# The Area Agency's Plan For Aging Services (Area Plan) Fiscal Year 2024 - 2027

Agency: New River Valley Agency on Aging

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PSA #: 04 Counties: Pulaski, Cities: City of Radford and

Montgomery, Giles the Towns of Pulaski,

and Floyd Blacksburg and Christiansburg

First Year of the Area Plan:
October 1, 2023 through September 30, 2024
Virginia Department for Aging and Rehabilitative Services

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#### **SECTION A: AREA PLAN**

This Area Plan for Aging Services describes the scope of services to be provided by the Area Agency on Aging with funding from the Department for Aging and Rehabilitative Services. It reflects a planning process based on the basic demographic characteristics of the older population and an assessment of their needs. The Area Agency on Aging submits the Plan to the Virginia Department for Aging and Rehabilitative Services for review and approval.

The Plan describes the management and administration, service systems development, service delivery, and advocacy activities of the Area Agency on Aging during the Plan period. These activities address one or more of the national goals of the Older Americans Act:

- To secure and maintain maximum independence and dignity in a home environment for older individuals capable of self-care with appropriate supportive services.
- To remove individual and social barriers to economic and personal independence for older individuals.
- To provide a continuum of care for the vulnerable elderly.

#### PART I: ORGANIZATION OF THE AREA AGENCY ON AGING

An Area Agency on Aging is a public or private nonprofit agency created pursuant to the Older Americans Act, which is designated by contract with the Virginia Department for Aging and Rehabilitative Services to develop and administer the Area Plan, as approved, for a comprehensive and coordinated system of services for older persons.

The Older Americans Act intends that the Area Agency on Aging shall be the leader relative to all aging issues on behalf of older persons in the Planning and Service Area. Accordingly, the Area Agency carries out a wide range of functions designed to lead to the development or enhancement of comprehensive and coordinated community-based systems in, or serving, each community in the Planning and Service Area. The elements of each such system are (1) visible focal points, (2) a range of accessible service options, (3) commitment of resources, (4) collaborative decision-making among older persons and organizations, (5) special help or targeted resources for the most vulnerable, (6) effective referral from agency to agency, and (7) sufficient flexibility to respond to individual needs.

The New River Valley Agency on Aging is a

(Complete legal name of the agency)

	local government
	private nonprofit organization incorporated under the laws of Virginia
X	joint exercise of powers organized pursuant to §15.2-1300 et seq. of the Code of Virginia
	multipurpose agency

# MISSION/VISION STATEMENT:

and information to aging a enable them to achieve m	: ency on Aging provides support and adults with disabilities, as we naximum independence, maintai ms within their communities whil	ell as to their caregivers, to in their dignity,and strengthen
GOVERNING BOARD	:	
capacity and authority nece solutions, track overall succe and for the future" [45 CFR		sons, assess needs, design
Chair:	Mr. John Peek	
Term of Chair	Begin Date: 01/01/2023	
If the Chair served more	e than one consecutive term, enter	r the first date.
Term of Appointment	Begin Date: 01/01/2023	End Date: 12/31/2023
Vice Chair:	Ms. Johna Hicks	
Term of Vice Chair	Begin Date: 01/01/2023	
Term of Appointment	Begin Date: 01/01/2023	End Date: 12/31/2023
Treasurer:	Ms Deena Flinchum	
Term of Treasurer	Begin Date: 01/01/2023	
Term of Appointment	Begin Date: 01/01/2023	End Date: 12/31/2023
Process used to appoint me	embers:	
INSERT DESCRIPTION HERE Board members are appoin the New River Valley.	: inted annually by the eight (8) p	articipating local governments
Dates of governing board m December 12, 2023  March 26, 2023  June 25, 2023  September 24,2023	neetings for FY 2024:	

#### **GOVERNING BOARD MEMBERSHIP**

Total Board positions on July 1, 2023 (including vacancies):

(If position is unfilled, please list as "VACANT" on the list below.)

		County or	Date of	Type of
	Member	City of Residence	Appointment	Appointment*
1	Mr. John Peek	Giles County	10/01/2022	1
2	Ms. Johna Hicks	Town of Christiansburg	10/01/2022	1
3	Ms. Deena Flinchum	Montgomery County	10/01/2022	1
4	Ms. MaryAnn Semones	Radford	10/01/2022	1
5	Ms. Kim Wright	Pulaski County	10/01/2022	1
6	Ms. Linda Milsaps	Floyd County	10/01/2022	1
7	Ms. Lauren Colliver	Town of Blacksburg	10/01/2022	1
8	Ms. Lydia Hickam	Town of Pulaski	10/01/2022	1
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				
34				
35				

* Appointment Type Codes:
If more than one, list all that
apply.

1	= County	or City	v Annc	intment
_	COULT	, 0, 0, 0	, ,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

4 =	Other	(describe):	
4 =	Other	(describe):	

<sup>2 =</sup> Board Appointed

Stand	ing Board Committees identified in the Bylaws:
	Executive Committee and Finance Committee

#### **BOARD APPOINTED ADVISORY COUNCIL:**

The Area Agency on Aging has established a council which carries out advisory functions which further the Area Agency's mission of developing and coordinating community-based systems of services for all older persons in the **Planning and Service Area (45 CFR 1321.57)**.

The Advisory Council shall be made up of more than 50 percent older persons.

<b>General Membership Chara</b>	cteristics on July 1, 2023:	Number
Total number Council memb	pers (including vacancies)	21
Members age 60+ (including	g minority individuals and older individuals	
residing in rural areas) w	ho are participants or who are eligible to	
participate in program a	ssisted under the OAA.	13
Family caregivers of individu	ials who are eligible participants	2
Representatives of older pe	rsons	11
Representatives of supporti	ve service providers	0
Representatives of the busin	ness community	2
-	s of veterans' health care (if appropriate)	0
Local elected officials		0
Representatives of health ca	are provider organization	1
Individuals with leadership	experience in private and voluntary sectors	5
General public (not includin	g members age 60+ from above)	3
Chair Officer: Dr. Die	ck Harshberger	
Term of Chair	Begin Date: 01/1/2021	
Term of Appointment	Begin Date: <u>01/01/2023</u> End	Date: 12/31/2023
Process used to appoint me	embers:	
INSERT DESCRIPTION HE	RE:	
Members of the Adviso	ry Council shall be appointed annually by t	the Agency's Board
of Directors. The Advis	sory Council shall be composed of a maxim	num of 21 members.
Dates of Advisory Council n	pootings for EV 2024:	
December 12,2023	leetings for F1 2024.	
March 26, 2024		
June 25, 2024		
September 24, 2024		

Bylaws: Attach a copy of your current bylaws for the Governing Board and Advisory Council.

## **ADVISORY COUNCIL MEMBERSHIP**

(If position is unfilled, please list as "VACANT" on the list below.)

Member	County or City of Residence
vacant	Town of Blacksburg
Marya McPherson	Town of Blacksburg
vacant	Town of Christiansburg
Ms. Carol Cornish	Town of Christiansburg
Ms. Annette Calhoun	Montgomery County
Ms. Jill Songer	Montgomery County
Dr. Dick Harshberger	City of Radford
Dr. Helen Harvey	City of Radford
Ms. Hilda Burnette	Floyd County
vacant	Floyd County
Ms. Janet Johnson	Town of Pulaski
Ms.Terri Sternberg	Town of Pulaski
Ms. Dawn Taylor	Member at Large
Ms. Jennifer Wilsie	Member at Large
vacant	Member at Large
Mr. Dan Maderic	Member at Large
Mr. Dave Bryant	Member at Large
Mr. James Wilson	Pulaski County
vacant	Pulaski County
Mr. Fred Thompson	Giles County
Mr. Claude Wimmer	Giles County
	,

## NO WRONG DOOR (NWD) LOCAL ADVISORY COUNCIL:

Member

The goal of the No Wrong Door (NWD) Local Advisory Council is to bring organizations together to discuss opportunities to align efforts and more holistically serve clients and develop a regional ecosystem to support NWD as the lead organization for the AAA service area. Below please provide a list of members and organizational affiliates that your AAA works with in an effort to build partnerships to streamline access to home and community-based services. (See page **XX** for a description of No Wrong Door)

Organization

Complete this information about the structure	e of your No Wrong Door Local Advisory
Complete this information about the structure Council:	e of your No Wrong Door Local Advisory
	e of your No Wrong Door Local Advisory
	e of your No Wrong Door Local Advisory
Council:	e of your No Wrong Door Local Advisory
A. Select one:	e of your No Wrong Door Local Advisory
A. Select one:  Standalone Advisory Council	e of your No Wrong Door Local Advisory
A. Select one:  Standalone Advisory Council	e of your No Wrong Door Local Advisory
A. Select one:  Standalone Advisory Council  Embedded Agency Advisory Council	e of your No Wrong Door Local Advisory
A. Select one:  Standalone Advisory Council Embedded Agency Advisory Council  B. Frequency of Meetings: 4 times per year	e of your No Wrong Door Local Advisory
A. Select one:  Standalone Advisory Council  Embedded Agency Advisory Council  B. Frequency of Meetings: 4 times per year C. Duration of Advisory Council Meeting:	e of your No Wrong Door Local Advisory
A. Select one:  Standalone Advisory Council Embedded Agency Advisory Council  B. Frequency of Meetings: 4 times per year	
A. Select one:  Standalone Advisory Council  Embedded Agency Advisory Council  B. Frequency of Meetings: 4 times per year C. Duration of Advisory Council Meeting: Approximately 2 to 2.5 hours per meeting	
A. Select one:  Standalone Advisory Council  Embedded Agency Advisory Council  B. Frequency of Meetings: 4 times per year C. Duration of Advisory Council Meeting: Approximately 2 to 2.5 hours per meeting	
A. Select one:  Standalone Advisory Council  Embedded Agency Advisory Council  B. Frequency of Meetings: 4 times per year C. Duration of Advisory Council Meeting: Approximately 2 to 2.5 hours per meeting	

# **SUMMARY SOURCES OF FUNDS:**

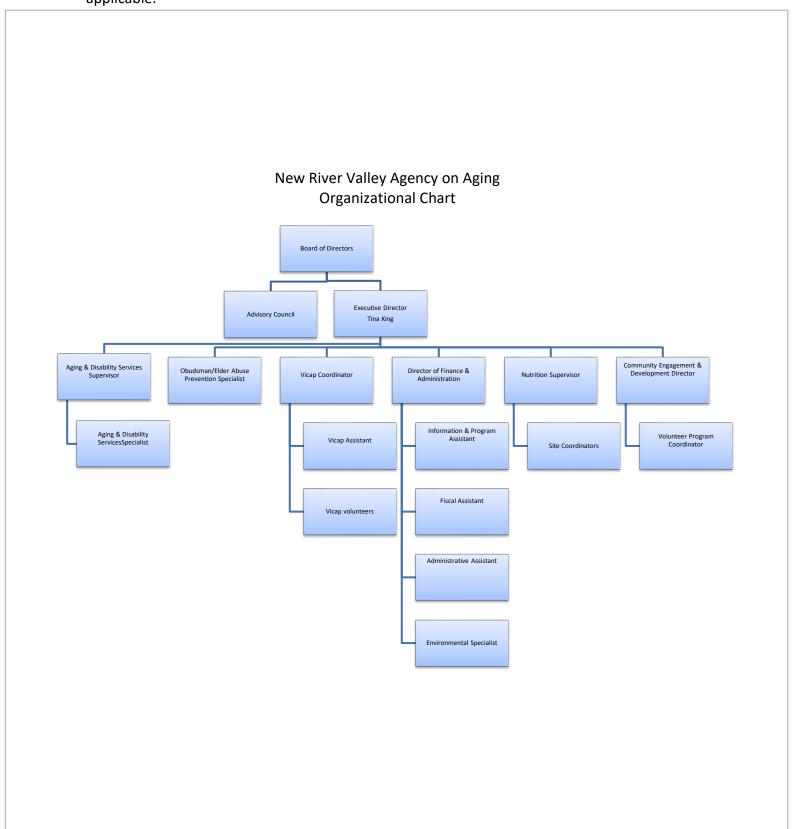
Estimated FY 2024					
tate Government Sources Amount					
Dept. for Aging and Rehabiliatives Servcies (OAA and State funding)	1494463				
Dept. of Rail and Public Transportation	1101100				
Dept. of Medical Assistance Servcies					
Dept. of Social Services					
Dept. of Behavioral Health and Developmental Services					
VA Housing Development Authority Dept. of Education					
Respite Care Initiative					
SNAP Outreach					
Public Guardianship					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other specify					
Federal Government Sources					
Centers for Medicare and Medicaid Services					
Senior Companion Program					
Foster Grandparents Program					
RSVP					
Veterans Administration					
VICAP	52557				
USDA - SFMNP					
Other Specify Senior Medicare Patrol	9000				
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Local Government Sources					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					
Other Specify					

Total Projected Revenues	1707945
Other Specify	
Other Specify Town of Pulaski	4280
Other Specify Town of Christiansburg	9003
Other Specify Town of Blacksburg	8280
Other Specify City of Radford	5200
Other Specify Pulaski County	19450
Other Specify Montgomery County	16652
Other Specify Giles County	8075
Other Specify Floyd County	7627
Other Income	45650
Investment Earnings	
Charges/Fees	22458
Contributions/In-Kind	5250
Other Sources	
Other Specify	
Other Specify	
Other Specify	
Other Specify Other Specify	
Other Specify	
Other Specify	
Other Specify	
Other Specify	
Other Specify	
Other Specify	
Other Specify	
Dominion Energy Senior Cool Care	
Private Sources	
Other Specify	

OAA Sec. 306 (a) (13) (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act, (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

## **ORGANIZATIONAL CHART:**

Attach an organizational chart. The chart illustrates the organizational structure of the Area Agency on Aging, including the functional units and their supervisory/reporting relationships. The chart illustrates the location of the Area Agency within a multipurpose organization, if applicable.



## **STAFFING:**

The Area Agency on Aging is responsible for providing for adequate and qualified staff to perform the activities under the **Area Plan for Aging Services (45 CFR 1321.55).** The following list does not include the staff of contractors and grantees of the Area Agency on Aging.

JOB TITLE	Name(s) of Employee(s)
Executive Director	1
Director of Finance & Administration	1
Aging & Disability Services Supervisor	1
Long Term Care Ombudsman/Elder Abuse Prevention Specialist	1
Virgina Insurance Counseling & Assistance Program Coordinator	1
Virginia Insurance Counseling & Assistance Program Assistant	1
Information & Program Assistant	1
Administrative Assistant	1
Fiscal Assistant	1
Nutrition Supervisor	1
Community Engagement & Development Director	1
Volunteer Program Coordinator	1
Aging & Disability Services Specialist	3
Site Coordinators	4
Environmental Specialist	1

## **PART II: OBJECTIVES AND STRATEGIES:**

#### DEMOGRAPHIC PROFILE OF THE PLANNING AND SERVICE AREA

#### PROFILE\* FOR THE PLANNING AND SERVICE AREA

\* See accompanying "2019 ACS AreaPlanDemographics.xlsx" spreadsheet for 2019 data elements.

<sup>\*\*</sup> See Targeting Definitions for reports that provides 2019 historical information. These reports are helpful in projecting 2024 targeting.

Category	2019 ACS		In-Home Services***				2024 Targeting Objectives **					
	Total Number in 2019	CN	ADC	Chore	НМ	PC	Transportation	Information & Assistance	Congregate Meals	HDM	Disease Prevention/ Health Promotion	Title III-E Caregiver
Total Persons Age 60 or Older	39,125				25		200	2000	110	435	24	60
Female	20,765				13		106	1060	58	231	13	32
Male	17,580				12		94	940	52	204	11	28
Missing												
White only	37,030				20		189	1500	90	400	18	45
Black only	1,400				2		8	200	10	15	14	10
Native American only	185											
Asian only	465				1		1	100	5	5	1	1
Native Hawaiian/Pacific Islander only												
Some other race alone or 2 or more races	54				1		1	50		5	1	2
Missing												
Hispanic (all races)	185				1		1	150	5	10		2
Low Income (Poverty)	2,869				15		120	600	35	190	12	20
Low Income (Poverty) Minority	309				5		16	100	8	10	2	5
Rural	9,585				15		48	450	35	75	10	25
Live Alone					20		190	700	80	300	16	30

<sup>\*\*</sup>Targeting Objectives – This table reflects the population to which your agency has and will target services. Targeting should be directed to those people with the greatest economic or social need, with particular attention to members of racial and ethnic minority groups, older individuals with limited English proficiency, and to older individuals residing in rural areas.

Total Projected Persons Served for FY'24 should be the same number as reported on the Area Plan Budget for this service. The Hispanic/Latino, Low-Income/Minority and Rural columns are included in the racial categorization but are not included in the total calculation.

<sup>\*\*\*</sup>In Home Services: Personal Care (PC), Homemaker (HM), Chore, Adult Day Care/Health (ADC), Case Management (CM)

#### **OTHER SIGNIFICANT TRENDS:**

Describe any relevant demographic data or trends in the Planning and Service Area that have implications for this Area Plan. For example, are there significant changes in the racial or ethnic groups, the poverty rate, urbanization of formerly rural areas, limited English profeciency, or risk for institutional placement? Please include the following: How did you utilize/apply your Community Assessment Survey for Older Adults (CASOA) results to determine which services to focus during the next area plan period? How did this impact your budget allocations?

#### **INSERT DESCRIPTION HERE:**

The New River Valley Agency on Aging's Planning and Service Area is experiencing a steady growth in the older adult population. As of 2020, there were 39, 791 individuals aged 60 and above, accounting for 21.7% of the total population in PSA 4. All but Montgomery County and Radford City have an older adult population of over 25% of their total population. Almost 10,000 of these citizens live in what is considered to be rural areas.

There continues to be minimal racial diversity with 95% of the older adult population age 65 and above indicating they are White, 2.6 % indicating they are Black and 1.1% indicating they are Asian or some other racial group. 97.6% of older adults indicated that English is their primary language.

Almost 8% of adults over age 60 residing in the New River Valley are at the federal poverty level. Although not considered at the federal poverty level, many additional older adults on fixed/limited incomes, struggle to pay for utilities, food, medications, transportation, etc, as this is often conveyed during calls and visits with those seeking information, resources and services.

Regarding gender, the older adult population is comprised of 55% women and 45% men.

A Community Assessment Survey for Older Adults funded by the Department for the Aging and Disability Services and conducted by a national research team, found that 46% of the older adults they surveyed living in the New River Valley were found to have information access challenges in their service area. While the New River Valley Agency on Aging strives to utilize and maximize all available avenues and sources to reach older adults and their caregivers, this indicates a need to continue and strengthen our efforts through our Information and Assistance and Outreach work along with endeavors to reach caregivers in need of information and/or services. Because 53% of the survey respondents stated they had used public library services during the recent past this is a partnership that will be utilized more for outreach to help older adults obtain information needed.

The CASOA survey also indicates that affordable, accessible, safe housing is also an area that 48% of the respondents rated as a need. Although direct housing services are not provided by the Agency, continued efforts to work with other organizations who do work in this realm will be strengthened to connect older adults to them and to help with identifying and pursuing funding opportunities to expand these efforts.

#### **EMERGENCY PREPAREDNESS PLANNING AND RESPONSE**

**Sec. 306 (a) (17) of the Older Americans Act** requires area agencies on aging to include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

#### **INSERT DESCRIPTION HERE:**

The New River Valley Agency on Aging maintains contact with local Emergency Management Managers and requests to be included in briefing meetings prior to expected natural disasters and for disaster recovery operations. We provide information to local governments, law enforcement and emergency services managers regarding our intent to provide general support and assistance to local governments and local emergency management managers and teams following disasters such as hurricanes, tornadoes, floods and fires.

The assistance and support is tailored to address the needs of the local governments and citizens within the localities affected. In general the Agency assists in taking applications for assistance for funding that may be available and provides transportation to adults age 60 and over to Disaster Recovery Centers and/or to other locations to obtain needed resources.

While it is the intent of the Agency to continue service operations if at all possible, prior to and following a disaster, clients will be notified by phone, if phone service is operable (from a hard copy list that is updated monthly and distributed to staff) by designated staff to check on their well-being and to inform them of the status of services. Staff will also determine if individuals have immediate needs. Should there be an immediate need that cannot be addressed by Agency staff, staff will contact the local emergency manager to determine which entity can be of assistance.

The Agency provides clients information annually on personal planning for emergency preparedness and when local weather related disasters are forcasted.

## **No Wrong Door Local Standards**

Pursuant to **Section 51.5-135(6) of the Code of Virginia**, the Area Agency on Aging is designated as the Lead Agency in each respective service area for No Wrong Door.

No Wrong Door (NWD) is a federal initiative of the Administration for Community Living existing in all 56 states and territories. The initiative serves older adults, persons with disabilities, veterans, caregivers and their families to locate long term services and supports (LTSS). As No Wrong Door local lead entities, four core standards are required to make a fully functional system: 1) Governance and Administration, Public Outreach and Coordination, Person-Centered Options Counseling, and Streamlined Eligibility. More information regarding these federal standards can be found at: <a href="https://nwd.acl.gov/index.html">https://nwd.acl.gov/index.html</a>

No Wrong Door Chart of Local Standards							
1) Governance and Administration							
	Complete	Incomplete	Describe how goal is/will be met				
AAA has an active NWD Advisory Council			In the process of integrating the NWD Advisory Council into the NRV Agency on Aging Advisory Council. A portion of each meeting will cover NWD work, input, etc.				
AAA carries out local NWD functions of Person-Centered Options Counseling and Communication, Referral, Information and Assistance			NRV Agency on Aging staff is trained for Person Centered Options Counseling and CRIA and provides on-going				
AAA uses NWD technology (PeerPlace) to share client information with consent across organization(s) and NWD partners			DARS Protocol is utilized to share client information with consent across organizations and NWD partners using Peerplace				
AAA adheres to privacy and security standards including not sharing any client information with any outside technology systems and/or organizations			Privacy and security standards per DARS guidelines are adhered to in regard to not sharing client information with outside technology and/or organizations.				

2) Public Outreach and Coordination							
	Complete	Incomplete	Describe how goal is/will be met				
AAA conducts local outreach and marketing of NWD to encourage partnerships and promote access to local home and community-based services							
3) Person-Centered Options Coun	seling						
	Complete	Incomplete	Describe how goal is/will be met				
AAA actively implements Person- Centered Options Counseling (PC-OC) to foster a more person-centered NWD system			Due to new staff we will be working to actively implement this again. All applicable staff has trained using the NWD training modules				
AAA managers and key staff understand the philosophy, values and concepts of NWD and person-centered thinking			All applicable staff have trained using the NWD modules.				
AAA adheres to statewide Person-Centered Options Counseling standards and all staff remain up to date on annual training requirements Virginia Statewide Options Counseling Standards and Training Requirements: <a href="https://www.nowrongdoor.virginia.go">https://www.nowrongdoor.virginia.go</a> v/PersonCenteredOptionsCounseling.h							
4) Streamlined Eligibility							
AAA utilizes NWD technology and tools, including Virginia Easy Access, PeerPlace, and NWD training platform to foster system alignment and streamline access of clients to long-term services and supports	Complete	Incomplete	Describe how goal is/will be met				

## **SERVICES TO BE PROVIDED:**

Area Plan Services		
	Title III B, C, or D	Title III-E Caregiver
X if you provide this service		
Group 1: In-Home Services		
Adult Day Care		
Checking		
Chore		
Homemaker	X	X
Personal Care		X
Group 2: Access Services		
Care Coordination		
Care Transitions		
Communication, Referral,	$\overline{}$	
Information & Assistance		
Options Counseling		
Transportation	X	X
Assisted Transportation		
Group 3: Legal Assistance		
Legal Assistance	X	
Group 4: Other Services		
Assistive Technology / DME / PERS		
Consumable Supplies		
Emergency Services		
Title III Employment Service		
Long-Term Care Coordinating Activity	X	
Medication Management		
Money Management		
Outreach/Public Information & Education	X	
Residential Repair and Renovation		
Socialization & Recreation		
Volunteer Program		
Group 5: Nutrition Services & Delivery		
Congregate Nutrition	X	
Home Delivered Nutrition	X	
Home Delivered Fee For Service		
(Indicate here if you provided a FFS		
Program) / `		
Nutrition Counseling	X	
Nutrition Education	X	
Group 6: Disease Prevention / Health Promotion 9	Services	
Disease Prevention / Health Promotion	X	
CDSME		
Falls Prevention		
Health Education Screening		

Group 7: NFCSP Additional Title III – E Services	
X if you provide this service	
Counseling Services:	
Individual Counseling	
Support Groups	
Caregiver Training	
Respite Voucher:	
Respite Voucher	
Respite Services:	
Institutional Respite	
Other	
Supplemental Services:	
Financial Consultation	
Direct Payments (Defined Supplemental Services)	
Other Supplemental Services	

Group 8: Elder Rights Services	
Elder Abuse Prevention	X
Group 9: Ombudsman	
Local LTC Ombudsman Program	X

State General Fund Services	
X if you provide this service	
Care Coordination for Elderly Virginians (CCEVP)	
Service Coordination 2	
Service Coordination 1	×
SOS (Senior Outreach to Services)	
Options Counseling	×
Care Transitions	

Information on Other AAA Services Provided (Not Funded by OAA, GF, or Match)					
X if you provide this service					
Adult Day Care					
Assisted Living					
CDSMP/CDSME					
Certified Application Counselors					
Care Transitions					
Community Action Agency					
DRPT Transportation	X				
Emergency Services (other than OAA)					
Falls Prevention					
Foster Grandparents					
Home Repair/Modification (other than OAA)					
HUD Housing					
Low Income Home Energy Assistance Program (LIHEAP)					
Managed Care Services					
Medicaid Personal Care					
Medicaid Transportation					
Options Counseling					
PACE					
Public Guardianship & Conservator Program					
RSVP					
Senior Community Service Employment Program (Title V)					
Senior Companions					
Senior Cool Care	×				
Senior Farmers' Market Nutrition Program	$\bigcirc$				
Senior Medicare Patrol	$\bigcirc$				
SNAP Benefit Counseling					
VICAP	Y				
Weatherization					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					

<u>Waiver to Provide a Direct Service</u> – The Area Plan shall provide that no supportive services, nutrition services or in-home services will be directly provided by an Area Agency on Aging, unless, in the judgment of the State Agency –

- 1. provision of such services by the Area Agency on Aging is necessary to assure an adequate supply of such services;
- 2. such services are directly related to the Area Agency on Aging's administrative functions; or
- 3. such services can be provided more economically, and with comparable quality, by the Area Agency on Aging.

If you check YES to this question, then provide documentation that supports your request.

<u>Waiver for an Alternative Cost Sharing/Fee for Service Scale</u> – The OAS sliding Fee Scale for your area is the approved sliding scale for the Older Americans Act and General Fund cost sharing/fee for service programs. If you wish to request a waiver to use an alternative sliding fee scale, you must provide a written description for the basis of the scale and attach a copy. Note: **Older Americans Act of 1965, as amended, Section 315(a)(3)** state, "A state shall not permit cost sharing [fee for service] by a low-income older individual if the income of such individual is at or below the Federal poverty line".

Waiver for Cost Sharing/Fee for Service for Older Americans Act Programs – Section 315(a)(6) of the Older Americans Act of 1965, as amended: "An Area Agency on Aging may request a waiver to the State's cost sharing policies, and the State shall approve such a waiver if the Area Agency on Aging can adequately demonstrate that –

- a significant proportion of persons receiving services under this Act subject to cost sharing in the planning and service area have incomes below the threshold established in State policy; or
- 2. cost sharing would be an unreasonable administrative or financial burden upon the Area Agency on Aging."

NOTE: The Virginia Department for Aging and Rehabilitative Services can not waive cost sharing/fee for service for General Funds. It is the intent of the Virginia General Assembly that General Funds continue to be spent as part of a cost sharing/fee for service program.

If you wish to request a waiver for cost sharing/fee for service for Older Americans Act Programs, you must provide a written description for the basis of the scale and attach a copy.

Area Plan Services  X if you are applying for a Waiver	Direct Service Waiver	Cost Sharing/Fee for Services Waiver	Alternative Cost Sharing/Fee for Services Scale Waiver
Group 1: In-Home Services			
Adult Day Care			
Checking			
Chore			
Homemaker	×		
Personal Care			
Group 2: Access Services			
Care Coordination			
Care Transitions			
Communication, Referral, Information &			
Assistance			
Options Counseling			
Transportation	×		
Assisted Transportation			
Group 3: Legal Assistance			
Legal Assistance			
Group 4: Client Services			
Assistive Technology / DME / PERS			
Consumable Supplies			
Emergency Services			
Title III Employment Service			
Long-Term Care Coordinating Activity			
Medication Management			
Money Management			
Outreach/Public Information & Education			
Residential Repair and Renovation			
Socialization & Recreation			
Volunteer Program			
Group 5: Nutrition Services & Delivery			
Congregate Nutrition	×		
Home Delivered Nutrition	×		
Home Delivered Fee For Service			
Nutrition Counseling			
Nutrition Education			
Group 6: Disease Prevention/Health Promotion Serv	vices		
Disease Prevention / Health Promotion	×		
CDSME			
Falls Prevention			
Health Education and Screening			
Group 7: Title III–E NFCSP Services			
Counseling Services:			

Individual Counseling		
Support Groups		
Caregiver Training		
Respite Voucher:		
Respite Voucher		
Respite Services:		
Institutional Respite		
Direct Payments (Respite Services)		
Other		
Supplemental Services:		
Financial Consultation		
Direct Payments (Defined Supplemental Services)		
Other Supplemental Services		
Group 8: Elder Rights Services		
Elder Abuse Prevention		
Group 9: Ombudsman		
Local LTC Ombudsman Program		

Provide a description of the justification(s) checked above:

For Homemaker Services: The Agency completes the assessments and reassessments to determine the eligibility of the individual. We believe that this is a more efficient and effective use of funds and time. Our professional staff is well trained in using the required Uniform Assessment instrument and by doing this directly we believe that it provides more quality control.

For Transportation Services: The Agency completes assessments and reassessments to determine eligibility for service. We believe that is more efficient and cost effective to utilize our staff which is well trained in using the required UAI. Often while completing assessments for a specific service other needs are identified and can be handled in a more streamlined manner utilizing our staff.

For Congregate Meals: The Agency utilizes trained staff to complete assessments and reassessments to determine eligibility of individuals and hires and supervises site coordinators to manage nutrition sites. We believe that it is most efficient and effective use of funds.

For Home Delivered Nutrition: The Agency completes assessments and reassessments to determine eligibility for service. We believe that it is more efficient and cost effective to utilize our staff which is well trained in using the required UAI. Often while completing assessments for a specific service other needs are identified and can be handled in a more streamlined manner utilizing our staff.

For CDSME - For the evidence based programs, trained Agency staff conducts these workshops without additional costs for outside services.

## **DEFINITIONS**

<u>Explain How the Service is Implemented</u> – This is a <u>detailed</u> explanation of what service is being provided and specifically how it is being provided using Older Americans Act Funds. Refer to the Service Standard as needed to develop this explanation. Be sure to include any local variations or aspects of the service that are unique to your agency.

<u>Description of Population to be Served</u> – Describes the population that your agency will provide services to using Older Americans Act Funds, i.e. 60 years or older, frail, rural, at or below poverty level, limited English proficiency, risk for institutional placement, etc. How were they targeted? How is this population targeted in the service implementation above? Provide an explanation/justification if you are targeting services to a population that is not specifically prioritized in the Older Americans Act. For example, if you are targeting services to persons whose incomes are above the poverty level, provide a justification as to why.

<u>Service Provider(s)</u> – State who is actually providing the service. Is it the AAA, another provider, or both? Include **all** providers of this service that are paid using Older Americans Act Funds. This includes local DSS, etc.

**Older Americans Act Section 212(a) and (b)** requires DARS to approve all contracts/service agreements with for-profit entities that provides services to individuals. The Area Agency shall submit relevant documents including: the agreement, information on all costs incurred, costs incurred by the recipient, and that the rates are consistent with the prevailing market rate. Check the profit status of each contractor on the individual service pages: FP = For Profit, NFP = Not-For-Profit.

<u>Jurisdiction(s) Served</u> – List all locations where services are provided using Older Americans Act Funds, i.e. cities and/or counties. If you are only providing services to a certain area of your Planning and Service Area please tell us. Make sure service providers line up with jurisdictions being served. If you are providing a service to all jurisdictions, you may state "ALL".

<u>Describe Other Non-Federal Funds</u> – This section describes other non-federal funding sources that are used to provide the service. Identify in the left column the dollar amount that will be used in the service as match. In the right column indicate the funding source, i.e.: local, united way, foundations, grants, etc.

## **PART III: TITLE III SERVICES:**

## **GROUP 1: IN-HOME SERVICES**

Servi	ce: Adult I	Day Care									
A.	=						hings as: staffing, a ess and frequency o				
В.	Description	n of Population to b	e Serv	<b>red:</b> Per	rsons 60	0 and	older with low-inco	me, g	reatest	t eco	nomic
	_				-		t, with particular att				
		• •	_	profici	ency, a	nd res	iding in rural or geo	graph	nically i	sola	ted
	areas. (OA)	A Section 306(a)(1))	).								
	Droviding I	II-B Service:	Yes		No						
	Froviding i	II-D Jei Vice.	163								
C.	Description	n of III-E Population	to be	Served		ivers v	I who are informal pr	ovide	rs of in	n-hor	me and
C.	community diagnosis o or adoption	care to an individu fearly onset demer	al who ntia. G provio	o is 60 c Grandpa de infor	l: Careg or older arents o mal car	or an or relate e to a	who are informal pr individual who is le tive caregivers (relat child not more than	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
C.	community diagnosis o or adoption 59 who has	v care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio	o is 60 c Grandpa de infor	l: Careg or older arents o mal car	or an or relate e to a	individual who is le tive caregivers (rela	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA	o is 60 c Grandpa de infor	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (rela	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
	community diagnosis o or adoption 59 who has	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who ntia. G provio (OAA Yes	is 60 c Grandpa de infor Section	l: Caregor older or older or older or older or older or older olde	or an or relate te to a )(2)).	individual who is le tive caregivers (relat child not more that	ss tha	an 60 a y blood	nd h I, ma	as a arriage,
D.	community diagnosis o or adoption 59 who has  Providing I Service Pro	r care to an individu of early onset demer on), 55 or older, who of a severe disability.	al who	o is 60 contractions in the contraction of the cont	l: Caregor older or older olde	or an or relate to a (2).  Juris	individual who is le tive caregivers (relat child not more than diction(s) Served:	ss thated by	an 60 a y blood	nd h I, ma	as a arriage,
D.	community diagnosis o or adoption 59 who has  Providing I Service Pro	r care to an individu of early onset demer of), 55 or older, who is a severe disability.  II-E Service:  pvider(s):	al who	o is 60 control of the following section of th	l: Caregor older or older o	or an or relate to a (2).  Jurise	individual who is letive caregivers (related child not more that child not more that diction(s) Served:	ss thated by	y blood or an in	nd h I, ma	as a arriage,
D.	community diagnosis o or adoption 59 who has  Providing I Service Pro  Describe O	r care to an individuor early onset demer n), 55 or older, who is a severe disability.  II-E Service:  pvider(s):  ther Non-Federal Ferror on the service of	al who	o is 60 control of the following section of th	l: Caregor older or older o	or an or relate to a (2).  Jurise	individual who is le tive caregivers (relat child not more than diction(s) Served:	ss thated by	y blood or an in	nd h I, ma	as a arriage, dual 19-
D.	community diagnosis o or adoption 59 who has  Providing I Service Pro  Describe O	r care to an individuor early onset demer n), 55 or older, who is a severe disability.  II-E Service:  pvider(s):  ther Non-Federal Ferror on the service of	al who	o is 60 control of the following section of th	l: Caregor older or older o	or an or relate to a (2).  Jurise	individual who is letive caregivers (related child not more that child not more that diction(s) Served:	ss thated by	y blood or an in	nd h I, ma	as a arriage, dual 19-

Servi	ce: Checking								
			lemer	<b>ited:</b> Ir	nclude such things as: staffing, assess	ments	, and		
	=	=			ibe the process and frequency of mo				
	-						_		
l									
R	Description of	f Population to h	e Serv	<b>ed</b> . De	rsons 60 and older with low-income,	greate	st eco	nomic	
υ.	<del>-</del>	=			al placement, with particular attention	_			
	_				ency, and residing in rural or geograp				
		ection 306(a)(1))	_	p. oo.	5.10), and residing in raid of geograp		.50.4	cca	
			T						
C.	Service Provid	der(s):	FP	NFP	D. Jurisdiction(s) Served:				
			<u> </u>						
		er Non-Federal F		1 -	12 (15 11 11 12 13 14 14 14 14 14 14 14 14 14 14 14 14 14	T			
-	Amount	Description	n	_	Il providers licensed? (If applicable)	Yes		No	
				If "NO	D" list unlicensed providers and expla	in:			
				4					

26	:IVI	ce: Cnore										
	A.							hings as: staffing, ass ess and frequency of i				
	В.	Description of Po	pulation to b	e Serv	<b>ved:</b> Per	rsons 6	0 and	older with low-incom	e, great	est ec	onomi	С
						•		t, with particular atte				,
		areas. <b>(OAA Sectio</b>	• •	_	i proficie	ency, a	nd res	iding in rural or geogr	aphicall	y isola	ted	
		arcas. (OAA Section	on 300(a)(±))	•								
		Providing III-B Sei	rvice:	Yes		No						
	C.	Description of III-	E Population	to be	Served	: Care	givers	who are informal pro	viders o	f in-ho	me an	ıd
		•						individual who is less				
		•			•			tive caregivers (relate child not more than 1	-		_	
		59 who has a seve		-				cima not more than .	io or arr	marvio	2001 IS	,
		Providing III-E Ser		Yes		No						
	D.	Service Provider(	s):	FP	NFP	E	. Juri	isdiction(s) Served:				
				-								
	F	Describe Other N	on-Federal Fi	inds.								-
	••	Amount	Description		Are all	provid	ers lic	ensed? (If applicable)	Yes		No	
						-		ed providers and expl		1	<u> </u>	

#### Service: Homemaker

**A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

Homemaker services provide assistance to persons with the inability to perform one or more of the following activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone or doing light housework. Homemaker services may also servce as respite for informal caregivers. With each individual who requests Homemaker Services, Agency on Aging staff will conduct an in-home assessment, utilizing Part A of the Uniform Assessment Instrument, to determine if eligibility criteria is met, what the specific needs are, and the level of priority. A Virginia Caregiver Service form will also be completed if a caregiver is involved. A screening will be performed to determine if the client will be responsible for cost sharing. If the individual is responsible for cost sharing, they will be given a copy of a signed agreement stating their cost sharing amount. A care plan will be devised with individual's and/or caregiver's input to identify service needs, specify what services will be provided, and the number of service units to be provided. The Aging & Disability Services Supervisor will complete and explain to individuals and/or caregivers, the Service Agreement. The Service Agreement shall include services to be provided, scheduled hours and days of service, information regarding voluntary contributions, emergency contacts and the severe weather policy. A copy of the Service Agreement will be provided to individuals and/or their caregivers. Homemaker tasks will be performed by sub-contractors. The Aging & Disability Services Supervisor shall conduct monitoringof the sub-contractors annually. Monitoring shall include program compliance, service delivery review, administrative review and quality assurance. A written copy of the monitoring report shall be maintained by the agency. Anonymous client surveys shall be conducted annually. A file of annual anonymous surveys with a summary of the surveys shall be maintained by the agency. A reassessment of the individual's need for services, the amount of services provided and the appropriateness of the care plan shall be performed by staff when the client's condition or situation changes, but at least annually.

**B.** Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)).

Providing III-B Service:	Yes	X	No	

C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. (OAA Section 373(c)(2)).

Providing III-E Service:	Yes	X	No
D. Service Provider(s):	FP	NFP	E. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Human Touch Home Healthcare	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Care Advantage	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Warm Hearth at Home		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Amada		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
E. Danadha Othar Na c Eadard I			

F. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable) Yes No	
		If "NO" list unlicensed providers and explain:	

Servi	ice: Personal (	Care						
	Explain How th	ne Service is Imp					hings as: staffing, assessments, and ess and frequency of monitoring.	
В.	Description of	Population to b	e Serve	e <b>d:</b> Per	sons 6	0 and	older with low-income, greatest econor	nic
	need, greatest	social need, risk	of inst	itution	al plac	emen <sup>.</sup>	t, with particular attention to low-incomiding in rural or geographically isolated	
	areas. (OAA Se	ection 306(a)(1))			•			
	Providing III-B	Service:	Yes					
					No			
C.	Description of community car diagnosis of ea or adoption), 5	III-E Population re to an individual orly onset demen	to be S al who ntia. Gr provide	is 60 oı andpaı e inforr	Caregor older care older older care older old	or an r relate e to a	who are informal providers of in-home individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
C.	Description of community car diagnosis of ea or adoption), 5	III-E Population re to an individual orly onset demen is or older, who evere disability.	to be S al who ntia. Gr provide	is 60 oı andpaı e inforr	Caregor older care older older care older old	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be S al who ntia. Gr provide (OAA S	is 60 oı andpaı e inforr	Caregor older cants of the care care care care care care care car	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
	Description of community car diagnosis of ea or adoption), 5 59 who has a s	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
D.	Description of community car diagnosis of ea or adoption), 5 59 who has a s  Providing III-E Service Provident	III-E Population re to an individual rely onset demen 5 or older, who evere disability.  Service:	to be Sal who ntia. Gr provide (OAA S	is 60 or andpar inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge,
D.	Description of community car diagnosis of ea or adoption), 5 59 who has a s  Providing III-E Service Provident	III-E Population re to an individuality onset demen is or older, who evere disability.  Service: er(s):	to be Sal who ntia. Gr provide (OAA S	is 60 or andpare information in the information in	r Caregrolder rents of mal caregrolder No E	or an relate to a (2).  Juri	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual	ge, 19-
D.	Description of community car diagnosis of ea or adoption), 5 59 who has a s  Providing III-E Service Provide  Describe Other	r Non-Federal Fu	to be Sal who ntia. Gr provide (OAA S	is 60 or andpare information in the section in the	r older rents o mal car 373(c)  No  E	or an relate to a (2).  Juri	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual isdiction(s) Served:	ge, 19-
D.	Description of community car diagnosis of ea or adoption), 5 59 who has a s  Providing III-E Service Provide  Describe Other	r Non-Federal Fu	to be Sal who ntia. Gr provide (OAA S	is 60 or andpare information in the section in the	r older rents o mal car 373(c)  No  E	or an relate to a (2).  Juri	individual who is less than 60 and has a tive caregivers (related by blood, marria child not more than 18 or an individual isdiction(s) Served:	ge, 19-

## **GROUP 2: ACCESS SERVICES**

	program evaluation	Service is Impon. This section	lemente on must	ed: In	clude s omplet	ed for	things as: staffing, assessments, and or programs funded with Title III. If agency ons must also be completed.
B.	need, greatest so	cial need, risk rity, limited Er	of instit nglish pr	tution	al place	ement	d older with low-income, greatest economic nt, with particular attention to low-income, esiding in rural or geographically isolated
	Providing III-B Ser	vice:	Yes		No		
C.	community care to diagnosis of early	o an individua onset demen r older, who p	al who is tia. Gra provide	s 60 oi indpai inforr	r older rents o mal car	or an r relat e to a	s who are informal providers of in-home and n individual who is less than 60 and has a ative caregivers (related by blood, marriage, a child not more than 18 or an individual 19-
	Providing III-E Ser	vice:	Yes		No		
D.	Describe Other No	I					
	Amount	Descr	iption				

Servi	ice: Care Transit	ions			
	Explain How the	Service is Impl			nclude such things as: staffing, assessments, and ther entities with whom your agency is contracted to
В.	Description of III-	B Population t	o be S	erved:	: Persons 60 and older with low-income, greatest
					institutional placement, with particular attention to low-
	income, low-incor isolated areas. (O				n proficiency, and residing in rural or geographically
	isolated aleas. (O	AA SECTION SO	o(a)(±)	)).	
•	Comico Duovidos/	-1-	FP	NED	D. Luciadisticu(s) Compad.
C.	Service Provider(	5).	ГР	NFP	D. Jurisdiction(s) Served:
E.	Describe Other N	T			
	Amount	Descri	ption		

## Service: CRIA (Communication, Information, Referral and Assistance)

**A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. List the names of formal partner agencies using CRIA to share electronic referrals.

The Agency on Aging provides communication, referrals and information and assistance to older persons, persons with disabilities, caregivers, professionals or other individuals concerning programs, services and resources that are available to them. Communication, provided to clients, caregivers, professionals or other individuals, offers general information as needed. The referral process utilizes the No Wrong Door (NWD) database of service providers to inform clients, caregivers, professionals, or other individuals about appropriate information and link them with external entities providing opportunities, services, supports and/or resources to meet their needs. For referrals, all data elements included in the Peerplace Basic Demographics are completed when possible. Information and assistance is the assessment process using at least Part A (the first four pages) of the electronic Uniform Assessment Instrument. This includes gathering information such as: physical, cognitive, emotional and social functioning; the level of both formal and informal support a client may already have; and the client's environmental and financial needs. A brief caregiver assessment is also performed when a caregiver is indicated. Additional client information is collected in the NWD Tools Application, based on the identified concerns. This information is used to develop a plan of care for each individual. Each case is then presented to Agency staff to make suggestions and to approve the care plan to see that needs are appropriately met. With signed consent from the client or responsible party, staff will use the NWD Tools Application to contact another agency or provider to make an outside referral and/or internal Agency referral. (A follow-up is conducted on a minimum of 10% of monthly referrals) Once releases are obtained, both the client or caregiver and the other agency are contacted. Follow-up calls are madeto determine if referrals were received; services were started, and if not, reason why; and/or the client has additional concerns that need to be addressed. Formal partnership with: New River Valley Senior Services, Inc.

**B.** Description of Population to be Served: All persons regardless of age, disability or veteran status and their families and caregivers.

Communication and referral services are targeted to persons who are 60 years of age and older, persons with disabilities aged 18 and older. Individuals are eligible for Information and Assistance services if they are 60 years of age or older. Priority shall be given to older individuals who are in the greatest economic and social need, and older individuals at risk for institutional placement, with preference given to low income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. The object of this service is to enable older persons and/or their caregivers to locate and use services and resources, which promote their well being, independence, and to protect their interest and rights.

**Providing III-B Service:** 

community care t diagnosis of early	to an individu onset demer or older, who	al who is ntia. Gran provide i	60 or o dparer nforma	older onts or	vers who are informal providers of in-home and or an individual who is less than 60 and has a relative caregivers (related by blood, marriage, e to a child not more than 18 or an individual 19-2)).
Providing III-E Se	rvice:	Yes 🔀	No		
D. Describe Other N	on-Federal F	unds:			
Amount	D	escriptio	n		
14419	otl	her local fund	ds		

Service: Person-Ce	ntered Options Counseling	
		lude such things as: staffing, assessments, and program ocess and frequency of monitoring.
<del>-</del>	l over who request long-term s	Individuals aged 18 and over with a disability and supports and/or who are planning for the future
C. Service Provid	er(s)	D. Jurisdiction(s) Served:
0. 30.1100.110110	c. (o)	Di Janoardion(o) del vedi
G. Describe Other	· Non-Federal Funds:	
Amount	Description	
	1	

## **Service: Transportation**

**A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

The Agency will focus on providing as feasible, non-emergency medical transportation within the Agency's service area which covers the 4th planning district, transportation to local congregate meal sites and shopping for congregate nutrition clients. A brief assessment using the uniform assessment instrument will be completed on each individual requesting transportation to determine if eligibility criteria is met, what the specific needs are and the level of priority of need for the service. Eligibility criteria include: individual is at least age 60, individual cannot drive and lacks other modes of transport by self, community support group or public transportation, whether the individual has significant economic or social need, and whether individual requires any special assistance. If an individual requesting medical transportation is eligible for the service, they will be screened to determine whether they have a cost-sharing responsibility. If the client is responsible for cost sharing, they will be given a copy of a signed agreement stating their cost sharing amount.

A reassessment determining the client's level of needfor the service shall be done at least annually.

Transportation will be performed by a sub-contractor. The Agency on Aging shall conduct monitoring of the sub-contractor annually. Monitoring shall include program compliance, service delivery review, administrative review and quality assurance. A written copy of the monitoring report shall be maintained by the agency.

Anonymous client surveys shall be conducted annually. A file of annual anonymous

client surveys with a summary of the surveys shall be maintained by the agency.

Sub-contractors shall be monitored annually. Monitoring shall include: safety policies, administrative elements, maintenance, insurance, vehicle accidents and quailty assurance.

В.	Description of Population to be Served: Persons 60 and older with low-income, greatest economic
	need, greatest social need, risk of institutional placement, with particular attention to low-income,
	low-income minority, limited English proficiency, and residing in rural or geographically isolated
	areas. (OAA Section 306(a)(1)).

C.	Description of III-E Population to be Served: Caregivers who are informal providers of in-home and
	community care to an individual who is 60 or older or an individual who is less than 60 and has a
	diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage,
	or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-

Yes X No

59 who has a severe disability. (OAA Section 373(c)(2)).

Providing III-E Service:	Yes	$\times$	No
D. Service Provider(s):	FP	NFP	E. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
New River Valley Senior Servcies, Inc.		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Giles Health and Family Services		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

#### F. Describe Other Non-Federal Funds:

**Providing III-B Service:** 

	Amount	Description
	32941	other local funds

Servi	ice: Assisted Tra	risportation									
	Explain How the S	Service is Imp	lemen				_	_			
	program evaluation	n. If subcont	racted	l, descr	ibe the	proc	ess and freque	ncy of mo	nitorin	3.	
		1 1				<u> </u>	1.1 2.1 1				
В.	<b>Description of Pop</b> need, greatest soc	•						•	_		
	low-income minor				•		•				
	areas. (OAA Section	•	-	p. 00				. 8008.04			
	Providing III-B Ser		V								
		vice:	Yes		No						
C.	Description of III-	E Population	to be		Care			-			d
C.	Description of III-l	E Population o an individua	to be s	is 60 o	: Care	or an	individual who	is less th	an 60 a	nd has a	
C.	Description of III- community care to diagnosis of early	E Population o an individua onset demen	to be s al who tia. Gr	is 60 oı andpaı	: Care r older rents o	or an	individual who	is less th (related b	an 60 a y blood	nd has a I, marriage	,
C.	Description of III-l	E Population o an individua onset demen r older, who p	to be s al who tia. Gr provid	is 60 o randpar e inforr	: Caregon Care	or an r relate e to a	individual who	is less th (related b	an 60 a y blood	nd has a I, marriage	,
C.	Description of III- community care to diagnosis of early or adoption), 55 o	E Population o an individua onset demen r older, who p	to be s al who tia. Gr provid	is 60 o randpar e inforr	: Caregon Care	or an r relate e to a	individual who	is less th (related b	an 60 a y blood	nd has a I, marriage	,
C.	Description of III- community care to diagnosis of early or adoption), 55 o	E Population o an individua onset demen r older, who pere disability.	to be s al who tia. Gr provid	is 60 o randpar e inforr	: Caregon Care	or an r relate e to a	individual who	is less th (related b	an 60 a y blood	nd has a I, marriage	,
	Description of III-community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sal who tia. Grovido (OAA s	is 60 o randpar e inforr	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sell who tia. Grovido (OAA sell Yes	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sell who tia. Grovido (OAA sell Yes	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sell who tia. Grovido (OAA sell Yes	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sell who tia. Grovido (OAA sell Yes	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sell who tia. Grovido (OAA sell Yes	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who pere disability.	to be sell who tia. Grovido (OAA sell Yes	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
D.	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seven Providing III-E Ser Service Provider(s	E Population o an individua onset demen r older, who pere disability.  vice: s):	to be sal who tia. Grovido (OAA S	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
D.	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven service Providing III-E Service Provider(service Provider(service Provider)	E Population o an individua onset demen r older, who pere disability. vice: s):	Yes FP	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
D.	Description of III-l community care to diagnosis of early or adoption), 55 o 59 who has a seven Providing III-E Ser Service Provider(s	E Population o an individua onset demen r older, who pere disability. vice: s):	to be sal who tia. Grovida (OAA s	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,
D.	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven service Providing III-E Service Provider(service Provider(service Provider)	E Population o an individua onset demen r older, who pere disability. vice: s):	Yes FP	is 60 or randpar e inforr Section	Caregor older rents of mal care 373(c)	or an r relate e to a	individual who tive caregivers child not more	o is less th (related b e than 18	an 60 a y blood	nd has a I, marriage,	,

### **GROUP 3: LEGAL ASSISTANCE**

## **Service: Legal Assistance**

**A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

Individuals with legal assistance needs will be referred to Southwest Virginia Legal Aid Society, Inc. (SWVLAS). Persons with sufficient resources will be encouraged to consult a private attorney of their choosing. Staff at SWVLAS will perform a short screening on all individuals age 60 and above to determine the type of legal assistance needed and to obtain demographic and financial data. Legal assistance will be provided for individuals at 200% or less of the federal poverty level and primarily for those needing protection of income, housing and personal safety. Individuals requesting assistance with powers of attorney and advanced directives will be provided appropriate forms. A one-time event will be held for individuals needing assistance with power of attorney, advanced directives, simple wills, etc., utilizing attorneys from SWVLAS. Efforts will be made by both the Agency on Aging and SWVLAS to provide advocacy, outreach and community education on critical legal issues affecting the most vulnerable older adults.

SWVLAS shall conduct regular satisfaction surveys of the persons served and the impact of the service. SWVLAS will report satisfaction survey results to the Agency on Aging on a quarterly basis.

**B.** Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)).

	ease check type that applies for each provider (see descriptions below). or definitions, see Legal Assistance Service Standard, Section IV – Types of Legal sistance Providers.									
Туре:	1	2	3	4	5	FP	NFP			
Southwest Virginia Legal Aid Society	X						X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of R		

- Type 1: AAA contracts with a Legal Aid Program funded by Legal Services Corporation (LSC).
- Type 2: AAA contracts with a Legal Aid Program not funded by LSC.\*
- Type 3: AAA has an attorney on staff.\*\*
- Type 4: AAA contracts with a private attorney.\*\*\*
- Type 5: AAA contracts with a Law School Clinical Program.\*\*\*\*
- \* For legal aid programs not funded by LSC, please send a copy of the contract with the Service Provider to LegalAssistanceServices@dars.virginia.gov.
- \*\* For AAAs with an attorney on staff, please send a copy of the attorney's job description to
- \*\*\* For AAAs that contract with a private attorney, please send a copy of the contract with the Service Provider to LegalAssistanceServices@dars.virginia.gov.
- \*\*\*\* For AAAs that contract with a law school, please send a copy of the contract/agreement to LegalAssistanceServices@dars.virginia.gov .

#### E. Describe Other Non-Federal Funds:

Amount	Description
680	other local funds

## **GROUP 4: OTHER SERVICES**

Servi	ce: Assistive Tec	hnology /DME	/ PEF	RS					
	indicate how the			vices	Р	ayments			
A.	Explain How the sevaluation. If sub	<del>-</del>				_		affing, assessments, and progra	m
В.	need, greatest so	cial need, risk of ir	nstitut	ional p	lacem	ent, with	part	low-income, greatest economic ticular attention to low-income ral areas. (OAA Section 306(a)(1	,
	Providing III-B Se	rvice:	Yes		No				
C.	community care t diagnosis of early	o an individual who onset dementia. Or older, who prov	no is 6 Grand vide int	0 or old parent: formal	der or s or re care to	an indivio lative car o a child r	dual egiv	formal providers of in-home an who is less than 60 and has a ers (related by blood, marriage more than 18 or an individual 19	,
	Providing III-E Se		Yes		No				
C.	Service Provider	(s)			D	. Jurisdi	ictio	n(s) Served:	
	Describe Other 1	on Fodous Francis							
t.	Describe Other N	1							
	Amount	<u> </u>	escrip	uon					

Serv	vio	ce: Consumable	Supplies										
		Explain How the S		olemen	<b>ted:</b> In	clude	such t	hings as:	staffing,	assess	ments,	, and	
		program evaluation	on. If subcon	tracted	, descr	ibe the	proc	ess and f	requency	of mor	nitorin	g.	
D		Description of Do	nulation to h	o Comic	d. Dor	conc 6	O and	oldor wi	th low in	como d	roato	t oconor	mic
Б		<b>Description of Pop</b> need, greatest soo	-								-		
		low-income minor	•			•		•					ic,
		areas. (OAA Section	•	•	Jioneic	iicy, ai	ia i cs	iding iii i	urur or go	ograpi	ilculty	isolatea	
		a. cas. (0, 11, 000).	o 000(u/(=//	•									
		Providing III-B Ser	rvice:	Yes		No							
С		Description of III-	l		Served:		ivers	who are	informal	provide	ers of i	n-home a	and
		community care to	-							-			
		diagnosis of early											
		or adoption), 55 o			•				•		•		-
		59 who has a seve	ere disability.	(OAA S	ection	373(c)	(2)).						
		Providing III-E Ser	vice:	Yes		No							
D	٠.	Service Provider(s	s):	FP	NFP	E	. Juri	sdiction	(s) Served	l:			
		Describe Other No	on Fodoval F	da.									
F.	•												
		Amount											
			Desci	ription									
			Desci	ription		-							
			Desci	ription									

Servi	ce: Emergency				
		Service is Impl	emen	t <b>ed:</b> In	nclude such things as: staffing, assessments, and
					ibe the process and frequency of monitoring.
					, ,
В.	Description of III-	B Population t	to be S	Served:	: Persons 60 and older with low-income, greatest
					institutional placement, with particular attention to low-
	_				h proficiency, and residing in rural or geographically
	isolated areas. (O				
	•			•	
C.	Service Provider(s	s):	FP	NFP	D. Jurisdiction(s) Served:
E.	Describe Other No	on-Federal Fu	nds:		
	Amount	Descri	ption		

Servi	ice: Employment				
			lemen	<b>ted:</b> Inc	lude such things as: staffing, assessments, and
					be the process and frequency of monitoring.
В.	Description of III-	B Population	to be S	Served:	Persons 60 and older with low-income, greatest
В.	economic need, g	reatest social	need,	risk of in	nstitutional placement, with particular attention to low-
В.	economic need, g income, low-incor	reatest social ne minority, l	need, imited	risk of in English	
В.	economic need, g	reatest social ne minority, l	need, imited	risk of in English	nstitutional placement, with particular attention to low-
В.	economic need, g income, low-incor	reatest social ne minority, l	need, imited	risk of in English	nstitutional placement, with particular attention to low-
В.	economic need, g income, low-incor	reatest social ne minority, l	need, imited	risk of in English	nstitutional placement, with particular attention to low-
	economic need, g income, low-incor	reatest social me minority, I AA Section 30	need, imited	risk of in English	nstitutional placement, with particular attention to low-
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
	economic need, g income, low-incor isolated areas. <b>(O</b>	reatest social me minority, I AA Section 30	need, imited <b>)6(a)(1</b>	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
C.	economic need, g income, low-incorr isolated areas. (Oa Service Provider(s	reatest social me minority, l AA Section 30	need, imited D6(a)(1	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
C.	economic need, g income, low-income isolated areas. (On Service Provider(s	reatest social me minority, l AA Section 30 s):	reed, imited D6(a)(1	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
C.	economic need, g income, low-incorr isolated areas. (Oa Service Provider(s	reatest social me minority, l AA Section 30 s):	need, imited D6(a)(1	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
C.	economic need, g income, low-income isolated areas. (On Service Provider(s	reatest social me minority, l AA Section 30 s):	reed, imited D6(a)(1	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
C.	economic need, g income, low-income isolated areas. (On Service Provider(s	reatest social me minority, l AA Section 30 s):	reed, imited D6(a)(1	risk of ir English <b>))</b> .	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically

**A.** Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

The New River Valley Agency on Aging implemented a Local Long Term Care Coordination Council (LLTCCC) in 2008. The LLTCCC was formed to bring public and private health and human service agencies and providers together to coordinate long term support services, identify gaps in service and to proactively address long term care issues for older adults aged 60 and above and for persons with disabilities. The LLTCCC meets six times per year virtually by TEAMS meeting. Meeting agendas are decided by members and the meetings are led by an elected chair or co-chair. Minutes are recorded and kept by an Agency staff person. Staff regularly attend the meetings to provide information and work with other members to identify and address long term care needs and issues in the New River Valley. The New River Valley Agency on Aging Advisory Council members will serve as the No Wrong Door (NWD) (Aging and Disability Resource Connection) Advisory Council. The Advisory Council meets at least quarterly to address strategy and issues that will promote and/or affect the implementation of a streamlined information, referral and access to services process for consumers aged 60 and over and adults with disabilities seeking long term supports and services across public and private health and human services agencies and providers. The New River Valley Agency on Aging Executive Director facilitates the meetings. Minutes are recorded and kept by an Agency on Aging staff person. Staff attends the Advisory Council meetings to provide information on the technology tools available to and/or used to promote the NWD initiative, to assist with a strategic direction, and to encourage NWD partnerships.

**B.** Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)).

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

L. Describe Other N	on-reaciai ranas.
Amount	Description
500	other local funds

	ice: Money Man				
A.					nclude such things as: staffing, assessments, and
	program evaluat	ion. If subco	ntracte	ed, desci	ribe the process and frequency of monitoring.
В.	Description of III	I-B Populatio	n to be	Served	: Persons 60 and older with low-income,
					d, risk of institutional placement, with particular
	attention to low-	income, low-	-incom	e minor	ity, limited English proficiency, and residing in
	rural or geograp	hically isolate	d area	- 1011	Section 206(a)(1))
		meany isolate	.u arca	5. <b>(UAA</b>	Section 500(a)(1)).
		incarry isolate	.u arca	s. (UAA	Section 300(a)(1)).
		mouny isolate	.u urcu	s. (UAA	Section 300(a)(1)).
		meany isolate	.u urcu	5. <b>(UAA</b>	Section 300(a)(1)).
		incurry isolate	.u urcu	5. <b>(UAA</b>	Section 300(a)(1)).
C.	Service Provider	·			
C.	Service Provider	·	FP FP	NFP	D. Jurisdiction(s) Served:
C.	Service Provider	·			
C.	Service Provider	·			
C.	Service Provider	·			
C.	Service Provider	·			
C.	Service Provider	·			
C.	Service Provider	·			
C.	Service Provider	·			
	Service Provider  Describe Other I	(s):	FP		
		(s):	FP	NFP	
	Describe Other I	(s):	FP Funds:	NFP	
	Describe Other I	(s):	FP Funds:	NFP	

Serv	Vİ.	ce: Outreach/Pu	ıblic Inform	nation	& Ed	ucatic	on						
Α	٠.	Explain How the S	Service is Imp	lemen	<b>ted:</b> In	clude	such t	hings as:	staffing, a	assessn	nents, a	and	
		program evaluation	n.										
oppo This fact s group	rti wi sh	gency on Aging wunities, services, ill be accomplishe eets, social networks and organization eetings; and prep	resources, in the second research the second r	ssues ring an nedia a g reso	and point distraint end	roblem ibuting mail di ooths	ns relaged resolutions related to the second related to the second related related to the second related related to the second related	event to a ource info ution; ma alth fairs	aging, dis ormation, king pres and othe	sabilitie , utilizir sentatie er com	es and ng broo ons to munity	caregiv chures a commu events	ring. and nity
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		areas. (OAA Section	• •	•	JIOIICIE	ilicy, ai	iiu i es	siullig ill it	ii ai Oi get	ograpin	ically is	Olateu	
		a. cao. (07 B. 000 a.	J	•									
		Providing III-B Ser	vice:	Yes	X	No							
С		Providing III-B Ser Description of III-			X Served:		givers	who are i	nformal p	orovide	rs of in	-home aı	nd
C	•	Description of III-l	E <b>Population</b> o an individua	to be s	is 60 o	Care	or an	individua	l who is le	ess thai	า 60 an	d has a	
C	•	Description of III-l community care to diagnosis of early	E Population o an individua onset demen	to be s al who atia. Gr	is 60 oı andpaı	Carego Ca	or an	individua tive careg	l who is le ivers (rela	ess thai ated by	n 60 an blood,	d has a marriag	e,
C	•	Description of III- community care to diagnosis of early or adoption), 55 o	E Population o an individua onset demen r older, who	to be s al who itia. Gr provide	is 60 or andpar e inforr	Caregor older care on the care of the care	or an or rela e to a	individua tive careg	l who is le ivers (rela	ess thai ated by	n 60 an blood,	d has a marriag	e,
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C	•	Description of III-le community care to diagnosis of early or adoption), 55 o 59 who has a seve	E Population of an individual onset demen or older, who ere disability.	to be S al who itia. Gr provide (OAA S	is 60 or andpar e inforr	Caregor older rents of mal car	or an or relate to a (2).	individua tive careg	l who is le ivers (rela	ess thai ated by	n 60 an blood,	d has a marriag	e,
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D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be S al who itia. Gr provide (OAA S	is 60 or randpar e inforr Section	r Caregrolder rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven the providing III-E Ser	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r Caregrolder rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r Caregrolder rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r Caregrolder rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r Caregrolder rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	) <u>.</u>	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender older, who ere disability.  vice:	to be sal who otia. Grovide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	Ne	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven Providing III-E Service Provider(s	E Population of an individual onset demender, who are disability.  vice: on Aging	to be seal who offia. Green provide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	Ne	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven providing III-E Seren Service Provider(sew River Valley Agency	E Population of an individuation on set demen or older, who are disability.  vice: on Aging  on-Federal Fu	to be seal who offia. Green provide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	Ne	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven service Providing III-E Service Provider(sew River Valley Agency Describe Other No.	E Population of an individuation on set demen or older, who are disability.  vice: on Aging  on-Federal Fu	to be seal who obtia. Green provide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
D	Ne	Description of III-le community care to diagnosis of early or adoption), 55 of 59 who has a seven service Providing III-E Service Provider(sew River Valley Agency Describe Other No.	E Population of an individuation on set demen or older, who are disability.  vice: on Aging  on-Federal Fu	to be seal who obtia. Green provide (OAA S	is 60 or randpar e inforr Section	r older rents omal car 373(c)	or an or relate to a (2)).	individua tive careg child not isdiction(s	I who is lead in the second in	ess thai ated by an 18 oi	n 60 an blood, r an ind	d has a marriag lividual 1	e, .9-
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Λ	ice: Residential							
Α.	Explain How the	-		<b>ted:</b> In			things as: staffing, assessments, and cess and frequency of monitoring.	
	program evaluation	on. Il subcon	tracteu	, uescri	be the	proc	less and frequency of monitoring.	
D	Description of Ro	nulation to h	o Sorve	nd: Dor	conc 6	O and	d older with low-income, greatest econ	omic
В.	<u>-</u>	•					nt, with particular attention to low-inco	
							siding in rural or geographically isolated	
	areas. (OAA Secti	• •	•		,		, ,	
	Providing III-B Se	rvice:	Yes		No			
C.	-	<b>E Population</b>	to be S	Served:	C		who are informal providers of in-hom	
		=					•	
	_		al who	is 60 or	older	or an	n individual who is less than 60 and has	а
	diagnosis of early	onset demer	al who ntia. Gr	is 60 or andpar	older ents o	or an	n individual who is less than 60 and has ative caregivers (related by blood, marr	a iage,
	diagnosis of early or adoption), 55 c	onset demer or older, who	al who ntia. Gr provide	is 60 or andpar e inforn	older ents o nal car	or an r rela e to a	n individual who is less than 60 and has	a iage,
	diagnosis of early	onset demer or older, who	al who ntia. Gr provide	is 60 or andpar e inforn	older ents o	or an r rela e to a	n individual who is less than 60 and has ative caregivers (related by blood, marr	a iage,
	diagnosis of early or adoption), 55 c 59 who has a seve	onset demer or older, who ere disability.	al who ntia. Gr provide	is 60 or andpar e inforn	older ents o	or an r rela e to a	n individual who is less than 60 and has ative caregivers (related by blood, marr	a iage,
D	diagnosis of early or adoption), 55 c	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr	a iage,
D.	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
D	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
D	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
D	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
D.	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
D	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
D	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice:	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
	diagnosis of early or adoption), 55 of 59 who has a seven	onset demer or older, who ere disability. rvice: s):	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
	diagnosis of early or adoption), 55 c 59 who has a seven Providing III-E Service Provider(	onset demer or older, who ere disability.  rvice: s):  on-Federal F	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
	diagnosis of early or adoption), 55 c 59 who has a seven Providing III-E Sec. Service Provider(	onset demer or older, who ere disability.  rvice: s):  on-Federal F	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,
	diagnosis of early or adoption), 55 c 59 who has a seven Providing III-E Sec. Service Provider(	onset demer or older, who ere disability.  rvice: s):  on-Federal F	al who ntia. Gr provide (OAA S	is 60 or andpar e inforn Section	older ents o nal car 373(c)	or an or relate te to a	n individual who is less than 60 and has ative caregivers (related by blood, marr a child not more than 18 or an individu	a iage,

Serv	ice: Socializatio	n & Recreat				
Α.	Explain How the	Service is Imp	olemen	<b>ted:</b> Incl	ude such things as: staffing, assessments, and	
	program evaluat	ion. If subcon	tracted	, describ	e the process and frequency of monitoring.	
R	Description of III	-R Population	to he	Served:	Persons 60 and older with low-income greatest	
В.	economic need,	greatest social ome minority,	l need, Iimited	risk of in English p	Persons 60 and older with low-income, greatest stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	<b>N</b> -
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	W-
	economic need, income, low-inco	greatest social ome minority, OAA Section 30	l need, Iimited	risk of in English p	stitutional placement, with particular attention to lov	W-
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	N-
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	N-
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	W-
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	W-
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	W-
	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, OAA Section 30	l need, limited <b>06(a)(1</b>	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	N-
C.	economic need, income, low-income, low-income isolated areas. (C	greatest social ome minority, DAA Section 30	l need, limited 06(a)(1	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	W-
C.	economic need, income, low-income, low-income, isolated areas. (C	greatest social ome minority, DAA Section 30	l need, limited 06(a)(1	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	N-
C.	economic need, income, low-income, low-income isolated areas. (C	greatest social ome minority, DAA Section 30 (s):	l need, limited 06(a)(1	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	w-
C.	economic need, income, low-income, low-income isolated areas. (C	greatest social ome minority, DAA Section 30 (s):	FP unds:	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	w-
C.	economic need, income, low-income, low-income isolated areas. (C	greatest social ome minority, DAA Section 30 (s):	FP unds:	risk of in English p	stitutional placement, with particular attention to low proficiency, and residing in rural or geographically	w-

Serv	ice: Volunteer F	Program			
			lement	t <b>ed:</b> Ind	clude such things as: staffing, assessments, and
	program evaluati	ion. If subcont	racted	, descril	be the process and frequency of monitoring.
В.	Description of III	-B Population	to be S	erved:	Persons 60 and older with low-income, greatest
		_			nstitutional placement, with particular attention to low-
					proficiency, and residing in rural or geographically
	isolated areas. (C	DAA Section 30	6(a)(1	)).	
			T	T T	
C.	Service Provider	(s):	FP	NFP	D. Jurisdiction(s) Served:
E.	Describe Other N	Ion-Federal Fu	nds:		
	Amount	Descr	iption		
				-	

#### **GROUP 5: NUTRITION SERVICES AND DELIVERY**

## **Service: Congregate Meals**

**A. Explain How the Service is Implemented:** How are congregate meals prepared and served (prepared and served at site, frozen/chilled reheated at site, delivered hot from vendor or central kitchen, etc.):

Hot meals are prepared by the Agency's hot meal vendor, Trinity Services, at their kitchen and individually plated and placed in carriers that help retain temperatures. Meals are then delivered to each congregate meal site in the service area by New River Valley Senior Services delivery drivers.

Staffing (volunteer or paid):

Site Coordinators are paid part time staff averaging 4.5 hours per week

#### Assessments:

To determine client eligibility for the congregate meals program, Part A of the Uniform Assessment Instrument and the Nutritional Risk Assessment form are completed with each individual to determine if the eligibility criteria is met, what the specific needs are, and the level of priority for the service. These forms will be completed in person if at all possible, either at the individual's home or a mutually agreeable location. In addition to providing a nutritious meal, the congregate meal site provides social engagement and programming to promote better health and nutrition.

The Nutrition Risk Assessment results will determine the need to refer the client to other nutrition related resources, guide in the provision of nutrition educations and/or a referral to nutrition counseling.

### Nutrition related referrals, nutrition education and nutrition counseling:

Nutrition education is a vital part of the congregate meals program.

**Providing III-E Service:** 

Nutrition education is an intervention which may be delivered in-person or via video, audio, online or hardcopy. It is provided to participants and caregivers with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions.

Content is consistent with the Dietary Guidelines for Americans; it is accurate, culturally sensitive, regionally appropriate, and considers personal preferences. It is overseen by a registered dietitian. The participant shall be provided with information on a continuing basis, but at least quarterly. Data will be maintained as mandated by the Department for the Aging and Rehabilitative Services, on the information provided to each participant, along with the source of the written materials and the presenter of the information.

Participants based on determined needs from the Nutrition Risk Assessment, may be referred to other programs and resources that will meet their needs. Should the participant fall into a high nutritional risk category the opportunity to work with the Agency's contracted resistered dietitian will be offered and a referral made should the participant want this service.

#### Program evaluation:

At least annually a program evaluation and client satisfaction survey will be sent to each congregate meals program participant. Results are compiled and utilized to guide for improvements, etc. If there is an individual concern expressed and the client has identified themselves, the Nutrition Program Supervisor follows up to get more information and alleviate the concern if possible. Also, each participant's need for services is reassessed annually and they are asked to provide input on their meals, programming, staffing, etc.. The Nutrition Program Supervisor also performs a formal on-site annual visit to evaluate each congregate site operations and the site coordinator.

#### If subcontracted, describe the process and frequency of monitoring:

The Nutrition Program Supervisor performs a formal annual monitoring of Trinity Services, the hot meal vendor using a standardized tool to ensure they are meeting all food safety requirements. However, based on feedback from congregate meals coordinators and participants, the Nutrition Program Supervisor constantly monitors the daily temperatures of the food delivery.

**B.** Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)).

	Providing III-C Service:	Yes	$\times$	No		
C.	community care to an individu diagnosis of early onset demer	al who ntia. G provid	is 60 o randpa e infori	r older rents o mal car	or an or relat	who are informal providers of in-home and individual who is less than 60 and has a live caregivers (related by blood, marriage, child not more than 18 or an individual 19-

No

Yes

D. S	ervice P	rovide	er(s):		F	P N	IFP	E.	Jurisdiction(s) Served:
New	River Val	ley Age	ncy or	n Aging			X	Counties of	Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
New	/ River Va	lley Ser	nior Se	ervices			X	Counties of	Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
	Trinity 9	Services	s GRP		>	<		Counties of	Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
	Bluedo	g Asso	ciates		>	<		Counties of	Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
	CF	PI Food	s		>	<		Counties of	Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Т	otal Nui	nber (	of Co	ngregat	e Meal	Sites:	6		
F. D	escribe	Other	Non	-Federa	l Funds	<b>S:</b>			
	An	nount			Des	criptio	on		
	1:	3,141							other local funding
Do you e	employ o	or con	tract	the serv	vices of	f a Reg	giste	red Di	etitian for your nutrition programs?
Yes	X	No		If yes, is	the in	dividu	al a	:	Full-time Employee
									Part-time Employee
								X	Contractor/Consultant
Number	of hour	s per v	week				0	r numk	per of hours per month varies

## **DELIVERY SITES FOR GROUP SERVICES**

List the location of group services administered by the Area Agency on Aging directly or through contract or grant. The sites include, but are not limited to, the central office and any satellite offices of the Area Agency on Aging, senior centers, nutrition sites, and adult day care centers.

Site Name, Address (Street Address, City, Zip) and Telephone	Services Provided at Delivery Site	City or County Location of Site	Days and Hours Open	Provider of Food to Site	Type of
Number					Site*
Pulaski Nutrition Site Senior Center Washington Ave Pulaski VA 24301	Nutrition, Health & Consumer Ed, Exercise, General Info	Pulaski	8-4 Mon-Fri This site is also #2	Х	3
Floyd Nutrition Site Zion Lutheran Church Floyd VA 24091	Nutrition, Health & Consumer Ed, Exercise, General Info	Floyd County	9-1 Tues & Thursday	Х	3
Va Tech Adult Day Care Center VPI & SU 102 Wallace Hall Blacksburg VA 24060	Nutrition, Community Based Day Care for impaired or disabled adults. Therapeutic education and recreation programming	Blacksburg	7:30-5:30 Mon,Wed,Fri	х	3
NRV Agency on Aging 44 Third St NW 'Pulaski VA 24301	Information & Referral, Case Management, Health Insurance Counseling	Pulaski	8-4:30 Mon-Fri		1
NRV Senior Services, Inc. 44 Third St NW Pulaski VA 24301	Transportation	Pulaski	8-4:30 Mon-Fri		1
Christiansburg Nutrition Site Senior Center 655 Montgomery St Christiansburg VA 24073	Nutrtion, Health & Consumer Ed, Exercise, General Aging Info	Christiansburg	7 days a week various hours. This site is also a #2 & #5	х	3
Giles Nutrition Site Pearisburg Library 209 Fort Branch Rd Pearisburg VA 24134	Nutrtion, Health & Consumer Ed, Exercise, General Aging Info	Giles County	9-1 Tues - Thursday	х	3
Meadowbrook Nutrition Site Community Center 267 Alleghany Spring Rd Shawsville VA 24162	Nutrtion, Health & Consumer Ed, Exercise, General Aging Info	Montgomery County	8am-12pm Mon-Fri This site is also a #5	х	3
Giles Serior Center 1320 Wenonah Ave Pearisburg VA 24134	General Aging	Giles County	8-4 Mon-Fri		2

*Site Type Codes	1 = Area Agency on Aging	4 = adult day care center
	2 = senior center	5 = community or recreation center
	3 = nutrition site	6 = other

# **Service: Home Delivered Nutrition**

A. Explain How the Service is Implemented:

Type(s) of home delivered meals served (frozen, chilled, shelf stable, or hot):

Hot meals are prepared by a contracted vendor and delivered by New River Valley Senior Services, 5 days per week, Monday through Friday to eligible homebound individuals who live in areas that are feasible to reach frequently. For eligible individuals who live in areas that are more remote and for whom it isn't feasible to .... Staffing (volunteer or paid):

All staffing related to meal preparation and delivery are contracted services with vendors.

#### Assessments:

Nutrition Education is an important part of the home delivered meals program. It is provided to clients and caregivers with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions.

Program evaluation:

Providing III-C Service:

**Providing III-E Service:** 

At least annually a program evaluation and client satisfaction survey will be sent to each home delivered meals client. Results are compiled and utilized to guide for improvements, etc. If there is an individual concern expressed and the client has identified themselves, the Nutrition Program Supervisor follows up to If subcontracted, describe the process and frequency of monitoring:

The Nutrition Program Supervisor performs a formal annual monitoring of Trinity Services, the hot meal vendor using a standardized tool to ensure they are meeting all food safety requirements and also schedules an annual inspection of the Bluedog Associates facility to make sure the package and storage of the frozen meals meets the requirements of the program. The Nutrition Program Supervisor also annually monitors a

A. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)).

Ves X No

Yes

В	Description of III-E Population	to be	Served	: Care	givers	who are informal providers of in-home and
	community care to an individu	al who	is 60 o	r older	or an	individual who is less than 60 and has a
	diagnosis of early onset demer	ntia. G	randpa	rents c	r relat	tive caregivers (related by blood, marriage,
	or adoption), 55 or older, who	provid	e infor	mal car	e to a	child not more than 18 or an individual 19-
	59 who has a severe disability.	(OAA	Section	373(c	)(2)).	

No

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Agir	ng	X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
New River Valley Senior Service	es	X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Trinity Services Grp	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Bluedog Associates	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
CPI Foods	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
E. Describe Other Non-Fed	leral Funds:		
Amount			Description
30000			other local funds
Infrequent Delivery of Home De	elivered Meal	s (ID-H	DM)
Check the following that apply:	A plan for ID	-HDM	must be approved by OAS before meals are delivered
less than weekly to 25% or more	e of HDM clier	nts serv	ved in each jurisdiction. A new or revised plan is needed
			delivery, method of delivery, or delivery vendor:
The AAA has an ID-F	IDM plan appr	oved I	by OAS on file; there are no changes from the previous
year. If this box is cl			
The AAA is submitting	·		

Service: Home Delivered Meals -	· Fee F	or Se	rvice
A. Explain How the Service is Impl			
Type(s) of home delivered meals - fee f	or serv	ice ser	rved (frozen, chilled, shelf stable, or hot):
week, Monday through Friday to eligible	e home	ebound	delivered by New River Valley Senior Services, 5 days per d individuals who live in areas that are feasible to reach hat are more remote and for whom it isn't feasible to
Staffing (volunteer or paid):	•		1 120 1 111 11 11 11 11
All staffing related to meal preparation	and de	livery a	are contracted services with vendors.
Assessments:			
determines whether the individual is eli	gible fo	or the s	ment is performed on each potential client that service, the amount of the individual's service-specific delivery. Part "A" Uniform Assessment Instrument and
Program evaluation:			
meals client. Results are compiled and u	ıtilized	to gui	isfaction survey will be sent to each home delivered de for improvements, etc. If there is an individual selves, the Nutrition Program Supervisor follows up to
If subcontracted, describe the process	and fre	quenc	y of monitoring:
vendor using a standardized tool to ens	ure the	ey are r	annual monitoring of Trinity Services, the hot meal meeting all food safety requirements. The Nutrition tage of the Home Delivered Meals routes performed by
economic need, greatest social	need, i mited	risk of i English	Persons 60 and older with low-income, greatest institutional placement, with particular attention to low-n proficiency, and residing in rural or geographically
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
New River Valley Senior Services		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Trinity Services Grp	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Bluedog Associates	ı X	1	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

. Describe Other No	n-Federal Fund	ds:		
Amount	Des	cription		

CPI Foods

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

Service: Nutrition Counseling									
A. Explain How the Service is Impl	ement	ed: In	clude such things as:						
_									
Promotion of service:									
Individuals receiving Congregate or Home Delivered meals will be given an informational flyer on Nutritional									
Counseling Services. During assessment	and re	assess	ment visits, staff will discuss and explain the Nutrition						
Staff qualifications for overseeing and/o	or deliv	ering	the service:						
The Nutrition Program Supervisor overs	ees the	e refer	rals that are made through the Aging and Disability						
Services staff who make the referrals fo	r client	s. The	Nutrition Program Supervisor upon receiving the referral						
Assessments:	aictoro	4 4i~+:	tion to initiate and deliver the nutrition counceling						
POLICY									
The Agency on Aging shall ensure that a	nutriti	ion scr	eening is completed on all new clients in the Congregate						
How the sessions are tracked:	. ۸ ۸ ام م	مما NI	Luitian muaanana and at laast amusllthansaftan an as tha						
The contracted registered dietitian will v	validat	e the ii	nitiation of services and use a Nutrition Counseling						
Contact Form to keep the Nutrition Prog	gram S	upervi	sor informed on the plan of service, the number of						
Program evaluation:	l alana	with r	potice of completion of the nutrition counceling convices						
Clients who receive Nutrition Counseling	g are n	nailed a	a Nutrition Counseling Evaluation form to complete and						
If subcontracted, describe the process a	sor wh and fre	quenc	ws un with any concerns or identified unmet needs. If y:						
Although the actual Nutrition Counselin	g is pe	rforme	ed by the contracted registered dietitian, beyond the						
program evaluation solicited from each	client	who re	ceives the service to determine their input on the						
B. Description of III-C Population t	to be S	erved:	Persons 60 and older with low-income, greatest						
-			institutional placement, with particular attention to low-						
income, low-income minority, li	mited	English	proficiency, and residing in rural or geographically						
		-	ide such things as: Scoring system.						
			cklist and who answers "Yes" to Question 9 – "Without wanting be offered a referral to obtain Nutrition Counseling services.						
to, i have lost of gamed to pounds in the last	5 monu	. VVIII I	of one of a relevant to obtain reachion obtained services.						
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:						
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						

	Counties of	wonigomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radiord
X	Counties of	Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
unds:		
Description		
	wnds:	Counties of f

ducational materials and presenters are overseen by a contracted registered dietitian. The Nutrition ducation Program utilizes materials that are consistent with the Dietary Guidelines for Americans and that											
How often the service is provided for bo	How often the service is provided for both congregate and home delivered meal participants:										
	e at	least 2	ave an education session at least quarterly in each of the minutes and last no longer than 1 hour. Nutrition radult learners:								
Materials selected for use in the Nutrition and provide written materials in larger pr	n Edu rint. T	cation he Nut	Program will be accommodating for older adult learners trition Education Program is designed to promote general for food inconsity and malnutrition; promote								
	led. T	hese w	ne Congregate Nutrition Program Coordinators in the vill be submitted to the Nutrition Program Supervisor to								
receive a survey to determine their satisf	actio	n with	icipants and Home Delivered Nutrition clients will the educational interventions and materials and to								
If subcontracted, describe the process ar	nd fre	equenc	y:								
_	-		tions are primarily handled by Agency staff, the Agency's to ensure that the materials provided and the								
economic need, greatest social ne	eed, i	risk of i	Persons 60 and older with low-income, greatest nstitutional placement, with particular attention to low-								
	(a)(±)	-	proficiency, and residing in rural or geographically								
C. Service Provider(s):	FP (a)(1)	-	D. Jurisdiction(s) Served:								
C. Service Provider(s):  New River Valley Agency on Aging		)).									
, ,		)).	D. Jurisdiction(s) Served:								
New River Valley Agency on Aging	FP	)).	D. Jurisdiction(s) Served:								
New River Valley Agency on Aging  E. Describe Other Non-Federal Fundamental Science (Control of the Control of	FP	NFP X	D. Jurisdiction(s) Served:								

**Service: Nutrition Education** 

**A. Explain How the Service is Implemented:** Include such things as:

Staff qualifications for overseeing and/or delivering the service:

## **GROUP 6: DISEASE PREVENTION / HEALTH PROMOTION SERVICE**

## **Service: Disease Prevention / Health Promotion**

**A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

Services will be evidence-based as defined below:

- Demonstrated through evaluation to be effective for improving the health and wellbeing or reducing disease, disability and/or injury among older adults; and
- Proven effective with older adult population, using Experimental or Quasi-Experimental Design; and
- Research results published in a peer-review journal; and
- Fully translated in one or more community site(s); and
- Includes developed dissemination products that are available to the public

**Instructions:** For each evidence-based program (i.e. CDSME, MOB, Bingocize, Tai Chi, C.T.I., etc.), include 1) program name; 2) program description, to include how the program meets each of the 5 bullets in the above definition, or whether the program is considered to be "evidence-based" by any operating division of the U.S. Department of Health and Human Services (HHS); 3) qualifications of the instructors; and 4) other information including who will oversee, locations, tracking of participation, screening and assessment of participants, etc.

Bingocize, a twice weekly, ten week evidenced program on falls prevention led by certified leaders who are staff members of the Agency, will be provided in person to participants in the Agency's congregate meal programs. Additionally, the program will be offered in person to residents in a group setting at senior housing complexes and with other senior related organizations in all jurisdictions in the 4th Planning District.

A pre and post self- evaluation will be requested of participants to determine if the program had a positive impact on their health and in helping to prevent falls.

Attendance and brief demographics will be obtained by utilizing attendance logs and a questionnaire. Information obtained will be kept secured and will be entered in a secure national database and the Agency's secure PeerPlace data base for reporting purposes..

Tai Chi for Arthritis and Fall Prevention is an evidenced based exercise program that has proven effective by medical studies and supported by arthritis foundations worldwide. This Tai Chi program provides increased flexibility, muscle strength and fitness using the Sun style of of tai chi. Warm up exercises, 6 basic movements, and cool down movements will be taught in person by Agency staff members who are certified leaders for Tai Chi for Arthritis and Fall Prevention. For each workshop series, 16 sessions will be held to be covered in either twice or once a week sessions in the Agency's congregate meal programs. Additionally, as space is available, other individuals aged 60 and above who do not attend the congregate meal's program may participate.

Attendance and brief demographics will be obtained by utilizing attendance logs and completing at least the Virginia Quick Form. Data will be entered into the Agency's secure PeerPlace data base for reporting purposes.

economic need, grea	ntest social n minority, lin	eed, nited	risk of i English	nstitutional placement, with particular attention to low- proficiency, and residing in rural or geographically
C. Service Provider(s):		FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on	Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
E. Describe Other Non-	-Federal Fun	ds:		
Amount	De	script	tion	

Servi	ce: Health Educa	ation and Sc	reeni	ng								
	ce: Health Educa Explain How the S program evaluation	ervice is Imple	ement	ed: Incl		_	_					
В.	B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)).											
	Camilas Dusvidants	<b>1</b> -	FD	NED			(a) Camara					
С.	Service Provider(s	5):	FP	NFP	D.	Jurisdiction	(s) served	<b>1</b> :				
Ε.	Describe Other No	on-Federal Fur	nds:									
	Amount	Descri	ption									

# **GROUP 7: NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM (NFCSP)**

Servi	ce: Individual Co	ounseling			
A.	<b>Explain How the S</b>	Service is Imp	lement	ed: In	nclude such things as: staffing, assessments, and
	program evaluation	on. If subcont	racted,	descri	ribe the process and frequency of monitoring.
ĺ					
В.	Description of III-	E Population	to be S	erved:	: Caregivers who are informal providers of in-home and
	-	-			or older or an individual who is less than 60 and has a
	•				rents or relative caregivers (related by blood, marriage,
	-			-	mal care to a child not more than 18 or an individual 19-
	59 who has a seve	-			
	Ja Willo Has a Seve	ere disability.	OAA 3	ection	13/3(C)(2)).
	Caregiver				Grandparent/Relative Caregiver
C.	Service Provider(s	s):	FP	NFP	D. Jurisdiction(s) Served:
			1		
			<u> </u>		
E.	Describe Other No	on-Federal Fu	nds:		
	Amount	Descript	ion	Are	e all providers licensed? (If applicable) Yes No
				If "I	'NO" list unlicensed providers and explain:

Servi	ce: Support Gro	ups			
	Explain How the S	Service is Impl	ement	e <b>d:</b> In	clude such things as: staffing, assessments, and
	program evaluation	on.			
В.	Description of III-	E Population t	o be Se	erved:	: Caregivers who are informal providers of in-home and
	<del>-</del>				r older or an individual who is less than 60 and has a
	= :			-	rents or relative caregivers (related by blood, marriage,
		=			nal care to a child not more than 18 or an individual 19-
	59 who has a seve	ere disability. (	UAA SE	ection	3/3(C)(Z)).
	Caregiver				Grandparent/Relative Caregiver
C.	Service Provider(s	s):	FP	NFP	D. Jurisdiction(s) Served:
	,	•			, ,
Ε.	Describe Other No	on-Federal Fu	nds:		
	Amount	Descript		Are	e all providers licensed? (If applicable) Yes No
				_	NO" list unlicensed providers and explain:
				_	
				4	

Servi	ce: Caregiv	er Training			
			ement	<b>ed:</b> In	clude such things as: staffing, assessments, and
	program eva	<del>-</del>			,
В.	Description	of III-E Population t	to be S	erved:	Caregivers who are informal providers of in-home and
	<del>-</del>	=			r older or an individual who is less than 60 and has a
	•				rents or relative caregivers (related by blood, marriage,
	_	=		-	mal care to a child not more than 18 or an individual 19-
		a severe disability. (			
	Caregiver				Grandparent/Relative Caregiver
C.	Service Prov	vider(s):	FP	NFP	D. Jurisdiction(s) Served:
E.	Describe Ot	her Non-Federal Fu	nds:		
Α	mount	Description		Are	all providers licensed? (If applicable) Yes No
		•		_	NO" list unlicensed providers and explain:
					·

Servi	ice: Respi	te Voucher								
	A. Explain How the Service is Implemented: Include such things as: staffing, assessments, amount of voucher, program structure (reimbursement, direct payment, etc.) and program evaluation.									
В.	Description	on of III-E Population	to be S	erved:	Caregivers who are informal provide	ers of in-home and				
	diagnosis or adoptic	ry care to an individu of early onset demer	ntia. Gr provide	is 60 or andpare inform	older or an individual who is less tha ents or relative caregivers (related by nal care to a child not more than 18 c	nn 60 and has a y blood, marriage,				
	diagnosis or adoptic 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide	is 60 or andpare inform	older or an individual who is less that ents or relative caregivers (related by hal care to a child not more than 18 of 373(c)(2)).	nn 60 and has a y blood, marriage,				
	diagnosis or adoptic	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide	is 60 or andpare inform	older or an individual who is less tha ents or relative caregivers (related by nal care to a child not more than 18 c	nn 60 and has a y blood, marriage,				
C.	diagnosis or adoptio 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
C.	diagnosis or adoptio 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
C.	diagnosis or adoptio 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
C.	diagnosis or adoptio 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
C.	diagnosis or adoptio 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
C.	diagnosis or adoptio 59 who ha	ry care to an individu of early onset demer on), 55 or older, who as a severe disability.	ntia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
	diagnosis or adoptic 59 who ha Caregiver Service Pr	ey care to an individuof early onset demeron), 55 or older, who as a severe disability.	rtia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
	diagnosis or adoptic 59 who ha Caregiver Service Pr	cy care to an individuo of early onset demeron), 55 or older, who as a severe disability.  Ovider(s):  Other Non-Federal F	rtia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
E.	diagnosis or adoptic 59 who ha Caregiver Service Pr	ey care to an individuof early onset demeron), 55 or older, who as a severe disability.	rtia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
E.	caregiver Service Pr	cy care to an individuo of early onset demeron), 55 or older, who as a severe disability.  Ovider(s):  Other Non-Federal F	rtia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				
E.	caregiver Service Pr	cy care to an individuo of early onset demeron), 55 or older, who as a severe disability.  Ovider(s):  Other Non-Federal F	rtia. Gr provide (OAA S	is 60 or andpare inform ection	older or an individual who is less that ents or relative caregivers (related by nal care to a child not more than 18 of 373(c)(2)).  Grandparent/Relative Caregiver	nn 60 and has a y blood, marriage,				

A.	Explain How the Sprogram evaluation		ement	t <b>ed:</b> In	clude such things as: staffing, assessments, and
В.	=	=			Caregivers who are informal providers of in-home and
					r older or an individual who is less than 60 and has a rents or relative caregivers (related by blood, marriage,
	or adoption), 55 o	or older, who p	rovide	inforn	mal care to a child not more than 18 or an individual 19-
	59 who has a seve	ere disability. <b>(</b>	OAA S	ection	373(c)(2)).
	Caregiver				Grandparent/Relative Caregiver
C.	Service Provider(	s):	FP	NFP	D. Jurisdiction(s) Served:
	Daniella Othana		1 .		
E.				Δro	e all providers licensed? (If applicable) Yes No
	Amount	Descript	ion		e all providers licensed? (If applicable)   Yes   No   NO" list unlicensed providers and explain:
					·

**Service: Institutional Respite** 

## **Service: Other (Respite Services)**

**A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. Include a detailed description of the program design and desired outcomes.

The goal of respite care is to relieve the emotional and physical stress of caregiving and to delay or prevent inappropriate institutionalization of the care receiver. In order to meet the respite needs of the broadest range of caregivers, the Agency will provide (through sub-contractors) adult day health care services and in-home personal care/supervision services.

The Agency will accept referrals for Respite Care from other human service agencies, medical/health care providers, individuals, etc. An intake/screening will be performed by the Aging & Disability Resource Specialist. To determine the need for respite services, an Aging & Disability Services Specialist or Care Coordinator will make a home visit and complete a Uniform Assessment Instrument and the Respite Services Level of Need Assessment supplement. A preliminary care plan will be developed with the caregiver and care recipient (as appropriate).

The assessor will also complete an income verification worksheet to determine the clients' cost sharing responsibility. If the client is responsible for cost sharing, they will be given a copy of a signed agreement stating their cost sharing amount. A care plan will be devised with client's input to identify service needs, specify what services will be provided, and the number of service units to be provided. The Aging & Disability Services Supervisor will complete and explain to clients the Service Agreement. The Service Agreement shall include services to be provided, scheduled hours and days of service, information regarding voluntary contributions, emergency contacts and the severe weather policy. A copy of the Service Agreement will be provided to clients.

All available services, programs and resources will be reviewed during the home visit. Eligibility, priority level and availability of service will be determined at weekly staff meetings, which are comprised of the Aging & Disability Services Supervisor, Aging & Disability Services Specialist(s) and the Care Coordinator. Agency staff will provide caregivers with appropriate literature and resource programs to increase their knowledge and skills with care giving issues. Agency staff will also identify appropriate support groups that may assist caregivers to better handle their care giving responsibilities.

Caregivers and care recipients receiving services through the Respite Care program will be reassessed by an Aging & Disability Services Specialist or Care Coordinator every six months (or sooner, if circumstances change) to determine respite services are still needed and/or if the number of hours of service is sufficient to meet a continued need.

Respite care will be performed by sub-contractors. The Aging & Disability Services Supervisor shall conduct monitoring of the sub-contractors annually. Monitoring shall include program compliance, service delivery review, administrative review and quality assurance. A written copy of the monitoring report shall be maintained by the agency.

Respite Service Evaluation forms shall be completed every 6 months during the reassessment of services. Anonymous client surveys shall be conducted annually. A file of annual anonymous client surveys with a summary of the surveys shall be maintained by the agency.

**B.** Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. (OAA Section 373(c)(2)).

Caregiver		X		Grandparent/Relative Caregiver						
C. Service Provider(s):	;	FP	NFP	D. Jurisdiction(s) Served:						
New River Valley Agency o	n Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
Pulaski Adult Day Servi	ces		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
Human Touch			X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
Giles Adult Day Care	Э		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
Care Advantage		X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
Warm Hearth at Hom	е		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
Amada		X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
VT Adult Day Service	es		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford						
E. Describe Other Nor	n-Federal Fun	ds:	•							
Amount [	Description		Are a	Il providers licensed? (If applicable) Yes 🗶 No						
			If "NO" list unlicensed providers and explain:							

Servi	ce: Finar	icial Consultation									
		ow the Service is Imp	leme	<b>nted:</b> Ind	clude s	uch things as:	staffing, asse	essmer	nts. an	d	
	=	evaluation. If, subcont				_	_				
	1 -0 -	,		,					Ü		
В.		on of III-E Population									ınd
		ty care to an individua									
	_	of early onset demen		=		_	·	=			
	· · · · · · · · · · · · · · · · · · ·	on), 55 or older, who p					more than 1	8 or ar	ı indiv	idual :	19-
	59 who h	as a severe disability. (	(OAA	Section	373(c)(	2)).					
	Caregive					dparent/Relat		r			
C.	Service P	rovider(s):	FP	NFP	D.	Jurisdiction(	s) Served:				
E.	Describe	Other Non-Federal Fu	nds:								
An	ount	Description		Are all p	rovide	rs licensed? (If	applicable)	Yes		No	
<u> </u>		<b>I</b> r		•		censed provid			1		I

Servi	ce: Direct Pa	yments (Su	pplen	nenta	l Services)							
		the Service is				nings as: staffing, as	sessments	s, and				
В.	-	-			_	who are informal pro ndividual who is les						
	•					ve caregivers (relate						
	· · · · · · · · · · · · · · · · · · ·		-			child not more than	18 or an i	ndividual 19-				
	59 who has a	severe disabil	ity. (O	AA Sec	tion 373(c)(2)).							
	Caregiver				•	elative Caregiver						
C.	Service Provi	der(s):	FP	NFP	D. Jurisdict	on(s) Served:						
	- " -											
E. Describe Other Non-Federal Funds:					all providers lice	nsed? (If applicable)	Yes	No				
,	Amount Description			710	Are all providers licensed? (If applicable)  Yes  No  If "NO" list unlicensed providers and explain:							
		-						No				
		•						NO				

Servi	ce: Other	Supplemental S	ervi	ces								
		ow the Service is Im			<b>d:</b> Ir	nclude su	ich things a	s: staffing, a	ssessr	nents,	and	
		valuation. If subcor										
R	Description	n of III-E Populatio	n to k	he Sei	rved	· Caregiv	vers who ar	e informal n	ovide	rs of i	n-hom	
D.	-	unity care to an inc				_		•				
		s of early onset den										11105
	_	or adoption), 55 or			-					-		ın
	_	19-59 who has a se			-							
					,	•	`	,				
	Caregiver					Grandi	narent/Rel	ative Caregiv	er			
<u> </u>	Service Pr	ovider(s):	FI	P N	IFP	_	_	n(s) Served:	<u>.                                    </u>			
<u> </u>	Service 11	ovide: (5).	+	<u> </u>		<b>D.</b> .	Janisaiction	1(3) 361 764.				
Ε.	Describe (	Other Non-Federal	Funds	s:								
Ar	Amount Description			Are a	ll pro	oviders li	censed? (If	applicable)	Yes		No	
				If "NO" list unlicensed providers and explain:								
						- 3		1				

PART IV: TITLE VII PROGRAMS

# **GROUP 8: ELDER RIGHTS SERVICES**

Service: Elder Abuse Prevention  A. Explain How the Service is Implem	nented:	: Includ	de such things as: staffing, assessments, and	
program evaluation.			20 34011 11111185 451 314111118, 455555111611165, 4114	
Are Elder Abuse Prevention funds	used i	n l	f YES, forgo completion of this form.	
conjunction with the Local Long-T	erm Ca	are I	nstead, go to Long Term Care Ombudsman	
Ombudsman program?			Program.	
Yes □ No ⊠				
prevention materials to a variety of com nutrition sites, senior centers, and faith regarding elder abuse prevention are re	nmunit -based un ann ices is	y grou d comr lually i provid	ommunity outreach programs and elder abuses, including, but not limited to, congregate nunities. Public service announcements in local newspapers and on local radio stationed to older persons and staff assists with or exploitation of older persons to local	
B. Description of Population to be Se	erved:	Dorcon	a CO and aldered the land transfer and a contract a	
	institut	ional p	lacement, with particular attention to low-incom	
low-income minority, limited Engli	institut	ional p		
low-income minority, limited Engli areas. (OAA Section 306(a)(1)). Elder abuse prevention services shall be targeted to aid persons age 6 and who may have limited ability to care for themselves. Families and	institut sh prof 60 and older l/or caregive ervices is to	ional p iciency r and incapa ers of an old increase av	lacement, with particular attention to low-income, and residing in rural or geographically isolated acitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist personance.	tation
low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age 6 and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Se	institut sh prof 60 and older l/or caregive ervices is to	ional p iciency r and incapa ers of an old increase av	lacement, with particular attention to low-income, and residing in rural or geographically isolated acitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist personance.	tation
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low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age of and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Senaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):	institut sh prof 60 and older d/or caregive ervices is to as that enda	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in
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low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age of and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Senaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):	institut sh prof 60 and older d/or caregive ervices is to as that enda	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in
low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age of and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Senaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):	institut sh prof 60 and older 1/or caregive ervices is to ss that enda	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in
low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age of and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Semaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):  New River Valley Agency on Aging	institut sh prof 60 and oldee l/or caregive ervices is to ss that enda FP  S:	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in
low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age 6 and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Semaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):  New River Valley Agency on Aging  E. Describe Other Non-Federal Funds	institut sh prof 60 and oldee l/or caregive ervices is to ss that enda FP  S:	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in
low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age 6 and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Semaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):  New River Valley Agency on Aging  E. Describe Other Non-Federal Funds	institut sh prof 60 and oldee l/or caregive ervices is to ss that enda FP  S:	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in
low-income minority, limited Engli areas. (OAA Section 306(a)(1)).  Elder abuse prevention services shall be targeted to aid persons age 6 and who may have limited ability to care for themselves. Families and appropriate care services. The purpose of Elder Abuse Prevention Semaking appropriate referrals for interventions; and to address situation  C. Service Provider(s):  New River Valley Agency on Aging  E. Describe Other Non-Federal Funds	institut sh prof 60 and oldee l/or caregive ervices is to ss that enda FP  S:	ional p iciency r and incapers of an old increase averager the he	lacement, with particular attention to low-income, and residing in rural or geographically isolated actitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploiter individual may also be provided services to assist them in locating and access vareness of adult abuse, neglect, and exploitation; to encourage and assist persualth, safety, and well-being of older and adults with disabilities.  D. Jurisdiction(s) Served:	tation sing ons in

# **GROUP 9: LONG-TERM CARE OMBUDSMAN PROGRAM**

Service: Local Long-	-Term Care Ombudsman P	rogram	
A. Explain How the	e Service is Implemented:		
=			nd on behalf of older persons in ng-term care services and works
1. Number of LT	C beds:		. +1 0 1 1 5
582			
2. Number of st	aff assigned to the LTCOP:		
1			
3. % FTE per ead	ch staff person assigned:		
78%			
4. Volunteer Re	cruitment and Management:		
n/a	Ü		
•			
•	opulation to be Served: Descartation to be Served: Descartation 711(6)).	•	
_	care services ( <i>Code of Virgini</i>		ceive nome and community-
_	-based long-term care services (Code of Virginia, Title 51.5-139). Ombudsman servi	•	ide in long-term care facilities or to persons, aged 60 or older, who receive home and community
C. Jurisdiction(s) S	erved: Indicate only if serving	other areas outsid	e of agency PSA (i.e. regional
programs, comb	oined programs etc.)		
D. Describe Other	Non-Federal Funds:	E. Specify Of	ther Federal Funds
Amount	Description	Amount	Description
			III-B Elder Abuse Prevention
			Other:

# SECTION B: CARE COORDINATION FOR ELDERLY VIRGINIANS PROGRAM

Servi	ce: CCEVP Service	Coordination 2							
Α.	<b>Explain How the Se</b>	rvice is Implemented: Incl	ude sucl	h thing	gs as: s	taffing	g, asses	ssments, an	d
	program evaluation	=		_		`			
	Is there cost sharing	g for this program:		Yes		No			
R		ulation to be Served: Person	ans 60 a		ler who		rail ha	ve disahiliti	os or
υ.	-	tional placement. Priority s							-
		or social need and/or residi		_		•			
	_	to low-income minority inc	_			-	-		
	proficiency. Such p	ersons shall also be unable	to main	tain in	depen	dent li	ving ar	nd self-suffic	ciency
	=	due to the inability to defin						=	
		tiple providers on an on-goi	_			-			
		ing; and have significant un	met ne	eds tha	at resul	lt in su	ıbstant	ive limitation	ons in
	major life activities.								
C.	Describe Other Nor	n-Federal Funds:							
	Amount	Description							
	Amount	Description							

Service:	<b>CCEVP Service</b>	<b>Coordination 1</b>	

**A.** Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

The target population for Service Coordination 1 will be individuals 60 years of age and older who have been determined to have 1 or more dependencies in activities of daily living, such as bathing, dressing, eating, toileting or continence. In addition, the individual must have either a mobility dependency (either human or mechanical) or diagnosed with a cognitive impairment, such as Alzheimer's Disease or a related disorder. Such persons shall also be unable to maintain independent living and self-sufficiency in their community due to the inability to define, locate, secure or retain the necessary resources and services of multiple providers on an on-going basis.

A Care Coordinator will conduct a full UAI assessment prior to provision of any service coordination. Once client is enrolled into Service Coordination Level One, the Care Coordinator will provide assistance, either in the form of accessing needed services, benefits, and/or resources or arranging, in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics, as well as the needed services by providers.

A Care Coordinator will investigate a person's needs, preferences and resources, link the person to a full range of appropriate services and supports, using all available funding sources, and then monitor to ensure that services specified in the support plan are being provided.

	Is there cost sharing for this program:							
В.	B. Description of Population to be Served: Persons 60 and older who are deficient in one (1) Activity of Daily Living and must require either mobility assistance (either human or mechanical) or suffer from a cognitive impairment, such as Alzheimer's disease or related disorder. Such persons shall also be unable to maintain independent living and self-sufficiency in their community due to the inability to define, locate, secure, or retain the necessary resources and services of multiple providers on an on-going basis.							
C.	C. Describe Other Non-Federal Funds:							
	Amount	Description						

Servi	ce: Senior Out	reach to Services (SO	S)			
	Explain How the	e Service is Implemented ssments, and program ev	l: Include s	uch things as: s	staffing, outreacl	n, resource file
В.	Description of P	opulation to be Served:	Persons 6	0 and older livir	ng in the commu	nity.
C.	Describe Other	Non-Federal Funds:				
	Amount	Description				

•	2051/0		
Orvico: (		ptions Cou	ncoling
12 67 142 254			

**A. Explain How the Service is Implemented:** Include such things as: staffing, plan development assessments, and program evaluation.

Options Counseling will be provided to all individuals age 18 and over with a disability and adults age 60 and over who request long-term care supports and/or who are planning for the future regarding long-term care supports.

The following situational elements that can trigger Options Counseling include, but are not limited to: a life altering personal event or situation; a significant change in the individual's circumstances; concerns expressed by the individual or the individual's family member or surrogate decision maker; a life transition; a referral or self- referral to Options Counseling and/or availability of new benefits and supports.

Screening for Options Counseling will be performed by qualified staff.

If staff determines the need for Options Counseling, the screening information will be documented utilizing the CRIA Encounter tool in the No Wrong Door system. The referral will then be given to the Options Counselor for assessment. The Options Counselor will contact the individual to discuss individual's current circumstances. If the Options Counselor determines that further consultation is required, they will schedule a visit with the individual within 10 working days of the assessment. During the visit, the Options Counselor will assist with the action plan.

The Options Counselor will arrange for delivery of the supports chosen by an individual as a result of Options Counseling, involving others as needed to get the supports fully in place by assisting with referrals and conducting follow up to assure referrals are in place and adequate for the individual's support.

The Options Counselor will assist the individual to make an effective transition to the supports that the individual has chosen by contacting the individual and conducting other follow-up as necessary to verify referrals made; determining whether the referrals were implemented effectively; and if adjustments are needed, supporting the individual in determining the best alternative course of action.

Options Counselors will document each contact made with client, caregivers, family members, or service providers. Once supports are in place, the Options Counselor will follow up to determine the extent to which the individual's goals have been met using a uniform instrument, administered in the method or mode of communication that the individual uses and prefers, to measure individuals' satisfaction with the Options Counseling process and the choices the individual has made. The evaluation survey shall be issued within 30 days of the completion of Options Counseling.

Is there cost sha	ring for this program:	Yes	No X		
<b>B.</b> Description of Population to be Served: Individuals aged 18 and over with a disability and adults aged 60 and over who request long-term supports and/or who are planning for the future regarding long-term supports.					
	nall be targeted to all individ r who request long-term sup upports.	_		•	
C. Describe Other	Non-Federal Funds:				
Amount	Description				

Servi	ice: CCEVP Card	e Transitions			
	Explain How the	e Service is Implemented: Includation. List the hospitals and othe			
	Is there cost sha	nring for this program:	Yes	No	
В.	-	<b>opulation to be Served:</b> Persons Persons at greatest risk of read			_
C.	Describe Other	Non-Federal Funds:			
	Amount	Description			

## **SECTION C: INFORMATION ON OTHER SERVICES PROVIDED**

Servi	ce: Adult Da	y Care	
A.	Description of	of the Service:	
D	Description	of Donulation to be Comed.	
В.	Description	of Population to be Served:	
C.	Service Provi	der(s):	D. Jurisdiction(s) Served:
E.		vice Funding (not used as match):	
	Amount	Description	Specify Source
		Other: Federal	
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	
		Other: In-Kind	
Target	estimated nu	mber of persons served:	
Servi	ce: Assisted	Living	
	Description of		
	p		
D	Description	of Donulation to be Compade	
Б.	Description	of Population to be Served:	
	Sorvice Drevi	dor(s).	D. Jurisdiction(s) Served:
C.	Service Provi	uer(s).	D. Jurisuiction(s) Serveu.
E.	All Other Ser	vice Funding (not used as match):	
	Amount	Description	Specify Source
		Other: Federal	
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	
		Other: In-Kind	
Target estimated number of persons served:			

Service	: CDSMP/	CDSME	
		of the Service:	
B. D	escription	of Population to be Served:	
C. S	ervice Prov	ider(s):	D. Jurisdiction(s) Served:
A	II Oth an Car		
E. A	Amount	rvice Funding (not used as match):  Description	Specify Source
	7.11104111	Other: Federal	Specify Source
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	
		Other: In-Kind	
Target e	stimated ni	umber of persons served:	
		•	
	-		
		d Application Counselors	
Α. [	Description	of the Service:	
В. [	Description	of Population to be Served:	
	Samulaa Duay	: doudo).	D. Luciadisticu/a) Comundo
C. S	Service Prov	/ider(s):	D. Jurisdiction(s) Served:
E. <i>F</i>	All Other Se	ervice Funding (not used as match)	<u> </u> :
	nount	Description	Specify Source
		Other: Federal	
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	

Other: In-Kind

Target estimated number of persons served:

Servi	ce: Care Tra	nsitions	
A.	Description of	of the Service:	
В.	Description (	of Population to be Served:	
C.	Service Provi	ider(s):	D. Jurisdiction(s) Served:
E.	All Other Ser	vice Funding (not used as match)	): -
	Amount	Description	Specify Source
		Other: Federal	
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	
		Other: In-Kind	
Target	t estimated nu	imber of persons served:	
		· · · · · · · · · · · · · · · · · · ·	
		nity Action Agency	
A.	Description (	of the Service:	
	Description	of Donaldtion to be Comed.	
В.	Description	of Population to be Served:	
	Service Prov	ider(s):	D. Jurisdiction(s) Served:
<u> </u>	Service 110V	idei (3).	D. Jurisuiction(3) Serveu.
F	All Other Ser	rvice Funding (not used as match)	. I )•
		1	
	Amount	Description	Specify Source
		Other: Federal	
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	
		Other: In-Kind	
Target	t estimated nu	ımber of persons served:	

	ce: DRPT Transpo		
A.	Description of the	Service:	
В.	Description of Pop	ulation to be Served:	
	Sarvica Pravidanta		D. Jurisdiction(s) Samuel
ι.	Service Provider(s)	•	D. Jurisdiction(s) Served:
<b>E</b> .	All Other Service F	unding (not used as match):	
	Amount	Description	Specify Source
	Amount	•	Specify Source
		Other: Federal	
		Other: State Other: Local Government	
		Other: Private Funds Other: Grant	
		Other: Grant Other: In-Kind	
Tarasi	t estimated number		
rarget	t estimateu number	or persons serveu:	
Servi	ce: Emergency Se	ervices (other than OAA)	
	Description of the		
В.	Description of Pop	oulation to be Served:	
	•		
C.	Service Provider(s)	):	D. Jurisdiction(s) Served:
E.	All Other Service F	unding (not used as match):	
	Amount	Description	Specify Source
		Other: Federal	
		Other: State	
		Other: Local Government	
		Other: Private Funds	
		Other: Grant	
		Other: In-Kind	

Service: Falls Pre	evention	
A. Description	of the Service:	
	65 1	
B. Description	of Population to be Served:	
C. Service Prov	vider(s):	D. Jurisdiction(s) Served:
		27 Januarian (a) Cartain
E. All Other Se	rvice Funding (not used as match	n):
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated nui	mber of persons served:	
_		
Service: Foster G	-	
A. Description	of the Service:	
D. Description	of Domilation to be Comind.	
B. Description	of Population to be Served:	
C. Service Prov	ider(s):	D. Jurisdiction(s) Served:
E. All Other Se	rvice Funding (not used as match	):
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	

	Repair/Modification (other the	nan OAA)
A. Description	n of the Service:	
P Doscriptio	n of Population to be Served:	
b. Description	n or Population to be Served.	
C. Service Pro	ovider(s):	D. Jurisdiction(s) Served:
	, ,	
E. All Other S	<b>Service Funding</b> (not used as match	n):
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
-	Other: In-Kind	
Target estimated	number of persons served:	
	·	
Service: HUD Ho	ousing	
A. Description	n of the Service:	
B. Description	n of Population to be Served:	
C. Service Pro	vidor(c):	D. Jurisdiction(s) Served:
C. Service Pro	vider(s).	D. Jurisaiction(s) Servea.
F All Other S	ervice Funding (not used as match	<u> </u>
		·
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
Faucat authorite !	Other: In-Kind	
ı arget estimated i	number of persons served:	

D. Jurisdiction(s) Served:
D. Jurisdiction(s) Served:
D. Jurisdiction(s) Served:
tch):
Specify Source
D. Jurisdiction(s) Served:
D. Julisuiction(3) screed.
itch):
Specify Source
· · ·

Service. Medica	ai Personai Care	
A. Description	n of the Service:	
	(5)	
B. Description	n of Population to be Served:	
C. Samiaa Dra	ovidou/o).	D. Luciadiation/s\ Compad.
C. Service Pro	ovider(s):	D. Jurisdiction(s) Served:
E All Other S	'amica Eunding (not used as mate	-h):
Amount	Service Funding (not used as mate Description	Specify Source
Amount	Other: Federal	Specify Source
	Other: Federal Other: State	
	Other: State Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Tavant antimated	number of persons served:	
Target estimated	number of persons serveu.	
	aid Transportation on of the Service:	
•		
B. Description	on of Population to be Served:	
C. Service Pr	ovider(s):	D. Jurisdiction(s) Served:
<u> </u>	<u> </u>	
	Service Funding (not used as mat	•
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated	number of persons served:	

Service: Options	Counseling	
A. Description	of the Service:	
B. Description	of Population to be Served:	
C C	الماسم	D. Lindadiation (-) Company
C. Service Prov	viaer(s):	D. Jurisdiction(s) Served:
F All Other Sc	ervice Funding (not used as match):	
Amount	Description	Spacify Source
Amount	-	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated n	number of persons served:	
Service: PACE		
	of the Comitee:	
A. Description	or the Service:	
B. Description	of Population to be Served:	
D. Description	or reputation to be served.	
C. Service Prov	vider(s):	D. Jurisdiction(s) Served:
		• •
E. All Other Se	rvice Funding (not used as match):	
Amount	Description	Specify Source
2	Other: Federal	- r <i>i</i>
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated a	umber of persons served:	
rarget estimated fi	uninei oi heisons seiven:	

A. Description of the Service:		
R Description	n of Population to be Served:	
b. Description	i oi i opulation to be serveu.	
C. Service Pro	vider(s):	D. Jurisdiction(s) Served:
F All Other S	ervice Funding (not used as match)	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated r	number of persons served:	
A. Description	n of the Service:	
B. Description	n of Population to be Served:	
C. Service Pro	ovider(s):	D. Jurisdiction(s) Served:
E. All Other S	Service Funding (not used as match)	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated	number of persons served:	

	ommunity Service Employme	ent Program (Title V)
A. Description	of the Service:	
P. Dossrintion	of Danulation to be Conved.	
b. Description (	of Population to be Served:	
C. Service Prov	ider(s):	D. Jurisdiction(s) Served:
E. All Other Ser	vice Funding (not used as match):	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated nu	imber of persons served:	
	, and a second s	
Service: Senior C	ompanions	
A. Description	of the Service:	
B. Description	of Population to be Served:	
	• • • • •	
C. Service Prov	rider(s):	D. Jurisdiction(s) Served:
E All Other Ce	mica Formation (and consider	
	rvice Funding (not used as match):	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated no	umber of persons served:	

Service: Senior Co	ool Care	
A. Description of	of the Service:	
B. Description of	of Population to be Served:	
C. Service Provi	der(s):	D. Jurisdiction(s) Served:
E. All Other Ser	vice Funding (not used as match)	:
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated nu	mber of persons served:	
	armers' Market Nutrition Pr	ogram
	helps eligible adults aged 60 and above get fresh, tasty	r, and nutritious locally grown fruit, vegetables, and cut herbs. The program also ia. Eligible participants receive coupon voucher booklets to be used to purchase
B. Description	of Population to be Served:	
Individuals must be age 6	50 or above, a resident of the PSA 4 Serv	vice Area, not living with or an immediate relative of the farmer be met and household income certified by individual's signature.
C. Service Prov	ider(s):	D. Jurisdiction(s) Served:
New Rive	er Valley Agency on Aging	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
E. All Other Sei	rvice Funding (not used as match	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated nu	umber of persons served:	

		icare beneficiaries, as well as family members and caregivers, with ways to protect and understand their medical information. Trained SMP volunteer well as educational presentations to local organizations and service groups. Information is also distributed through such sources as local bulletins,
•	n of Population to be Served:	
ose persons elig	lible for Medicare, their family men	mbers and/ or caregivers living within the service area.
C. Service Pro	ovider(s):	D. Jurisdiction(s) Served:
New R	iver Valley Agency on Aging	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Ra
F All Other C	'amina Funding (not used as seek	
Amount	Description Description	Specify Source
Amount	Other: Federal	Specify Source
	Other: State	
	Other: State  Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
rgot octimated	number of persons served:	
B. Descriptio	n of Population to be Served:	
C. Service Pr	ovider(s):	D. Jurisdiction(s) Served:
E. All Other S	Service Funding (not used as mat	cch):
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	

3000

Service: Senior Medicare Patrol

A. Description of the Service:

Target estimated number of persons served:

A. Description	n of the Service:	
The VICAP Coordinator, along with trained and certi	ified Counselors, shall assist persons with Medicare related issues; compare benefit options	ns under the age of 65 who have Medicare. The program and its volunteers shall be managed by a VICAP Coordinator.  ; understand Medicare rights. VICAP will also partner with Senior Medicare Patrol (SMP) to educate and empower beneficiaries to actively engage
and Medicare billing issues, claims, grievances, and	Medicare enrollment; Part D Prescription Drug Plans; Medicare Advantage Plans; Medi-ga I health-care appeals.	p Policies; Supplemental Plans; Long-Term Care Policies; Filing for additional health insurance benefits (e.g. low income subsidy / "Extra Help")
B. Description	n of Population to be Served:	
Persons who have Medicare co	verage, including persons under the age of 65 who hav	e Medicare
C. Camina Dra	widowa).	D. Inwiediction(s) Compade
C. Service Pro	ver Valley Agency on Aging	D. Jurisdiction(s) Served:  Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
INEW KI	ver valley Agency on Aging	Countes or monigornery, ruidski, ruyu, Gies, rumis or ruidski, biacksoung and orinsualisoung and tile Gily or Naurote
F. All Other S	ervice Funding (not used as matc	h):
Amount	Description Description	Specify Source
7	Other: Federal	Specify Source
	Other: Federal Other: State	
	Other: State Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated	number of persons served:	2000
raiget estimateu i	number of persons served.	3000
Service: Weathe	erization	
	of the Service:	
•		
B. Description	of Population to be Served:	
C. Service Pro	vider(s):	D. Jurisdiction(s) Served:
E. All Other Se	ervice Funding (not used as match	۱):
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	

Service: VICAP

Target estimated number of persons served:

Service: Other (sp	pecify)	
A. Description of	of the Service:	
B. Description o	of Population to be Served:	
D. Description e	or repaid tion to be served.	
C. Service Provi	der(s):	D. Jurisdiction(s) Served:
E. All Other Ser	vice Funding (not used as match	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated nu	mber of persons served:	
Service: Other (sp	ecify)	
A. Description o		
A. Description o	Title Service.	
B. Description o	f Population to be Served:	
		T
C. Service Provi	der(s):	D. Jurisdiction(s) Served:
		+
F All Other Serv	vice Funding (not used as match)	
Amount	Description	Specify Source
Amount	Other: Federal	Specify Source
	Other: Federal Other: State	+
	Other: State Other: Local Government	+
	Other: Private Funds	+
	Other: Grant	
	Other: In-Kind	
Target estimated nu	mber of persons served:	

Service: Other	(specify)	
A. Description	n of the Service:	
B. Description	n of Population to be Served:	
, , , , , , , , , , , , , , , , , , ,		
C. Service Pro		D. Jurisdiction(s) Served:
	•	
		<u> </u>
	Service Funding (not used as match	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
raiget estimatea	number of persons served:	
Service: Other (	specify)	
	of the Service:	
7.11 2 COO.1.p.1101		
B. Description	of Population to be Served:	
C C	.1. /.\	D. J. dadistic (A) Co. and
C. Service Pro	ovider(s):	D. Jurisdiction(s) Served:
		+
E. All Other S	ervice Funding (not used as match)	
Amount	Description	Specify Source
	Other: Federal	<u> </u>
	Other: State	
	Other: Local Government	
	Other: Private Funds	1
	Other: Grant	+
	Other: In-Kind	
Target estimated i	number of persons served:	

Service: Other	(specify)	
A. Description	n of the Service:	
B. Description	n of Population to be Served:	
, , , , , , , , , , , , , , , , , , ,		
C. Service Pro		D. Jurisdiction(s) Served:
	•	
		<u> </u>
	Service Funding (not used as match	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
raiget estimatea	number of persons served:	
Service: Other (	specify)	
	of the Service:	
7.11 2 COO., p. 11 C.		
B. Description	of Population to be Served:	
C C	.1. /.\	D. J. dadistic (A) Co. and
C. Service Pro	ovider(s):	D. Jurisdiction(s) Served:
		+
E. All Other S	ervice Funding (not used as match)	
Amount	Description	Specify Source
	Other: Federal	<u> </u>
	Other: State	
	Other: Local Government	
	Other: Private Funds	1
	Other: Grant	+
	Other: In-Kind	
Target estimated i	number of persons served:	

Service: Other (	specify)	
A. Description	n of the Service:	
B. Description	of Population to be Served:	
C. Service Pro	vider(s):	D. Jurisdiction(s) Served:
<u> </u>		Dr. Sarrouren(o) eersear
E. All Other S	ervice Funding (not used as match	n):
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated	number of persons served:	
<u> </u>	•	
Service: Other (	specify)	
A. Description	of the Service:	
B. Description	of Population to be Served:	
C C	•4-4-1	B. I. dediction (a) Constant
C. Service Pro	vider(s):	D. Jurisdiction(s) Served:
E All Other Co	amiles Francisco (net read as motals	١.
	ervice Funding (not used as match	
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated r	number of persons served:	