditures

West Virginia Bureau of Senior Services Organizational Chart

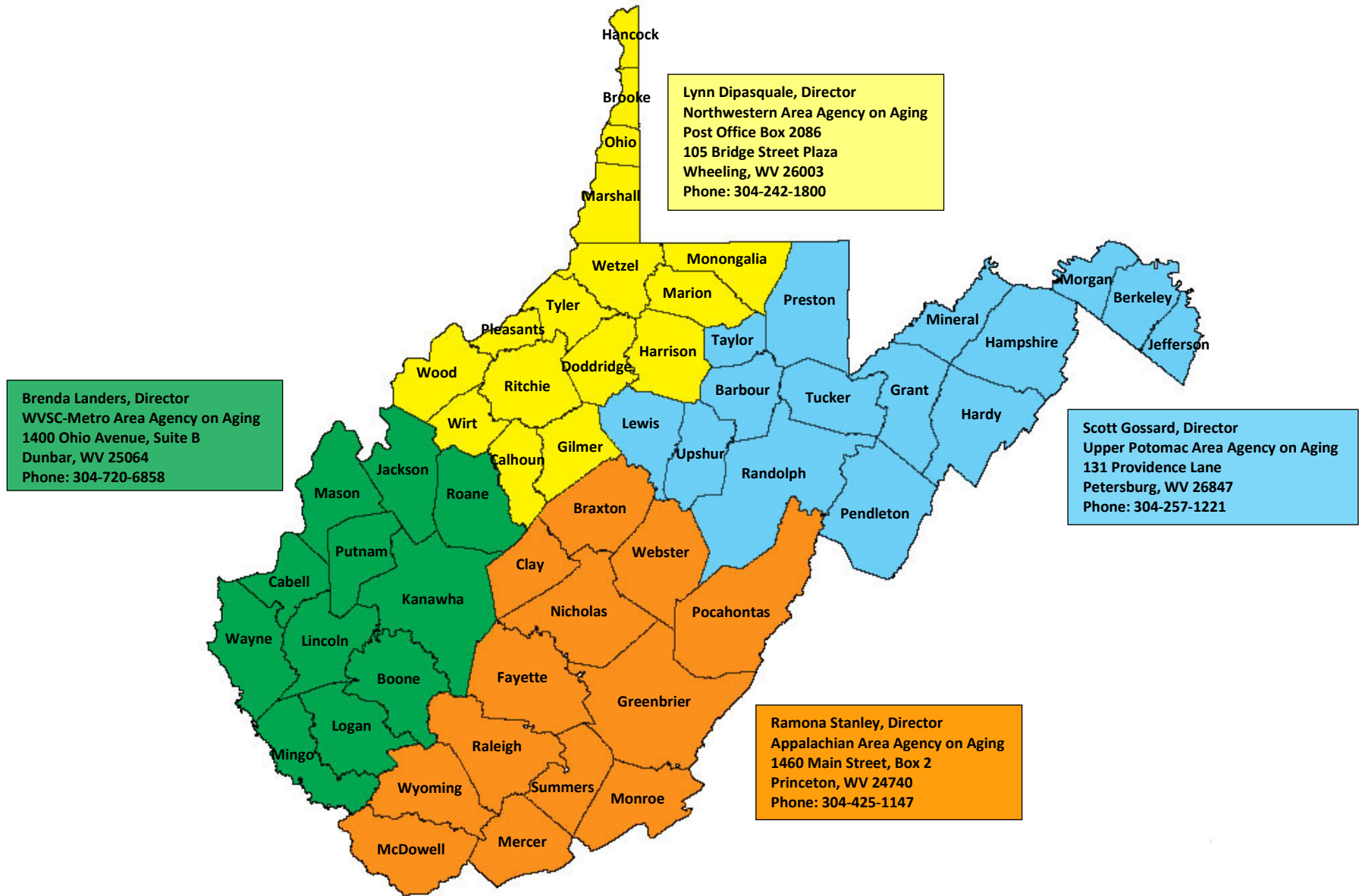


**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

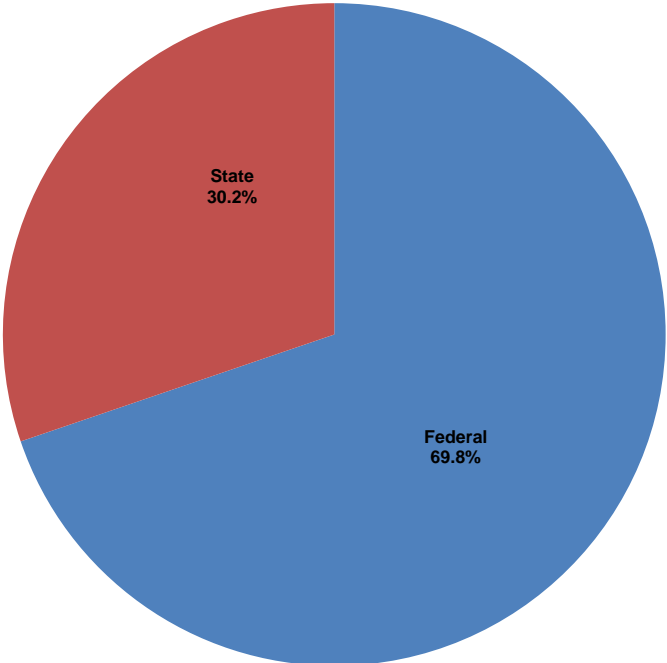
- Barbour County Senior Center, Inc.
- Berkeley Senior Services
- Bi-County Nutrition (Doddridge and Harrison nutrition)
- Boone County Community Organization
- Braxton County Senior Citizens Center, Inc.
- Brooke County Committee on Aging
- Cabell County Community Services Organization, Inc.
- Calhoun County Committee on Aging, Inc.
- Clay Senior and Community Services, Inc.
- Doddridge County Senior Citizens, Inc.
- Fayette County Office
- Council of Senior Citizens of Gilmer County, Inc.
- Grant County Commission on Aging Family Services
- Greenbrier County Committee on Aging
- Hampshire County Committee on Aging
- Hancock County Senior Services
- Hardy County Committee on Aging
- Harrison County Senior Citizens, Inc.
- Jackson County Commission on Aging, Inc.
- Jefferson County Council on Aging
- Kanawha Valley Senior Services
- Lewis County Senior Citizens Center, Inc.
- Lincoln County Opportunity Co., Inc. (Lincoln and Wayne Counties)
- Pride Community Services, Inc. (Logan County)
- Marion County Senior Citizens, Inc.
- Marshall County Committee on Aging
- Mason County Action Group, Inc.
- McDowell County Commission on Aging
- CASE WV Aging Program (Mercer County)
- Aging and Family Services of Mineral County, Inc.
- Coalfield Community Action Partnership, Inc. (Mingo County)
- Senior Monongalians, Inc.
- Monroe County Council on Aging
- Senior Life Services of Morgan County
- Nicholas Community Action Partnership, Inc.
- Family Service - Upper Ohio Valley
- Pendleton Senior and Family Services, Inc.
- Pleasants County Senior Citizens Center
- Pleasants Senior Nutrition
- Pocahontas County Senior Citizens, Inc.

- Preston County Senior Citizens, Inc.
- Putnam Aging Program, Inc.
- Raleigh County Commission on Aging
- The Committee on Aging for Randolph County, Inc.
- Ritchie County Integrated Family Services
- Roane County Committee on Aging, Inc.
- Summers County Council on Aging
- Taylor County Senior Citizens, Inc.
- Tucker County Senior Citizens, Inc.
- Council of Senior Tyler Countians, Inc.
- Upshur County Senior Citizens Opportunity Center, Inc.
- Webster County Commission of Senior Citizens
- Wetzel County Committee on Aging
- Wirt County Committee on Aging, Inc.
- Wood County Senior Citizens Association, Inc.
- Council on Aging (Wyoming County)

AREA AGENCIES ON AGING



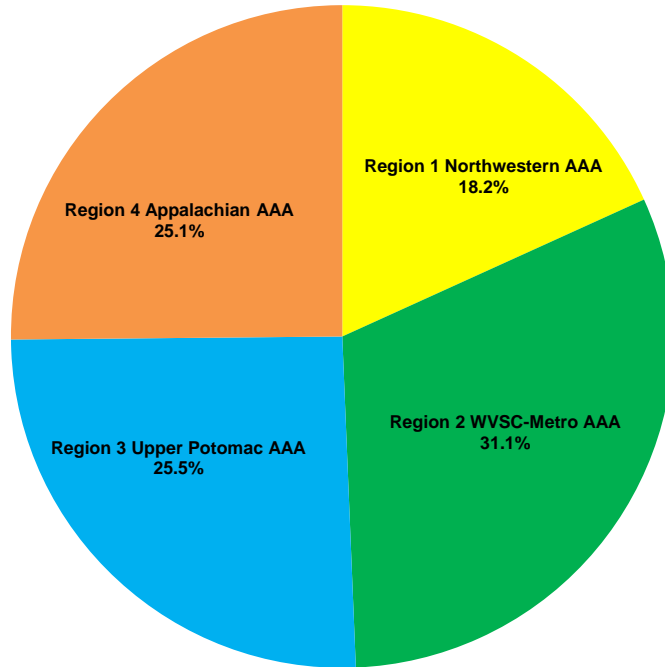
**BUREAU OF SENIOR SERVICES
FY2020 AREA AGENCIES on AGING OPERATIONAL
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
FY2020 AAA FUNDING**

Federal	69.8%	962,000
State	30.2%	416,808
TOTAL	100.00%	1,378,808
Region 1	18.22%	251,202
Region 2	31.13%	429,202
Region 3	25.51%	351,702
Region 4	25.15%	346,702
	100.00%	1,378,808

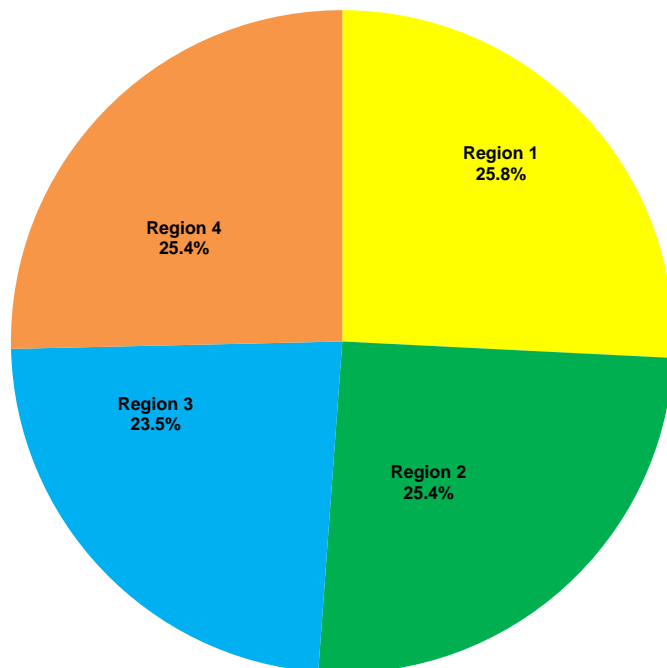
**BUREAU OF SENIOR SERVICES
FY2020 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY2020 AAA FUNDING**

Region 1 Northwestern AAA	18.2%	251,202
Region 2 WVSC-Metro AAA	31.1%	429,202
Region 3 Upper Potomac AAA	25.5%	351,702
Region 4 Appalachian AAA	25.1%	346,702
TOTAL	100.00%	1,378,808

**BUREAU OF SENIOR SERVICES
FY2020 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY2020 REGIONAL ALLOCATIONS**

Region 1	25.79%	10,386,100
Region 2	25.37%	10,215,110
Region 3	23.49%	9,458,782
Region 4	25.35%	10,210,521
TOTAL	100.00%	40,270,513

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

FY 2020 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2020
REGION 1:										
BROOKE	\$137,332	\$182,217	\$31,941	\$297,325	\$0	\$13,767	\$33,660	\$0	\$0	\$696,242
BI-COUNTY	\$0	\$22,529	\$0	\$521,713	\$0	\$0	\$19,517	\$0	\$0	\$563,759
CALHOUN	\$132,459	\$186,771	\$26,269	\$88,376	\$0	\$5,725	\$15,857	\$0	\$5,000	\$460,457
DODDRIDGE	\$162,075	\$187,956	\$26,618	\$0	\$0	\$4,109	\$29,390	\$0	\$0	\$410,148
GILMER	\$176,326	\$186,588	\$25,611	\$97,206	\$1,054	\$5,298	\$12,461	\$0	\$5,000	\$509,544
HANCOCK	\$130,964	\$186,233	\$37,311	\$0	\$2,104	\$19,195	\$32,548	\$0	\$5,000	\$413,355
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$291,918	\$190,425	\$69,913	\$0	\$5,500	\$42,225	\$75,909	\$0	\$0	\$675,890
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	\$334,352	\$191,990	\$58,347	\$271,878	\$0	\$34,936	\$73,611	\$1,300	\$3,000	\$969,414
MARSHALL	\$226,701	\$182,933	\$34,893	\$0	\$0	\$18,128	\$36,538	\$0	\$0	\$499,193
MONONGALIA	\$259,120	\$207,092	\$52,364	\$203,758	\$3,875	\$28,890	\$62,939	\$0	\$3,000	\$821,038
OHIO	\$70,128	\$262,856	\$55,038	\$348,272	\$4,271	\$29,799	\$78,323	\$0	\$0	\$848,687
PLEASANTS	\$32,819	\$176,267	\$25,627	\$68,105	\$0	\$3,515	\$15,644	\$0	\$5,000	\$326,977
RITCHIE	\$137,022	\$180,711	\$26,940	\$94,746	\$0	\$5,885	\$21,535	\$0	\$5,000	\$471,839
TYLER	\$151,885	\$176,901	\$26,539	\$69,815	\$989	\$5,189	\$17,842	\$0	\$0	\$449,160
WETZEL	\$212,085	\$186,493	\$28,504	\$84,050	\$1,382	\$10,045	\$12,642	\$0	\$5,000	\$540,201
WIRT	\$212,862	\$186,070	\$25,139	\$84,037	\$0	\$2,925	\$12,530	\$0	\$0	\$523,563
WOOD	\$259,612	\$211,810	\$56,905	\$305,223	\$5,816	\$41,971	\$71,094	\$0	\$3,000	\$955,431
REGION 1	\$2,927,660	\$3,105,842	\$607,959	\$2,534,504	\$24,991	\$271,602	\$622,040	\$1,300	\$39,000	\$10,134,898

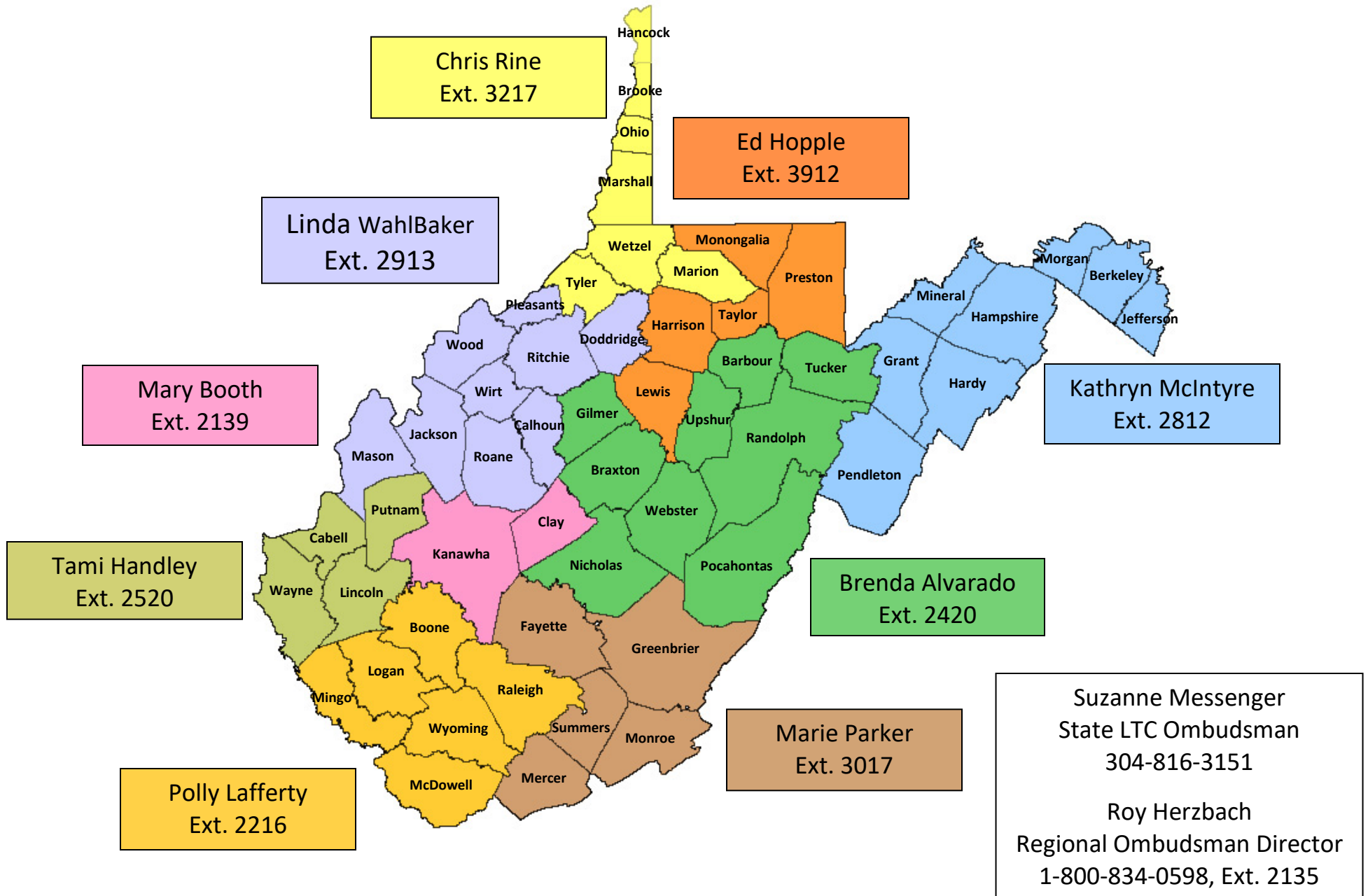
FY 2020 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2020
REGION 2:										
BOONE	\$194,520	\$179,682	\$31,627	\$196,197	\$2,196	\$11,806	\$36,026	\$0	\$3,000	\$655,054
CABELL	\$252,215	\$216,975	\$83,718	\$414,778	\$0	\$57,522	\$113,393	\$0	\$0	\$1,138,601
JACKSON	\$225,565	\$195,509	\$32,937	\$203,505	\$0	\$13,194	\$42,371	\$0	\$0	\$713,081
KANAWHA	\$757,085	\$261,759	\$139,731	\$839,279	\$14,608	\$124,132	\$192,625	\$0	\$60,600	\$2,389,819
LINCOLN	\$326,309	\$179,231	\$30,607	\$345,420	\$2,096	\$10,777	\$33,085	\$0	\$60,600	\$988,125
LOGAN by Lincoln	\$76,400	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$76,400
LOGAN-PRIDE	\$256,143	\$183,240	\$38,568	\$224,016	\$3,659	\$24,108	\$49,875	\$0	\$3,000	\$782,609
MASON	\$143,563	\$180,712	\$32,353	\$197,274	\$2,392	\$12,790	\$27,783	\$0	\$3,000	\$599,867
MINGO	\$220,657	\$200,262	\$32,362	\$204,641	\$2,609	\$15,029	\$36,369	\$0	\$3,000	\$694,929
PUTNAM	\$158,872	\$203,950	\$39,825	\$262,221	\$2,797	\$18,120	\$57,612	\$0	\$0	\$743,397
PUTNAM by Kanawha	\$15,154	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$15,154
ROANE	\$94,084	\$178,426	\$29,423	\$106,712	\$0	\$8,703	\$20,891	\$0	\$0	\$438,239
WAYNE by Lincoln/Mir	\$245,907	\$184,462	\$39,653	\$0	\$8,863	\$21,044	\$50,704	\$0	\$0	\$550,633
REGION 2	\$2,966,474	\$2,144,208	\$530,804	\$2,994,043	\$39,220	\$317,225	\$660,734	\$0	\$133,200	\$9,785,908

FY 2020 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2020
REGION 3:										
BARBOUR	\$210,221	\$188,362	\$24,676	\$170,991	\$0	\$9,532	\$27,082	\$0	\$0	\$630,864
BERKELEY	\$313,710	\$201,558	\$48,334	\$153,995	\$4,299	\$31,601	\$43,020	\$0	\$5,000	\$801,517
GRANT	\$182,890	\$185,805	\$26,806	\$95,449	\$0	\$6,588	\$19,613	\$0	\$5,000	\$522,151
HAMPSHIRE	\$178,786	\$192,941	\$29,643	\$125,941	\$1,597	\$10,621	\$26,477	\$0	\$5,000	\$571,006
HARDY	\$137,919	\$185,946	\$27,138	\$120,255	\$1,012	\$7,589	\$21,733	\$0	\$5,000	\$506,592
JEFFERSON	\$246,798	\$193,885	\$39,619	\$146,130	\$2,446	\$21,129	\$34,928	\$0	\$5,000	\$689,935
LEWIS	\$227,249	\$188,547	\$31,414	\$115,934	\$0	\$9,707	\$26,807	\$0	\$5,000	\$604,658
MINERAL	\$242,146	\$194,564	\$33,048	\$156,904	\$0	\$14,509	\$29,048	\$0	\$5,000	\$675,219
MORGAN	\$169,228	\$187,578	\$29,957	\$103,184	\$0	\$7,870	\$24,868	\$0	\$5,000	\$527,685
PENDLETON	\$92,278	\$189,834	\$26,324	\$100,780	\$0	\$5,820	\$18,690	\$0	\$5,000	\$438,726
PRESTON	\$187,811	\$193,925	\$47,090	\$207,910	\$2,248	\$15,029	\$47,408	\$0	\$3,000	\$704,421
RANDOLPH	\$222,481	\$203,267	\$40,176	\$201,614	\$2,218	\$14,893	\$36,759	\$0	\$60,600	\$782,008
TAYLOR	\$172,096	\$183,949	\$33,074	\$139,293	\$0	\$8,972	\$34,149	\$0	\$2,000	\$573,533
TUCKER	\$226,375	\$186,545	\$25,877	\$103,279	\$0	\$4,410	\$22,075	\$0	\$0	\$568,561
UPSHUR	\$131,745	\$193,367	\$33,641	\$110,419	\$0	\$11,458	\$29,574	\$0	\$0	\$510,204
REGION 3	\$2,941,733	\$2,870,073	\$496,817	\$2,052,078	\$13,820	\$179,728	\$442,231	\$0	\$110,600	\$9,107,080

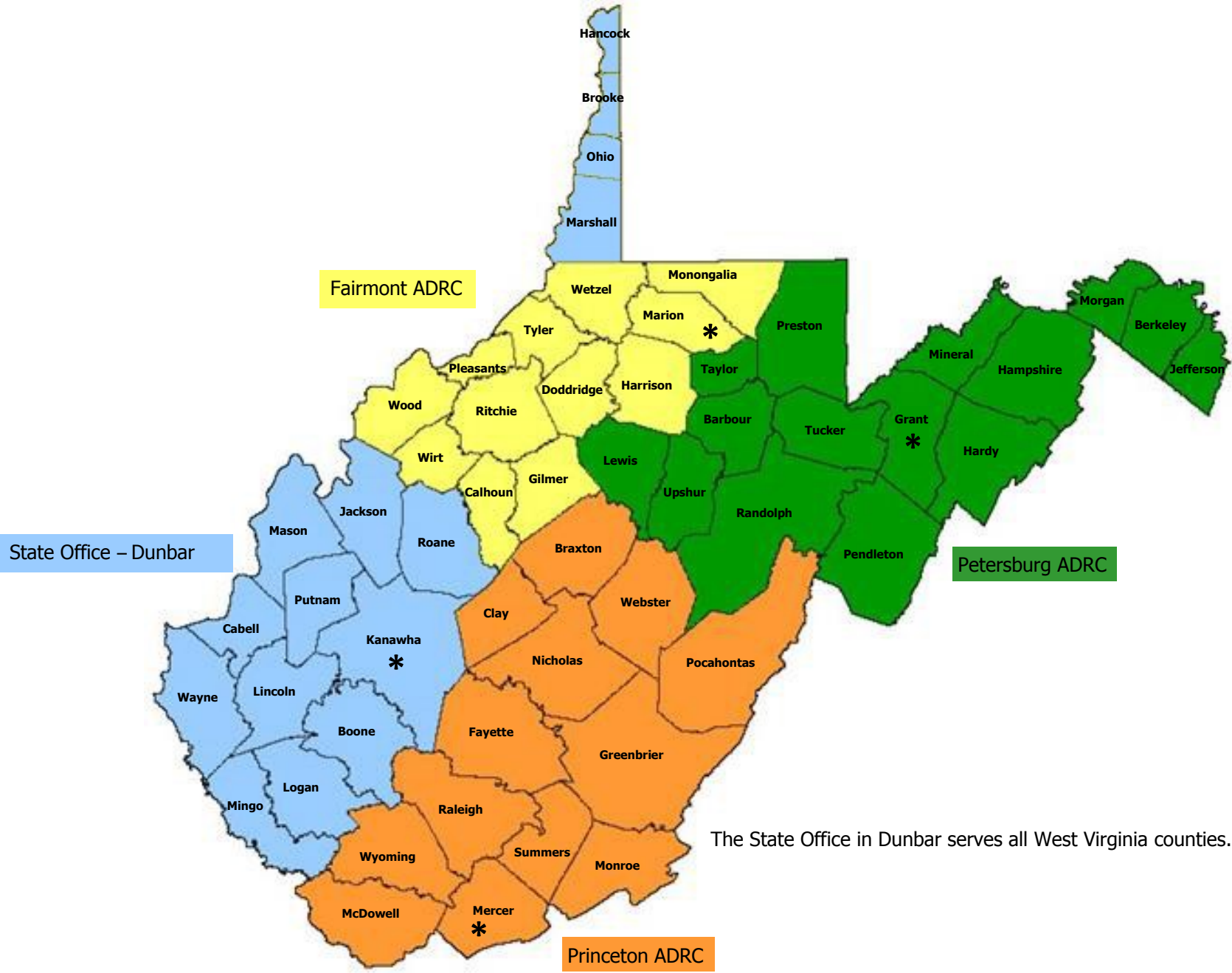
FY 2020 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2020
REGION 4:										
BRAXTON	\$271,698	\$189,249	\$28,802	\$127,973	\$1,580	\$9,501	\$21,252	\$0	\$60,600	\$710,655
CLAY	\$150,611	\$176,704	\$26,805	\$92,201	\$0	\$6,271	\$26,548	\$0	\$0	\$479,140
FAYETTE by Raleigh	\$181,527	\$192,035	\$56,236	\$0	\$5,262	\$34,852	\$66,669	\$0	\$0	\$536,581
FAYETTE by Putnam	\$108,526	\$0	\$0	\$379,141	\$0	\$0	\$0	\$0	\$0	\$487,667
GREENBRIER	\$88,159	\$185,851	\$50,159	\$198,783	\$3,749	\$24,891	\$55,785	\$0	\$0	\$607,377
MCDOWELL	\$209,570	\$192,426	\$40,716	\$241,319	\$4,937	\$32,987	\$48,443	\$0	\$0	\$770,398
MERCER	\$350,432	\$197,109	\$56,117	\$365,216	\$6,601	\$44,620	\$72,797	\$0	\$5,000	\$1,097,892
MONROE	\$75,261	\$188,913	\$30,639	\$213,517	\$1,442	\$8,761	\$41,141	\$0	\$0	\$559,674
NICHOLAS	\$255,121	\$196,800	\$31,886	\$269,532	\$2,153	\$13,774	\$29,551	\$600	\$0	\$799,417
POCAHONTAS	\$124,914	\$185,625	\$27,144	\$125,323	\$1,162	\$6,629	\$23,299	\$0	\$0	\$494,096
RALEIGH	\$554,634	\$197,115	\$66,712	\$443,094	\$7,620	\$52,735	\$84,939	\$2,100	\$5,000	\$1,413,949
SUMMERS	\$150,836	\$184,654	\$39,304	\$113,898	\$1,701	\$10,391	\$42,164	\$0	\$0	\$542,948
WEBSTER	\$193,460	\$188,224	\$26,934	\$136,835	\$0	\$6,319	\$21,623	\$0	\$0	\$573,395
WYOMING	\$254,613	\$179,601	\$39,527	\$194,968	\$2,054	\$12,805	\$46,462	\$0	\$60,600	\$790,630
REGION 4	\$2,969,362	\$2,454,306	\$520,981	\$2,901,800	\$38,261	\$264,536	\$580,673	\$2,700	\$131,200	\$9,863,819

TOTAL	\$11,805,229	\$10,574,429	\$2,156,561	\$10,482,425	\$116,292	\$1,033,091	\$2,305,678	\$4,000	\$414,000	\$38,891,705
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**WEST VIRGINIA
LONG-TERM CARE OMBUDSMAN REGIONS
1-800-834-0598**

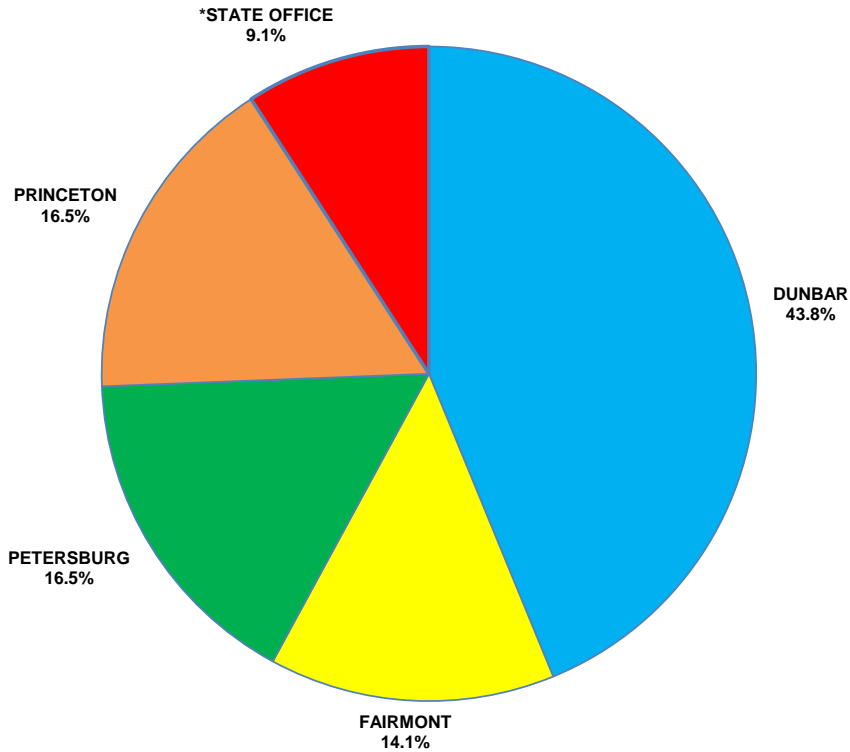


AGING & DISABILITY RESOURCE CENTER OFFICES



The State Office in Dunbar serves all West Virginia counties.

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTER
FY2020 BUDGETS BY SITE**



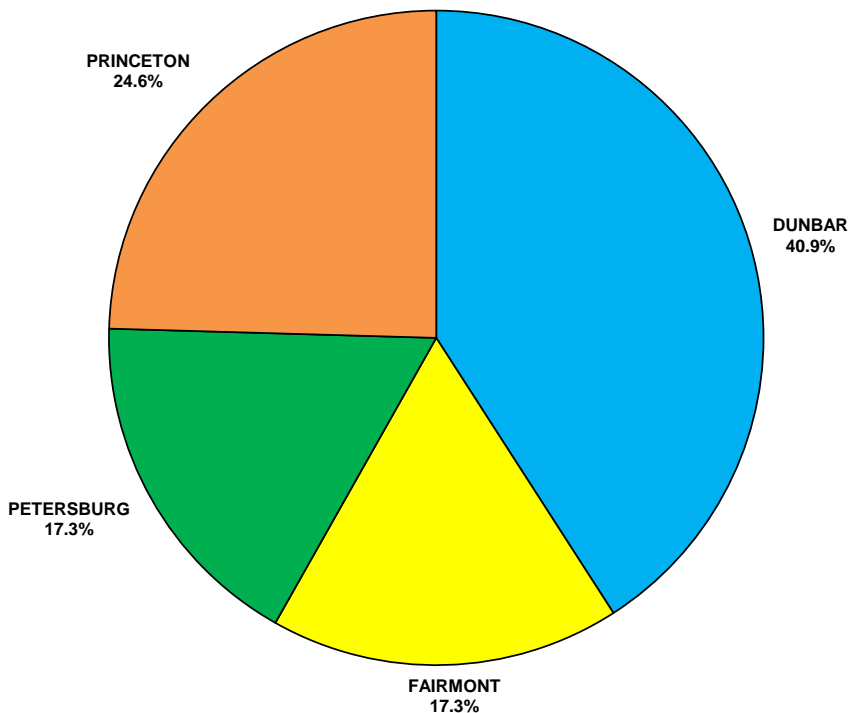
**ADRC
SITE BUDGETS**

DUNBAR	43.80%	\$186,150
FAIRMONT	14.12%	\$60,000
PETERSBURG	16.47%	\$70,000
PRINCETON	16.47%	\$70,000
*STATE OFFICE	9.14%	\$38,850
**TOTAL	100.00%	\$425,000

* State Office includes funding for the comprehensive online resource database

**State funded from Lottery Appropriations

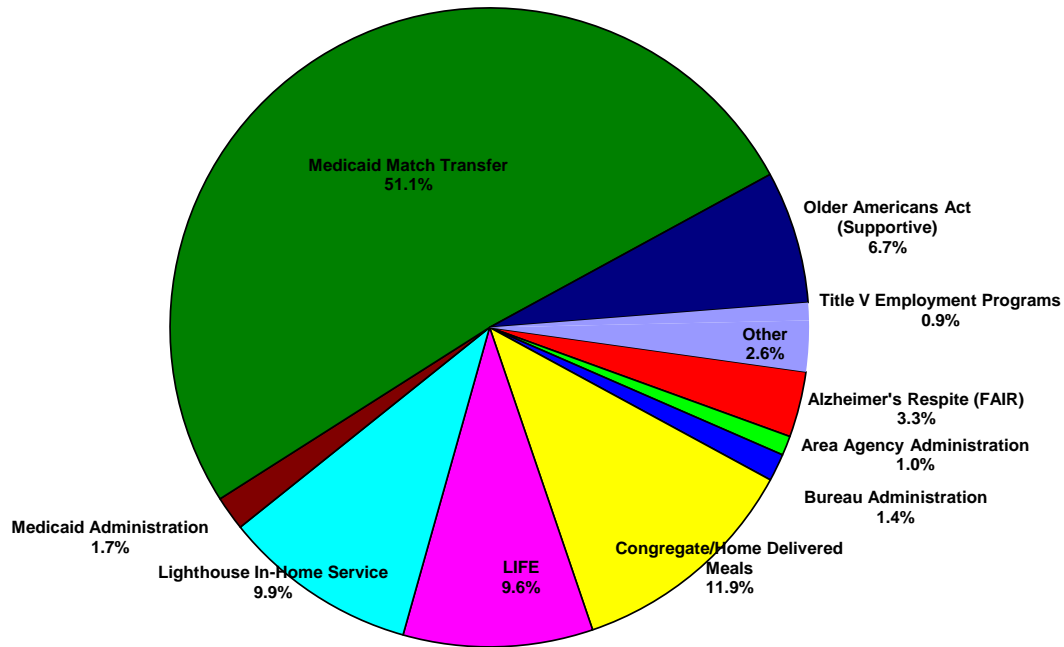
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTER
FY2020 CONTACTS BY SITE**



**ADRC
CONTACTS**

DUNBAR	40.89%	4,757
FAIRMONT	17.29%	2,011
PETERSBURG	17.27%	2,009
PRINCETON	24.55%	2,856
TOTAL	100.00%	11,633

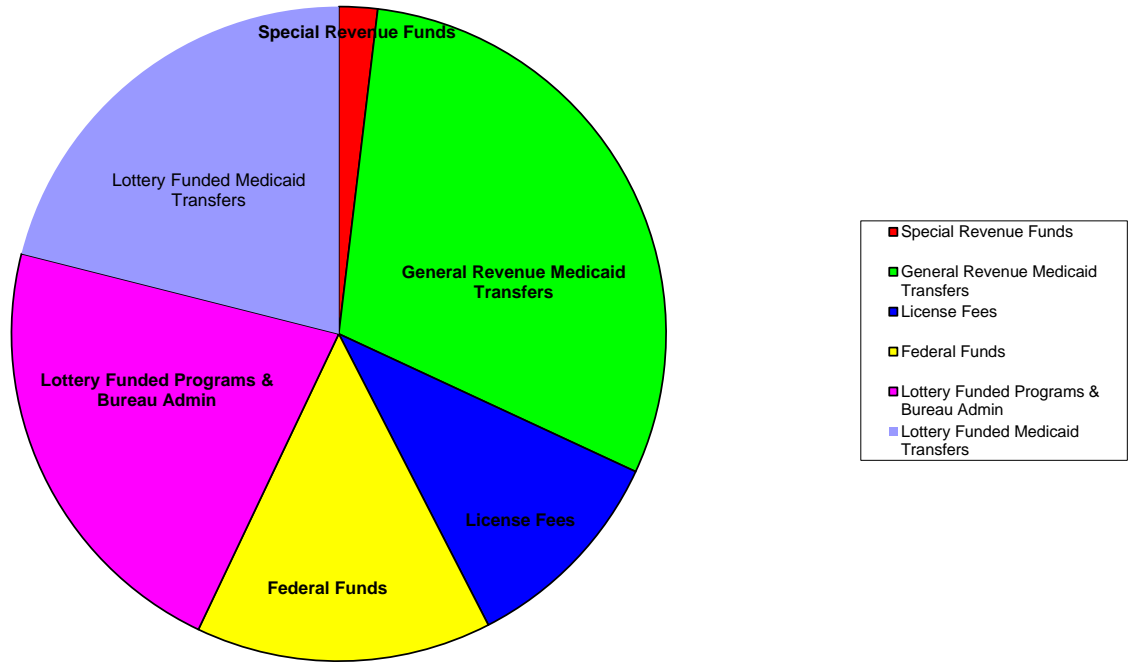
**BUREAU OF SENIOR SERVICES
FY2020 PROGRAMS BY REVENUE**



**BUREAU OF SENIOR SERVICES
FY2020 PROGRAMS BY REVENUE**

Alzheimer's Respite (FAIR)	3.32%	\$3,317,455
Area Agency Administration	0.99%	\$984,712
Bureau Administration	1.39%	\$1,383,235
Congregate/Home Delivered Meals	11.86%	\$11,831,538
LIFE	9.59%	\$9,574,527
Lighthouse In-Home Service	9.88%	\$9,864,405
Medicaid Administration	1.73%	\$1,730,000
Medicaid Match Transfer	51.07%	\$50,966,528
Older Americans Act (Supportive)	6.70%	\$6,690,795
Title V Employment Programs	0.89%	\$889,511
Other	2.57%	\$2,566,446
TOTAL	100.00%	\$99,799,152
Other		
Special Projects	0.06%	\$63,500
Aging & Disability Resource Network	0.43%	\$425,000
Ombudsman	0.72%	\$723,292
Community Partnership	0.00%	\$0
Transportation	1.36%	\$1,354,654
	2.57%	\$2,566,446

**BUREAU OF SENIOR SERVICES
FY2020 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY2020 REVENUES BY SOURCE**

Special Revenue Funds	1.90%	\$1,900,000
General Revenue Medicaid Transfers	30.01%	\$29,950,955
License Fees	10.53%	\$10,509,593
Federal Funds	14.61%	\$14,582,217
Lottery Funded Programs & Bureau Admin	21.88%	\$21,840,814
Lottery Funded Medicaid Transfers	21.06%	\$21,015,573
TOTAL	100.00%	\$99,799,152

**BUREAU OF SENIOR SERVICES GRANTS
PROVIDER TOTALS FY2020**

AGING PROVIDERS SERVICE AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$241,672
BARBOUR CO SENIOR CENTER INC	\$196,922
BERKELEY SENIOR SERVICES	\$339,978
BOONE CO COMMUNITY ORG	\$192,332
BRAXTON CO SENIOR CITIZENS CENTER INC	\$311,486
BROOKE CO COMMITTEE ON AGING	\$135,131
CABELL CO COMMUNITY SERVICES	\$250,904
CALHOUN CO COMMITTEE ON AGING	\$143,836
CLAY SENIOR & COMMUNITY SERVICES INC	\$146,364
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$280,560
COMMISSION ON AGING FAMILY SERVICES INC	\$182,746
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$138,433
COMMITTEE ON AGING FOR RANDOLPH COUNTY INC	\$284,974
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$355,199
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$181,902
COUNCIL OF SENIOR TYLER COUNTIANS	\$153,736
COUNCIL ON AGING INC	\$312,749
DODDRIDGE CO SENIOR CITIZENS INC	\$152,289
FAMILY SERVICE UPPER OHIO VALLEY	\$70,146
GREENBRIER CO COMM ON AGING	\$85,748
HAMPSHIRE CO COMM ON AGING	\$184,484
HARDY CO COMMITTEE ON AGING	\$102,118
HARRISON CO SENIOR CITIZENS CTR INC	\$294,069
JACKSON COUNTY COMMISSION ON AGING INC	\$230,777
JEFFERSON CO COUNCIL ON AGING	\$254,642
KANAWHA VALLEY SENIOR SERVICES	\$876,444
LEWIS CO SENIOR CITIZENS CENTER INC	\$223,009
LINCOLN CO OPPORTUNITY COMPANY	\$639,893
MARION CO SENIOR CITIZENS	\$351,447
MARSHALL CO COMMITTEE ON AGING	\$217,930
MASON CO ACTION GROUP INC	\$132,318
MCDOWELL COUNTY COMMISSION ON AGING INC	\$205,125
MONONGALIA CO COMMISSION	\$6,187
MONROE CO COUNCIL ON AGING INC	\$70,586
NICHOLAS CO COMMISSION	\$2,272
NICHOLAS COMMUNITY ACTION PARTNERSHIP INC	\$256,283
PENDLETON SENIOR & FAMILY SVS	\$96,170
PLEASANTS CO COMMISSION	\$31,982
POCAHONTAS CO SENIOR CITIZENS	\$121,071
PRESTON CO SENIOR CITIZENS INC	\$856,267
PRIDE COMMUNITY SERVICES INC	\$253,328
PUTNAM CO AGING PROGRAM INC	\$275,788
RALEIGH CO COMMISSION ON AGING INC	\$767,374
RITCHIE CO INTEGRATED FAMILY SVS	\$139,592
ROANE COUNTY COMMITTEE ON AGING INC	\$92,945
SENIOR LIFE SERVICES OF MORGAN CO	\$172,929
SENIOR MONONGALIANS INC	\$249,832
SUMMERS COUNTY COUNCIL ON AGING INC	\$143,277
TAYLOR CO SENIOR CITIZENS INC	\$175,084
TUCKER CO SENIOR CITIZENS INC	\$211,880
UPSHUR CO SR CITIZEN OPP CTR INC	\$543,224

WEBSTER CO COMM OF SENIOR CITIZENS	\$190,707
WETZEL CO COMMITTEE ON AGING	\$214,673
WIRT CO COMMITTEE ON AGING	\$186,618
WOOD CO SENIOR CITIZENS ASSOCIATION INC	\$264,242

AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS

APPALACHIAN AREA AGENCY ON AGING	\$7,586,599
BELOMAR REGIONAL COUNCIL	\$7,786,035
REGION VIII PLANNING & DEV COUNCIL	\$6,870,993
WVSU METRO AREA AGENCY ON AGING INC	\$9,312,574

AGING NETWORK INITIATIVES

ALZHEIMERS ASSOCIATION	\$70,034
GOOD SHEPHERD INTERFAITH VOLUNTEER CAREGIVERS INC	\$4,000
INSTITUTE FOR GERI OLYMPICS AND ACTIVE LIVING INCORPORATED	\$12,000
LEGAL AID OF WEST VIRGINIA INC	\$735,000
MEALS ON WHEELS OF RANDOLPH CO INC	\$9,000
MISSION WEST VIRGINIA INC - GRAND FAMILIES	\$32,973
NATL FOUNDATION TO END SENIOR HUNGER INC	\$16,000
SHEPHERD OF THE HILLS MISSION	\$22,500
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	\$27,000
UPPER MASON PARISH	\$3,500
WVSU - GRAND FAMILIES	\$30,000

\$45,709,874