

SUBMITTAL PAGE

(X) Area Plan for July 1, 2023 - June 30, 2026
() Amendment (Date): _____

This Area Plan for Programs on Aging and Disability is hereby submitted for the Northwest Tennessee Area Agency on Aging and Disability planning and service area. The Northwest Tennessee Area Agency on Aging and Disability assumes full responsibility for implementation of this plan in accordance with all requirements of the Older Americans Act and Regulations; laws and rules of the State of Tennessee; and policies and procedures of the Tennessee Commission on Aging and Disability.

This plan includes all information, goals and objectives, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature: Julie Jones Date: 4/4/22
Julie Jones, Area Agency Director

The Area Agency Advisory Council has participated in the development and final review of the Area Plan. Advisory Council members, participation in public hearing, and participation in Area Plan process is included in Exhibit E-1 to E-3 of the Plan.

Signature: Jerry Edmundson Date: 3/22/22
Jerry Edmundson, Chair, Area Agency Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the plan, Exhibits A – H. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature: Melinda P. Goode Date: 4-1-22
Melinda P. Goode, Director, Grantee Agency

Signature: Jake Bynum Date: 3/25/22
Jake Bynum, Chair, Grantee Agency Board

AREA PLAN on AGING and DISABILITY

*For Progress toward a Comprehensive, Coordinated Service System
for Older Persons and Adults with Disabilities*

Northwest Tennessee

Designated Area Agency on Aging and Disability

for the

Northwest District (07) - TN

Planning and Service Area

**in TENNESSEE for
July 1, 2023 – June 30, 2026**

Designated Planning and Service Area

AAAD Name:	Northwest Tennessee Area Agency on Aging and Disability
Physical Address:	124 Weldon Drive, Martin, TN 38237
Mailing Address (if different):	P.O. Box 963
AAAD Phone and Fax Number:	Phone: (731) 587-4213 Toll Free Phone: (800) 836-6678 Fax: (731) 588-5833
AAAD Email Address:	Julie.Jones@nwtd.org
Website:	www.nwtdhra.org
AAAD Director:	Julie Jones
In Operation Since:	July 1971
Mission:	The Northwest Tennessee Development District Area Agency on Aging and Disability’s purpose is to plan for the provision of the Older American Act and state funded services to provide services to the elderly and other adults with disabilities by bringing together as many resources as possible in an effort to keep these individuals active, healthy, and independent for as long as possible,

AAAD County Data

First Tennessee Area Agency on Aging and Disability							
Geography	Population		Language	Poverty			Rural
	60+ Population	% of 65+ who are minority	% of individuals ages 65+ who speak language other than English At Home	% of individuals ages 65+ who are below 100% FPL	% of total 65+ population who are below poverty	% of total 65+ population who are Low Income Minority	% of all 65 who are Rural
Benton County	4,965	6%	3.53%	15.17%	13.65%	4.01%	78.46%
Carroll County	7,360	11%	1.95%	10.65%	12.84%	2.05%	83.06%
Crockett County	3,407	12%	0.67%	15.56%	15.97%	1.02%	67.38%
Dyer County	8,353	8%	0.71%	14.50%	15.23%	2.57%	42.86%
Gibson County	11,586	16%	0.98%	11.52%	12.37%	4.10%	47.71%
Henry County	9,332	7%	1.57%	8.69%	9.01%	0.52%	66.85%
Lake County	1,521	19%	0.61%	16.41%	18.05%	4.64%	100.00%
Obion County	7,910	7%	0.58%	11.87%	12.16%	2.10%	61.58%
Weakley County	7,894	5%	0.98%	10.60%	11.25%	1.45%	67.01%

Needs Assessment and Program Challenges

As a part of the Statewide Survey, questions were asked to both older adults and providers. The top challenges or unmet needs for each are listed below:

Older Adult Survey Top 5	
What challenges keep you from being more active in your community?	What improvements would make your day-to-day life better?
<ul style="list-style-type: none"> • COVID-19 Concerns (62.19%) 	<ul style="list-style-type: none"> • COVID-19 Safety (47.18%)
<ul style="list-style-type: none"> • Health concerns or lack of healthcare (11.76%) 	<ul style="list-style-type: none"> • Social Needs (47.2%)
<ul style="list-style-type: none"> • Financial concerns (7.5%) 	<ul style="list-style-type: none"> • Improvement in financial concerns (7.92%)
<ul style="list-style-type: none"> • Transportation (6.9%) 	<ul style="list-style-type: none"> • Exercise and Recreational Activities (6.72%)
<ul style="list-style-type: none"> • Social Needs (6.5%) 	<ul style="list-style-type: none"> • Transportation (5.64%)

Service Provider Survey Top 4	
What are the three (3) most common unmet needs you see in your older adult population?	In Tennessee, what are the three (3) most pressing changes to be made in order to improve daily life for older adults?
<ul style="list-style-type: none"> • Social Needs (43.7%) 	<ul style="list-style-type: none"> • Social Needs (21.1%)
<ul style="list-style-type: none"> • Transportation (33.3%) 	<ul style="list-style-type: none"> • Home and Community Based Services, "HCBS" (19.9%)
<ul style="list-style-type: none"> • Nutrition (29.4%) 	<ul style="list-style-type: none"> • Transportation (19.9%)
<ul style="list-style-type: none"> • Access to Healthcare (22.9%) 	<ul style="list-style-type: none"> • Nutrition (14.7%)

- Choose three (3) areas of unmet need or challenges mentioned in the above surveys that the AAAD sees as challenges the AAAD will face in the next 4 years. If you conducted a needs assessment for your planning area and identified needs not addressed in the above survey, you may choose those as a part of your three (3) areas.
 - COVID-19 Concerns
 - Transportation
 - Financial Concerns
- As the State plans to be effective in the provision of services and supports to Older Tennesseans, we must utilize all available resources, including both people and money. In your planning and coordination, outline the strategies the AAAD will use to address these challenges and include the use of the following solutions:
 - Collaborative - build on new and existing partnerships

- Diverse - provide a greater variety of services and programs to meet the needs of all populations
- Streamlined - create easier access to services and programs
- Data-driven - use data to inform decisions and track successes
- Anticipatory - address both immediate needs of older adults and the needs of future older adults

As an agency we understand how important our role is in linking Tennesseans to resources and support systems and the challenges we will be facing as the baby boomers continue to age. We will make every attempt to utilize both people and funding to plan and coordinate our strategies in finding solutions to be most cost effective and efficient.

Objective: To reduce COVID-19 concerns by exploring alternative ways to help seniors and people with disabilities combat the risk for COVID-19.

Strategies:

1. Work with in-home providers to implement the usage of masks (if requested by the client) while completing in-home services.
2. Work with Senior Centers in our district to increase telephone reassurance to help combat social isolation due to COVID-19.
3. Offer groceries and ensure to clients within our district to help decrease high risk individuals from having to go out and risk contracting COVID-19.

Objective: To reduce financial concerns by exploring alternative ways to help save money or reduce costs of living expenses through partnerships and networking. Our focus will be specifically on food insecurity.

Strategies:

1. Continue making referrals to our in-home resources for SHIP and SNAP benefits as well as other community resources for financial needs.
2. Will partner with the Nwthra Nutrition Program and implement education for other services they may be eligible to receive.
3. We will track financial benefits to measure our success and actively look for other resources to sustain food insecurity.

Objective: To provide affordable and accessible transportation services through Volunteer Transportation, "MYRIDE".

Strategies:

1. Explore volunteer recruitment and expand resources to all Northwest counties.
2. Utilize outreach and marketing strategies to target those with the greatest transportation needs.
3. Develop partnerships with aging networks, community organizations, healthcare providers, faith-based groups and local government to help with cost effectiveness in the program and reduce financial responsibility for transportation.
4. Collaborate with partner agencies to expand existing transportation services.

3. In the Service Provider survey, they identified barriers to improving the lives of older adults. These are related to areas of systems change. Choose one (1) of the following areas that the AAAD identifies as a barrier and include efforts the AAAD will make within the 4-year Area Plan cycle to address systems change in that particular area:

- Not Enough Services/Organizations (25.97%)
- Inadequate Funding (24.2%)
- Staffing Issues (13.9%)
- Rules/Regulations (8.6%)
- Transportation (8.2%)

Over the next four years we foresee staffing issues as a huge impact in our efforts to provide services to older Tennesseans in our district. Currently, we are seeing a lack of staffing is a barrier to getting consumers the necessary services. Continuing to raise provider rates as inflation continues is one way to combat staffing issues within our district. Working with providers to get them consistent consumers in a timely and efficient manner is another way to combat the staffing issues.

Plan for Program Development and Coordination

The AAAD is proposing to use \$28,896 in Title III-B direct service funds to pay for Program Development and Coordination during FY 2023. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents 5.3% of the AAADs new Title III-B direct service allotment.

If **yes**, include a goal, objectives, and strategies that describe the program development/coordination activities that will be performed by the AAAD staff member(s) paid from these funds and how these activities will have a direct and positive impact on the enhancement of services for older persons in the PSA. Costs should be in proportion with the benefits described.

The Northwest Tennessee Area Agency on Aging and Disability will continue to coordinate with home health agencies, hospitals, health departments, and other agencies to carry out functions to identify needs and develop service delivery programs in the Northwest district. These services may include, but are not limited to, supportive services, congregate and home delivered nutritional meals, transportation, family caregiver support, senior centers, elder rights, health promotions, disease prevention, and health insurance assistance.

The Northwest Tennessee Area Agency on Aging and Disability will attend health fairs and community action boards throughout the district distributing brochures and speaking with individuals about services offered through the Northwest Tennessee Area Agency on Aging and Disability. These activities will have a direct impact on older persons in the PSA with having the information needed to make contact with the Northwest Tennessee Area Agency on Aging and Disability.

The Northwest Tennessee Area Agency on Aging and Disability will work with local, regional, state, and federal organizations to identify needs and develop programs and pursue additional funding streams.

FY 2022 Performance Highlight of Accomplishments with ACL Federal Funds and State Allocations

(Please limit your response to 3 pages)

Provide a status update of the progress and accomplishments of the following federal and state program areas (*Be sure to include accomplishments related to carryover funds used in FY 2022 as these were a part of the FY 2021 Area Plan Update*):

Older Americans Act Funding

- ❖ Title IIIB Supportive Services: At mid-year, December 2021, there have been 2,711.75 units of homemaker services provided to 89 consumers. Northwest TN AAAD mailed Quality Assurance Satisfaction Surveys to 86 consumers with 40% being returned. These surveys are used to determine if there are any changes that need to be made within the program. If there are problems or issues with the provider, consumers are given the opportunity to change providers. Options Counselors call consumers a week after their services are scheduled to begin in their homes to ensure that services have been started and are going well. If services have failed to start, the providers are contacted and if necessary, a new provider is given to the consumer.
- ❖ Title IIIC Nutrition Services: At mid-year, December 2021, there have been 13,457 congregate meals served to 317 participants and 31,661 home delivered meals served to 380 consumers. The Northwest TN AAAD mailed Quality Assurance Satisfaction Surveys to 201 congregate meal consumers with 41% being returned. 630 surveys were mailed to the home delivered meals consumers with 25% being returned. These surveys are used to ensure the satisfaction with the Title IIIC Nutrition Services. Our provider is provided with a copy of the satisfaction surveys to aid in making improvements on the meals.
- ❖ Title IIID Disease Prevention & Health Promotion: At mid-year, December 2021, there have been 440 units of Title IIID services provided to 98 consumers in the Disease and Prevention and Health Promotions area.
- ❖ Title IIIE National Family Caregiver Support Program: At mid-year, December 2021, there have been 4,178.75 units of service provided to 32 consumers. Support items, such as, adult diapers, pads, and wipes have been delivered to 15 Title IIIE consumers. Quality Assurance Surveys have been mailed to 50 consumers with 40% being returned. These quality assurance satisfaction surveys are sent to consumers in hopes of improving current services. Quality Assurance phone calls are made quarterly to consumers to ensure services are being provided according to the Action Plan.

- ❖ **Title VII Elder Rights:** The Northwest AAAD conducts on-going Elder Abuse awareness in staff meetings, Advisory Council meetings, health fairs and other events. In June, with accordance with National Elder Abuse Awareness Day, our senior centers hold events to bring awareness to Elder Abuse. The Northwest TN AAAD continues working toward bringing awareness regarding Adult Protective Services and how individuals should contact APS for needed assistance. The Northwest AAAD CREVAA program has provided 729.25 units of service to 93 consumers at mid-year, December 2021. The Northwest AAAD continues to work closely with West TN Legal Services to assist low-income individuals with legal assistance and advice.

State Funds

- ❖ **OPTIONS Home and Community Based Services:** At mid-year, December 2021, 181 consumers were served with 18,096.25 units of service. The Northwest TN AAAD mailed Quality Assurance Satisfaction Surveys to 156 consumers receiving homemaker and/or personal care services with 31% being returned. Quality Assurance calls are made to consumers to ensure that services are being provided in accordance with the action plans. If there is a problem with a provider, the consumer is given the option of changing providers. Options Counselors continue to call consumers a week after their services is scheduled to begin to ensure services are in place. If services have not started, the providers are contacted and if necessary, a new provider is given to the consumer.
- ❖ **Guardianship:** At mid-year, December 2021, the Public Guardianship Program served 51 clients, 34 are person and property, 15 durable power of attorney, 1 person only and 1 property.

Other

- ❖ **SHIP:** During the last year, Northwest TN AAAD SHIP Program had Annual Enrollment at 11 locations during the annual enrollment period of October 15th through December 7th and had 18 events. Northwest TN AAAD has twenty active volunteers, five with Wesley Housing, seven with Senior Centers and three true volunteers. The Northwest TN AAAD SHIP program had one in-house training during the month of August. Northwest TN AAAD SHIP Program has partnerships with Department of Human Services, Social Security Administration, T.A.R.P., Department of Economic Development, McKenzie Medical Center, Extendicare, Volunteer Home Health, We Care Ministries, Weakley County Medical Center, Veterans Administration, Wesley Living and nine Senior Centers.

FY 2022 Highlight of Accomplishments from Other Funding Sources

(Please limit your response to 3 pages)

Provide a status update of any accomplishments from other funding sources that have been made regarding goals included in the FY 2021 Area Plan Update.

Families First

- ❖ IIIC: The Northwest TN AAAD spent down the funds for the Families First Grant in 2020.

Cares

- ❖ IIIB: The Northwest TN AAAD served 122 consumers with 229.12 units of homemaker services through the Cares grant for mid-year, December 2021. Quality Assurance Surveys were sent out to consumers who received homemaker through the Cares grant for the year.
- ❖ IIIC: The Northwest TN AAAD served 257 consumers with 5,304 units of meals for mid-year, December 2021.
- ❖ IIIE: The Northwest TN AAAD served 10 consumers with 848.50 units of service for the Family Caregiver Program through the Cares grant for the mid-year, December 2021.

Covid III – HDM Supplemental

- ❖ IIIC: At this time, the Northwest TN AAAD has not begun to serve anyone through the Covid-III-HDM supplemental grant.

MYRIDE

1. The MYRIDE Henry County has made progress towards opening and recently met with the Steering Committee. The meeting was very productive, all concerns were addressed, and resulted in a decision to move forward with the program in Henry County. A plan was implemented to work together to attain the required number of volunteer drivers to launch the program. The current pandemic landscape has caused delays in acquiring volunteers and some of the volunteers who previously signed up have experienced a change of heart and some have experienced health setbacks. However, we have two volunteers trained and five new volunteers have signed up so we are very close and are planning our second group training very soon. We have targeted March 28, 2022 as the tentative launch for this program pending a few more volunteers and approval from the

program director. We project the Henry County MYRIDE to produce robust activity upon the launch of the program based on the needs assessment in the area.

2. MYRIDE Northwest TN is currently serving 33 senior clients in Gibson County. There are seven active volunteers and one volunteer in the process of being approved. The program has completed 1,694 rides and logged 43,390 miles.
3. MYRIDE Northwest TN is currently serving 10 senior clients in Crockett County. We have five volunteers and 2 Gibson County residents who also serve in Crockett County. They have completed 549 rides and logged 17,407 miles in Crockett County.

SNAP

1. The SNAP coordinator has given 45 presentations to different outlets in our nine counties, including senior centers, housing authorities, commodities facilities, assisted living facilities, community support gatherings, health fairs and health council meetings.
2. The SNAP coordinator has reached 1,331 individuals through presentations, health fairs, and mailings. There have been 71,771 hits on our Facebook page.
3. A total of 2,890 households have been prescreened for SNAP benefits.
4. There have been 6,160 USDA brochures and 5,825 in-house brochures distributed throughout our nine counties and 1,095 promotional items distributed.
5. The decrease in some numbers is due to COVID-19 issues at different locations where attendance may be low.

CREVAA

1. Mid-year, December 2022, the CREVAA program has received a total of 140 referrals.
2. Out of the 140 referrals, the CREVAA program provided 93 with one or more of the following: crisis intervention/safety planning, information and referrals, financial assistance, individual advocacy, Law enforcement advocacy, Intervention with Employer Creditor, and information about Victims' Rights.
3. The CREVAA program made 175 referrals or provided information on behalf of 51 individuals for direct services and resources that include AAAD programs, CHOICES, Victim Services, Legal services, criminal justice process, housing, long-term care resources, etc.
4. The CREVAA program made 351 contacts for individual advocacy and person support for 56 individuals to obtain needed services and support.
5. The CREVAA program served 729.25 units of services and provided 10 individuals with financial assistance for emergency services.
6. CREVAA participated in eight outreach events to include local law enforcement training, health fairs and other presentations and reached 403 individuals.

Goals, Objectives, Strategies, and Performance Measures

Goal 1: Ensure that programs and services funded with federal Older Americans Act (OAA) are cost effective and meet best practices.

Objective 1: Provide Information and Assistance services that are easily accessible through telephone, email, fax and in-person meetings.

Strategies:

1. Ensure that information and assistance is available to all persons within our nine-county district.
2. Maintain the current Statewide SAMS database.
3. Ensure that all Information and Assistance Specialists are AIRS CIRS-A/D certified.

Performance Measures:

1. The Northwest TN AAAD will ensure that information regarding Information and Assistance and all programs and services will be available through the Northwest TN AAAD Facebook page, website, health fairs and community outreach programs.
2. Information and Assistance Specialists will continue to update and maintain the Statewide SAMS database.
3. Ensure that all Information and Assistance Specialists continue to participate in trainings, meetings, webinars, conferences, etc. to complete their continuing education requirements to remain AIRS certified.

Objective 2: Identify and implement strategies to improve the cost efficiency for Title IIIC home delivered and congregate meals.

Strategies:

1. Expand volunteer recruitment efforts to improve program capacity.
2. Explore ways to increase satisfaction with meals and work with the provider to better manage the cost of meals.
3. Participate in the Tennessee Commission on Aging and Disability's nutrition calls, trainings, etc. to share and learn best practices and stay informed with upcoming innovative ideas.

Performance Measures:

1. By March 2023, measure three baseline volunteer recruitment efforts.
2. Mail out Quality Satisfaction Surveys to a percentage of home delivered and congregate meals participants to better understand the quality and satisfaction of food being delivered.

3. The Program Specialist will attend all trainings, conference calls, webinars, etc. regarding nutrition that are offered through the Tennessee Commission on Aging and Disability.

Objective 3: Ensure access and case management are delivered efficiency in the **Title IIIB In-Home Services** program.

Strategies:

1. Ensure that access to Title IIIB in-home services is readily available to individuals throughout the Northwest TN AAAD district.
2. Expand the relationships with the Options Counselors with community partners in an effort to promote referrals in a timely and efficient manner.
3. Continue to implement techniques to improve the development of the Action Plans by the involvement of the consumers and family members.
4. Utilize additional federal dollars to increase direct services and help reduce the waiting list.
5. Ensure that providers are delivering, documenting and invoicing services provided according to the consumer's action plans.

Performance Measures:

1. Conduct monthly quality assurance on provider's invoices to ensure that services are being provided to consumers in accordance with their action plans.
2. Options counselors will continue to work with individuals and their families to ensure that the action plans are meeting the individual's needs.
3. Sufficiently decrease the Title IIIB in-home service's waiting list by FY 2023.
4. Ensure that the I&A specialists are conducting screenings to best place individuals on the waiting list based on their scores and needs.
5. Continue to have Options Counselor's trainings and meetings to ensure action plans are being used in the most cost-effective manner.

Objective 4: Increase caregiver access and support to **Family Caregivers** in an effort to assist caregivers to continue providing support for their care recipient.

Strategies:

1. Supplement services with the Family Caregiver program to ensure individuals are receiving the most services possible to support the consumers.
2. Conduct Quality Assurance of providers' invoices and missed visits to ensure individuals are receiving services according to their action plans.
3. Explore innovative ways to support family caregivers specifically around respite services in an effort to serve more caregivers.

Performance Measures:

1. Offer homemaker and personal care under the Family Caregiver program to ensure consumers are receiving adequate services to help keep family members in their homes.

2. Continue monthly quality assurance measures to ensure that family members are receiving services according to their action plans.
3. Sufficiently reduce the Family Caregiver program waitlist by FY 2023.

Objective 5: Increase the sustainability and accessibility of **evidence-based programs** that improve the quality of life, health, level of independence and over all well-being.

Strategies:

1. Develop partnerships that promote access and development of evidence-based health promotion programs.
2. Provide Powerful Tools for Caregivers in Northwest TN AAAD district.
3. Disseminate information to senior centers regarding evidence-based programs.

Performance Measures:

1. Provide Powerful Tools for Caregivers to two senior centers by May 2022.
2. Provide information to Senior Centers regarding appropriate evidence-based programs to implement in their centers.
3. Annually, increase by one percent the number of consumers who participate in evidence-based programs in our Senior Centers.
4. All evidence-based programs will be monitored to ensure they meet Title IIID guidelines and entered into the SAMS database.

Objective 6: Continue to build partnerships and expand volunteer recruitment to allow **Senior Centers** to increase programming and activities.

Strategies:

1. Encourage Senior Centers to host nontraditional activities to help reach baby boomers and to increase more participation.
2. Encourage Senior Centers to use technology and innovative outreach methods to help increase the reach of the Senior Centers in our district.
3. Increase the Senior Center's outreach to isolated seniors within our district.
4. Increase partnerships and volunteer support in order to increase the number of older individuals receiving telephone reassurance.
5. Encourage intergenerational activities in the Senior Centers.

Performance Measures:

1. Each Senior Center will continue to use and implement the MJM SeniorStat system in their centers to help keep better track of individuals and activities in the centers.
2. By the end of 2022, 75% of Senior Centers will have a Facebook page or some other sort of social media presence.
3. Senior Centers will continue to recruit volunteers to help reach the isolated seniors in our district.

Objective 7: Leverage Older Americans Act **transportation** funding to expand transportation resources throughout the Northwest TN AAAD community.

Strategies:

1. Continue and expand sustainable volunteer assisted transportation program.
2. Collaborate with partner agencies to bolster existing transportation infrastructure using Older American Act funding.

Performance Measures:

1. Continue the current Volunteer Assisted Transportation in two counties with the expansion of a third county by April 2022.
2. Continue to work with the Human Resource Agency Transportation Program to provide transportation to low-income dialysis and cancer patients in our community.
3. Continue to work with Senior Centers to provide transportation within each county.

Objective 8: Increase outreach in order to prevent **elder abuse, neglect and exploitation** of the elderly and individuals with a disability.

Strategies:

1. Support conferences and/or workshops that are focused on elder abuse, neglect and exploitation.
2. Conduct public outreach, education and awareness to reduce and prevent elder abuse, neglect and exploitation of seniors and adults living with disabilities.

Performance Measures:

1. Have Senior Centers continue to bring awareness to elder abuse, neglect and exploitation by hosting Elder Abuse Awareness activities annually.
2. Attend any conferences, workshops, education or classes that help to bring awareness to elder abuse, neglect and exploitation.
3. Disseminate educational materials to Senior Centers and people in our community by attending health fairs, senior expos, and community outreach events.
4. Have three staff members be active members of the Tennessee Vulnerable Coalition.

Objective 9: Work with the **Ombudsman** program to ensure that the program is effective in advocating for all patients in licensed nursing homes, assisted living facilities and residential homes.

Strategies:

1. Ensure that the Long-Term Care Ombudsman enters required data into the Ombudsmanager in a timely manner.
2. Participate in trainings and conferences offered by the Tennessee Commission on Aging and Disability.
3. Establish and maintain the Volunteer Ombudsman Representative (VOR) program.
4. Conduct long-term care visits as required.

Performance Measures:

1. The Northwest TN AAAD Ombudsman will participate in all trainings, calls, and conferences offered by the State Long-Term Care Ombudsman.

2. The Northwest TN AAAD Ombudsman will recruit and maintain volunteers as explained in the Volunteer Ombudsman Representative program.
3. The Ombudsman will enter all data into the Ombudsmanager as directed by the State Long-Term Care Ombudsman.

Objective 10: Maintain a high quality, high impact **Legal Services** delivery with the goal to bridge the gap between the needs of seniors and the system's ability to meet those needs, as well as protect and enhance the essential rights and benefits of older individuals.

Strategies:

1. Provide civil legal assistance free of charge to individuals 60 years and older.
2. Ensure cases involving priority legal services are handled before non-priority legal issues.
3. Increase legal services materials at outreach events.

Performance Measures:

1. Contract with a legal services provider to offer free civil legal assistance free of charge to individuals 60 years and older.
2. Disseminate information regarding legal services to senior centers, health fairs, and senior expos.

Goal 2: Develop partnerships with aging network, community-based organizations, local governments, healthcare providers and state departments in order to advocate to reduce the gaps in services as identified in the needs assessment.

Objective 1: Ensure access to comprehensive services that are dementia-capable and provide services to the population with dementia and their caregivers.

Strategies:

1. Ensure that the Northwest district develops partnerships with agencies to have a sustainable system to cater to the Alzheimer's and dementia population.

Performance Measure:

1. Partner with Alzheimer's Tennessee to offer dementia friendly services in our district.
2. Co-host at least two events with Alzheimer's Tennessee to offer dementia friendly workshops and community outreach to individuals in our district.

Objective 2: Ensure access to food, durable medical equipment and other household needs through American Rescue Plan funding to help keep individuals in their homes and safe from COVID-19.

Strategies:

1. Develop relationships with community partners to provide food boxes to individuals in need in order to help with food insecurity and staying in their homes to keep them safe from COVID-19.

2. Partner with community resources to provide durable medical equipment and other household needs to individuals in their homes who would otherwise have to do without in order to give the individuals more independence in their homes and to keep the at high-risk seniors in their homes and safe from COVID-19.

Performance Measures:

1. Continue to screen and take referrals for individuals needing food boxes in their homes to help battle food insecurity.
2. Continue to work with community resources in our area to provide durable medical supplies, incontinent supplies, ramps and lift chairs to assist in consumer's everyday lives while in their homes.

Objective 3: Through funding provided by the statewide Volunteer Transportation grant, increase the number of and quality of senior transportation trips and numbers of seniors utilizing the program.

Strategies:

1. Continue to increase the number of individuals using the MyRide program.
2. Create a new Volunteer Transportation program within our district.

Performance Measures:

1. By the end of April 2022, have a new Volunteer Transportation program in Henry County.
2. Continue to increase volunteers within the MyRide program to better assist individuals needing rides.
3. Continue to work with community resources to offer sustainability to the Volunteer Transportation program.

Objective 4: Through funding for a Supplemental Nutrition Assistance Program (SNAP) outreach grant partner with other agencies/organizations to create sustainable solutions to food insecurity.

Strategies:

1. Partner with the HRA Nutrition Program, Senior Centers, NW Economic Development Council Commodity Program, State Health Insurance Program and other organizations to outreach to older adults who are food insecure.
2. Ensure that potentially eligible older adults are able to make an informed decision about using SNAP benefit programs and are easily able to access them.
3. Partner with local and state organizations to generate additional funding and resources to support older adults in meeting their nutritional and social needs.

Performance Measures:

1. By December 2022, analyze data from the SAMS database to gauge effectiveness of the Senior SNAP program.

2. Continue to screen and assist individuals with SNAP benefit applications to help them receive the most benefits from the program.
3. Continue to do outreach events and presentations at senior centers, assisted living facilities, and other facilities to help spread the word about the SNAP program.

Objective 5: Increase public awareness and strategies to alleviate economic insecurity among older adults.

Strategies:

1. Form partnerships to address issues surrounding economic insecurity.
2. Conduct outreach and training to adults 50 and over on financial planning for the future.

Performance Measures:

1. By December 2023, all Information and Assistance Specialists will have training in financial assistance programs.
2. By June 2023, analyze poverty rates among older adults in the Northwest district.

Objective 6: Address the unmet needs of elder and vulnerable adult victims of crime in the Northwest district through the Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program.

Strategies:

1. Receive referrals from several sources, including VAPIT teams, to identify elders and vulnerable adult victims within the Northwest district.
2. Provide education and information about the CREVAA program throughout the Northwest district.
3. Participate in any statewide trainings on the CREVAA program.

Performance Measures:

1. Continue to receive referrals from several sources to seamlessly locate, coordinate, and ensure the provisions of services and resources of victims in the Northwest district.
2. Continue to attend and participate in health fairs, senior expos and community outreach events to provide information and materials explaining the CREVAA program to increase the awareness of the program.
3. Attend and participate in any statewide trainings, conference calls, webinars, etc. to help gain a better understanding of the program and to keep up-to-date with any changes in the program.

Objective 7: Lead efforts for age friendly livable communities by engaging local leaders in conducting an assessment of their communities.

Strategies:

1. Distribute information to local leaders on best practices concerning livability.
2. Work with partner agencies to advocate for accessible buildings and services.

Performance Measures:

1. By June 2023, partner with at least one community with a livability self-assessment.

Objective 7: Develop partnerships and provide information and bring public awareness on ways to alleviate social isolation among older individuals and persons with disabilities in the Northwest district.

Strategies:

1. Increase access to telephone reassurance programs in our area.
2. Expand outreach efforts to ensure caregivers and older adults are knowledgeable and able to access programs to address social isolation.

Performance Measures:

1. By December 2023, Senior Centers will increase their telephone reassurance calls by 3%.
2. Increase our presence and outreach at health fairs, senior expos and other community events to help spread the word about activities and programs going on in our area to combat social isolation.

Goal 3: Ensure that programs and services funded by State allocations are cost effective and meet best practices.

Objective 1: Ensure access and efficiency in the home and community-based services Options program.

Strategies:

1. Continue to review and improve services related to case management with particular attention to Action Plans and the involvement of the individual and their families in the development and implementation of their Action Plan to ensure the plan is person centered and self-determined.
2. Continue to utilize unallocated units of service by closely monitoring Action Plan units, holds and missed visits.
3. Provide a budget to each Options Counselor for the counties they serve with allocated funds per program budget supplied. With these allocations, the Options Counselor has the ability to manage their consumer enrollment and be able to remove individuals from the waitlist in a timely manner.

Performance Measures:

1. By August 2022, each Options Counselor will receive a budget for the counties they serve.
2. Conduct on-going case management on person centered and self-determined Action Plans.
3. Analyze missed visit reports and holds monthly to ensure that consumers are receiving services according to their Action Plans.

4. By December 2022, analyze the Options spending and establish goals to ensure that funds will be expended each fiscal year.

Objective 2: Continue the **Public Guardianship for the Elderly Program** to assist those referred by the court who are unable to manage their healthcare and/or financial decisions.

Strategies:

1. Increase public awareness of the Public Guardianship Program to Judges, Chancellors, Attorneys and Court Clerks.
2. Increase public awareness of the requirements of conservatorship and availability of Powers of Attorney.
3. Increase volunteer recruitment and retention.
4. Increase the number of clients served by the Public Guardianship Program.

Performance Measures:

1. Provide brochures at health fairs and other outreach events.
2. By October 2025, meet with Judges, Chancellors, Attorneys, and Court Clerks to discuss the goals and purpose of the Public Guardianship Program to increase the number of vulnerable individuals helped by the program.
3. By October 2025, develop educational materials and train about the difference between Power of Attorney and Conservatorship.
4. By June 2023, have at least two trained volunteers.
5. By June 2023, serve approximately fifty clients as appointed by the court and Power of Attorney cases.

Objective 3: Using standardized tools for information gathering, data analysis and reporting to evaluate activities provided with state allocations.

Strategies:

1. Ensure that services are provided at an acceptable level of quality and provider continues to maintain or improve their services.
2. Ensure quality assurance methods are established to protect and ensure the health, safety, welfare, and satisfaction of consumers.
3. Provide quality assurance satisfaction surveys to consumers annually and analyze the results.
4. Continue telephone quality assurance with consumers having issues with service delivery by monitoring provider invoices.
5. Ensure financial accountability for funds expended through state allocations are protected from waste, fraud and abuse.

Performance Measures:

1. Monitor SAMS reports to ensure that the Area Agency on Aging and Disability is serving the appropriate number of consumers and services are being provided according to the Action Plans and the consumers are satisfied with their services as evidenced by the Area Agency on Aging and Disability contract scope of services outlining performance measures based on unit cost.

Goal 4: Ensure that Tennesseans have access to information about aging issues, programs, and services in order to be able to make informed decisions about living healthy and independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care.

Objective 1: Provide through the State Health Insurance Program (SHIP) objective one-on-one counseling and assistance on Medicare, Medicaid, low-income assistance, and all other health insurance for consumers with Medicare, their adult family members, their caregivers and their advocates to include providing public and media outreach.

Strategies:

1. Conduct Medicare training for staff and volunteers.
2. Maintain a cadre of trained SHIP counselors and volunteers in each county.
3. Disseminate information about Medicare and related health insurance benefits to help maintain healthy aging.
4. Implement community outreach to individuals eligible for Medicare with emphasis on hard-to-reach individuals such as the disabled, low-income and non-English speaking individuals.
5. Assist individuals with finding affordable prescription drug plans and provide application assistance for Medicare Savings Programs or low-income subsidy.

Performance Measures:

1. Provide bi-annual SHIP training to Area Agency on Aging and Disability staff and volunteers.
2. Ensure SHIP staff will receive training at the annual SHIP Regional conference and state training.
3. Conduct outreach events in each of the nine counties to individuals eligible for Medicare.
4. Submit at least two posts each month to the Area Agency on Aging and Disability SHIP's social media and/or website to develop healthy aging focused on Medicare and related insurance benefits.

Objective 2: Direct attention to local and state decision makers, as well as the public, to the needs of seniors in Tennessee through increased communication and advocacy via publications and online resources.

Strategies:

1. Direct attention to issues affecting older adults through outreach using "The State of Aging in Tennessee" county by county snapshot found on the TCAD website.
2. Continue to update and make improvements to the NW Development District Area Agency on Aging and Disability website to direct attention to and promote healthy living.
3. Continue to use the Development District Facebook posts to provide information on services and activities being provided.

Performance Measures:

1. Ensure monthly updates to the NW Development District Facebook page.

Objective 3: Continue to provide information to ensure individuals are informed about living healthy and independent for as long as possible and making informed healthcare decisions.

Strategies:

1. Provide SNAP information and assistance to low-income individuals in order to help offset food insecurity.
2. Provide information and/or conduct presentations to assist individuals in making their own decisions and developing their own advance directives.

Program Planning for FY 2023

Information & Assistance

1. Complete the following table:

Total # of I&A Staff:	4
Total # of AIRS Certified I&A Staff:	4

2. Describe your plan for outreach to low income, minority, rural and limited English proficiency individuals to ensure these populations are aware of information and assistance services.

From July 2021 to January 2022, I&A has answered 1,051 calls, faxes, and/or walk ins for a total of 1,530 units. The I&A Quality Satisfaction Surveys were mailed to 825 callers with 24% being returned. Our monthly outreach consists of using push cards and brochures at health fairs, SHIP and SNAP consultations, and promoting I&A through our Facebook page and senior centers. For individuals with limited English proficiency, the Northwest TN AAAD works with a translator service. We also utilize our Miles for Meals program that offers financial assistance for low-income individuals to help with emergency needs, meals, fans, home modifications and other items necessary for independent living. Our agency raises money for this through a 5k/10k/Family Fun Day held annually. Due to COVID-19, we were unable to hold the Miles for Meals events but our sponsors still contributed to the cause. We also work hard at establishing relationships with coordinators in low-income housing and the healthcare field to reach more individuals needing our services.

Home and Community-Based Services (Title IIIB and OPTIONS)

1. Complete the following table:

	FY 2021	FY 2022 – Projected (Served/Units)	FY 2023 – Projected (Served/Units)
State – Options Allocation Amount	\$505,800	\$506,600	\$519,400
# Served	181	186	191
Units of Service	18,096.25	18,638.25	19,197.25

2. Complete the following table *(The table should include Federal IIIB/State Homemaker In-home service funds only):*

	FY 2021	FY 2022 – Projected (Served/Units)	FY 2023 – Projected (Served/Units)
Federal Title IIIB/State	\$82,700	\$87,400	\$90,000

Homemaker In-home services Allocation Amount			
# Served	89	91	93
Units of Service	2,711.75	2,792.25	2,875.25

3. Describe the methodology for the projections listed above.

The projections are based on a 3% increase each year. The Northwest TN AAAD plans on continuing aggressive quality assurance by closely monitoring action plan units, missed visits and holds.

4. Complete the following table:

Number of Individuals on OPTIONS Category A Waiting List	283
Number of Individuals on OPTIONS Category B Waiting List	96
Number of Individual on Title IIIB Waiting List	248

5. Describe your plan for addressing the individuals on the waiting list.

The Northwest TN AAAD addresses, organizes, maintains, and accesses individuals from the waitlist organized by SAMS waiting action plans. All calls go through the Single Point of Entry, the Information and Assistance Specialists. Once a call is answered, an intake screening is completed on the individual and a total prioritization score is generated through the SAMS database. The individual is then placed on a waitlist for services needed via a service plan. An individual’s total priority score is used to place them on either Category A or Category B waitlist. If an individual has a score higher than twenty-five for home delivered meals or a score greater than thirty for homemaker and personal care services, they are placed on the Category A waitlist by score for these services. Individuals with lower scores are placed on the Category B waitlist. If an individual needs all three services, they are placed on the appropriate waitlist due to their home delivered meals score. Once funding is available, the Options Counselors pull from the Category A waitlist of clients with the highest score. If there are numerous clients with the same score, they are then pulled from the waitlist based on age. The Options Counselors attempt to contact the clients by telephone and after two failed attempts, a letter is sent to the individual. Individuals are then removed from the waitlist by the Options Counselor once they are enrolled in services. Individuals are also removed from the waitlist if they no longer are eligible for services or services are no longer required by the individual. Options Counselors contact each individual on the Category A waitlist annually to update their priority score.

6. Include strategies or plans that your AAAD will make to ensure that funds for both OPTIONS and IIIB in-home services are maximized to ensure that funds are expended within the fiscal year for OPTIONS or 92% of IIIB funds by the end of FY 2023.

The Northwest TN AAAD assigns four Options Counselors counties as areas to coordinate home and community-based services in the nine county Northwest PSA. The Northwest TN AAAD fiscal staff develops and monitors a budget for each of the Options Counselors. Each Options Counselor monitors their budgets monthly and makes adjustments as needed to expend the total OPTIONS and Title IIIB in-home services budget by the end of Fiscal Year 2023. Missed visits and holds are taken into account each month to ensure that money is being spent on services for individuals.

Title IIIC Nutrition Services

1. Provide a description/flow chart of how the nutrition program is administered for the AAAD, including a list and coverage area of all nutrition providers and where admin, food preparation, and delivery duties are assigned.

The Northwest TN Human Resource Agency is the contracted provider of meals in the Northwest PSA. The HRA subcontracts with Trio Community Meals, LLC. to prepare and distribute meals to meal sites throughout the district.

The Northwest TN AAAD fiscal staff determines the Nutrition budget for the FY 23 Area Plan Fiscal period. The number of units is projected and budgeted each year. Funds under Titles IIIC1 Congregate, IIIC2 Home Delivered Meals, State Nutrition Support and allocated NSIP are reviewed, approved and contracted with the Northwest TN Human Resource Agency Elderly Nutrition Program.

Under the Nutrition guidelines, the Northwest TN AAAD coordinates with and monitors the Northwest TN Human Resource Agency Nutrition staff to maintain sites for congregate meals. The Northwest TN AAAD Options Counselors maintains a budget to manage the home delivered meals units served. The provider uses an invoice format provided by the Northwest TN AAAD fiscal to request reimbursement for services on a monthly basis. Once reviewed for unit accuracy and client eligibility, the invoiced units are entered into and reconciled in the SAMS State Database. Once this has been completed, the invoice is then paid.

2. Complete the following table:

Provider	IIIC Allocation	NSIP Allocation	Total Amount of Contract	# Congregate Meal Sites	# Projected Congregate Meals Served in FY 2023	#Projected Home Delivered Meals Served in FY 2021
NWTHRA	\$854,266	\$83,600	\$976,666	12	65,100	77,200

3. Complete the following table:

Service	Amount IIIC Allocated
Nutrition Counseling	\$ 500.00
Nutrition Education	\$ 500.00
Other Services (Describe): _____	\$

4. Describe your plan for delivering the highest possible quality of service at the most efficient cost.

As meal delivery costs can be one of the most significant expenses, the HRA provider will continue to recruit volunteers to deliver home delivered meals. St. John’s Community Service is delivering meals in Weakley County.

Individuals who are low-income would-be much healthier if they are able to go to congregated meal sites for a meal because many of them do not have sufficient funds to buy more nutritious foods. While at the congregated sites, the individuals can be educated on how to eat healthier and to improve their overall health.

5. Describe both your fiscal and programming approach to Congregate funding and the use of congregated meal sites considering the changes due to the COVID-19 pandemic. (i.e., Are most of your sites open/closed, will you be transferring funds to C-2, etc.)

The Northwest TN AAAD will fund the Congregate meal nutrition program at 85% pre-COVID-19 pandemic. Northwest TN AAAD will transfer funds to IIIC-2. As participation

increases to pre-COVID-19 levels, the Northwest TN AAAD will determine the funding needs for Congregate Meals and transfer funds to Title IIIC-1.

6. Describe how participant feedback is solicited and the results are used to improve service quality. Specifically describe what actions were taken in 2022.

The Northwest TN AAAD mailed surveys out to home delivered meal consumers who received meals from July – December 2021. These returned surveys are used to determine if there is a need to improve areas of service. The Northwest TN AAAD is preparing an Evaluation Results Report and will share it with the provider.

7. Describe how your agency and its providers target congregate nutrition services to reach the greatest social and economic need (low income, rural, minority, language barriers). As you compare your current reach to these populations, do you plan to change any congregate site locations in order to better serve them?

Each of our nutrition sites will outreach to three to five individuals per month and report their names to the Northwest TN AAAD. The goal is to reach the “yet to be reached” individuals and by giving special attention to the low-income, rural, minority, and those in our area with language barriers. We outreach in the community by making phone calls from each nutrition site, distributing brochures that talk about the nutrition program in each county and sending written invitations to attend the congregate sites. Living in a small rural area gives our local staff an advantage in personally contacting our churches, city halls, home health agencies, hospitals, doctors, and housing projects to target minorities, low-income and those that may have a language barrier. Word of mouth is one of our best outreach services for our area. We have encouraged our seniors to help the staff know of any low-income, minority and those in rural areas needing congregate meal services. At this time, there are not any plans to change any congregate site’s locations due to the fact that the current locations are seeing increased participation as time passes.

8. Describe your plan to ensure that services will not be disrupted in an emergency or in the event of the loss of a food provider.

The nutrition provider will deliver three weather related meals to our consumers with the possibility of more being ordered and delivered if there is a need. A written message accompanies each meal that explains that the weather-related meals are to be used for inclement weather and/or emergencies. Instructions are given to each consumer detailing that food safety is an important factor during an emergency situation whether it is flood, fire, or natural disaster. In the case of an emergency, the Options Counselors, I&A staff, the AAAD Director, and/or the provider will make every effort to contact consumers, and/or consumer’s emergency contact. In the event that they cannot be reached, contact will be made to the Police, Sheriff, of Emergency Management.

Guardianship:

1. Complete the following table:

	2021 Calendar Year	2022 Calendar Year – Projected	2023 Calendar Year – Projected
Active Caseload	28	40	46

2. Describe the agency’s plan to maintain or increase the number of volunteers.

The Northwest TN AAAD Guardianship Program continues to work with the University of Tennessee at Martin Social Work program for volunteers and interns. The Guardianship Program also attends health fairs and career fairs to help bring in volunteers to the program.

National Family Caregiver Support Program (NFCSP) – Title III E

1. Complete the following table:

	FY 2021	FY 2022 – Projected (Served/Units)	FY 2023 – Projected (Served/Units)
# Served (Excluding Case Management, Information Services, and Information & Assistance)	42	43	44
Units of Service (Excluding Case Management, Information Services, and Information & Assistance)	4,909.25	5,056.25	5,207.25

2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

One innovative concept the Northwest TN AAAD hopes to implement to address the top caregiver needs with limited financial resources is by utilizing the emergency funds generated by the annual Miles for Meals fundraiser. Another concept is the use of supplemental funds to purchase diapers, incontinent supplies, wipes, etc. for members of the Family Caregiver program. Another innovative concept is to implement the Powerful Tools for Caregivers Program. This program is an evidence-based program that helps caregivers learn self-care tools and to learn about community resources. A final innovative concept the Northwest TN AAAD is implementing is working with Alzheimer’s Tennessee to help spread the word regarding the Family Caregiver program.

3. Describe plans for outreach that the AAAD will implement to ensure that caregivers are aware of the NFCSP and services it provides in an effort to increase the enrollment in the program.

The Northwest AAAD will continue to distribute information regarding information about the Family Caregiver program at health fairs, senior expos and senior centers. Information will also be made available through our Facebook and web pages to reach individuals who are unable to get out to activities. The Options Counselor will also be available for presentations and speaking engagements throughout our district to help bring awareness to the program.

4. Include strategies or plans that your AAAD will make to ensure that IIIIE funds are maximized to ensure that funds are expended by 92% of IIIIE funds by the end of FY 2023.

The Northwest TN AAAD assigns a Family Caregiver Counselor to coordinate home and community-based services in the nine county Northwest PSA. The Northwest TN AAAD Family Caregiver Counselor will implement homemaker and personal care into their in-home services to ensure that all individuals are getting the best care needed. The Northwest TN AAAD staff develops and monitors a budget for the Family Caregiver Counselor. The fiscal staff will monitor this budget monthly and will make adjustments as needed to expend the total Tile IIIIE Family Caregiver in-home services allocation by the end of FY 2023.

Legal Assistance

1. What legal priority case is the most served in the area? Legal priorities are defined as Income, Healthcare/Long term care, Nutrition, Protective Services, Housing, Utilities, Guardianship Defense, Abuse/Neglect and Age Discrimination.

Protective Services

2. Does the legal priority with the greatest number of cases represent the greatest need or is there another legal priority with fewer cases that should be addressed through education efforts?

Healthcare/Long term care is an essential issue for individuals of West Tennessee. An attorney for the West Tennessee Legal Services has done several QITs and CHOICES appeals in the Northwest service area and they are always working to increase the West TN Legal Services' presence in our area. Providing a special focus on assisting our Public Guardian clients with healthcare/long term care issues, as the Public Guardian clients are usually the most vulnerable due to the fact that individuals with the Public Guardian program have no family and other option, is also important.

3. What economically or socially needy population, defined as Clients in Poverty, Minority in Poverty, Rural and, Frail/Disabled, represent less than 50 percent of those served through legal assistance. What targeting and outreach efforts can be done to increase those numbers served?

Minority in poverty represents less than 50%. Targeting and outreach efforts are being made through out Senior Centers in our districts.

4. How will the AAAD and legal provider increase service to those identified economically or socially needy populations? How will the AAAD and legal provider address the identified legal priority needs in the PSA?
 - 1) By continuing to explore additional funding opportunities to increase services for seniors.
 - 2) West TN Legal Services has created an application so that persons needing legal assistance can apply online. The online application is intended to make the West TN Legal Services more accessible to individuals in rural areas. West TN Legal Services has trained the Northwest staff and senior center staff on how to use the system with the intent of helping seniors navigate through the system.
 - 3) The West TN Legal Services website has been updated to be more senior friendly. On the website, there are senior specific areas that contain senior information about resources (i.e. senior housing information, information about reverse mortgages, information about TennCare/Medicaid and paying for nursing home care, POAs, and advance directives, elder abuse, etc.).

Senior Centers

1. Complete the following table:

Senior Center	#Participants	#Low-Income	#Minority	#Rural	# English Limitation
Benton County OOA	112	16	3	112	0
Carroll County OOA	148	30	17	148	0
Crockett County OOA	304	78	64	304	0
Dyer County OOA	79	20	21	79	0
Gibson County OOA	130	25	8	130	0
Henry County OOA	215	64	54	215	0
Humboldt Senior Center	102	11	81	102	0
Lake County OOA	61	43	19	61	0
Martin Gateway Center	126	17	16	126	0
Milan Senior Center	127	32	21	127	0
Obion County OOA	167	19	16	167	0
Ridgely Senior Center	41	7	5	41	0
Sharon Senior Center	46	3	3	46	0
Weakley County OOA	77	17	1	77	0

- Describe your agency’s approach to working with those senior centers that need to improve their reach to the target populations.

The Northwest TN AAAD will continue to work with our senior centers to help them to reach their target populations. The Northwest TN AAAD is available at all times to offer any assistance requested from our senior centers. Through quality assurance, the Northwest TN AAAD will confirm that at least two low-income, minority activities have been completed each fiscal year at the senior center by annual monitoring.

Emergency Preparedness

- Name of Staff Person on the local emergency management team: Elizabeth Whitmore
- How is the agency’s emergency plan communicated to staff?

The Northwest TN AAAD continuously updates the Staff Phone Tree that is then given out to all employees annually or as needed. The Northwest TN AAAD also has Emergency/Disaster Procedures in place that are also disturbed annually to employees.

SHIP

- Complete the following table:

	Grant Year 2021 (April – March)	Grant Year 2022 (April – March)	Grant Year 2023 (April – March)
# Client Contacts	6,015	6,135	4,876
# of Consumers Reached Through Outreach Events	4,789	4,885	4,879
# of Client Contacts Under Age 65	1,030	1,051	956
# of Hard to Reach Client Contacts	9,124	9,307	6,729
# Of Enrollment Contacts	6,012	6,132	4,876
# of Low Income/Medicare Savings Enrollment Assistance Contacts	5,980	6,100	1,980

- Describe your efforts to increase the number in each column in the table above.
 - We will increase our client contacts by using public speaking events, attending health fairs in the district, and attending health council meetings in our area. We will seek to strengthen our partnership with the Department of Human Services and the Social Security Administration.

- (2) We will increase our client contacts by increasing our public speaking events to include online events as well as face-to-face, when possible, also attending health fairs, and attending health council meetings. We will continue to partnerships with Senior Centers, community resource centers, Department of Human Services, Social Security Administration, SNAP program and the CREVAA program.
 - (3) We will increase our clients under the age of 65 by partnering with T.A.R.P. center for Independent Living, Economic Development Council, Meals on Wheels, and SNAP programs. We will mail out each month to those in the database of the AAAD that are just turning 65 years of age.
 - (4) We will increase our hard-to-reach contacts by increasing the number of volunteers in each county. We will continue working with the partners we currently have and work to expand partnerships across our nine counties.
 - (5) We will increase our enrollment contacts by covering counties in our service area by increasing volunteers in each county.
 - (6) We will increase our number of low-income beneficiaries by working with our partners to identify these individuals and have them referred to us for assistance.
3. Describe your agency's approach to reaching Medicare beneficiaries who are hard to reach due to ethnicity; limited English proficiency; those with disabilities and those eligible for low-income subsidies.

The Northwest AAAD SHIP program will be working with the AAAD and their programs to reach hard to reach individuals. We will be searching the area for LE speaking communities and entities within the area to partnership. We will continue our partnerships with the Department of Human Services, Social Security Administration, and Economic Development to reach the hard-to-reach individuals.

Targeting Status Report

Report on activities during the preceding year.
(This information is used for the Title VI Plan)

Provide information on the extent to which the Area Agency met its Targeting objectives related to rural, minority, ESL, and poverty populations **for all programs** in the 2019 - 2022 Area Plan.

2022* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Mass mailouts to individuals	Brochures and information have been mailed out in mass amounts regarding our different types of services available through the AAAD to individuals in our district.
Increase the Northwest TN AAAD's presence in churches and public housing events.	Brochures have been distributed to churches and public housing complexes throughout our district making them aware of the different programs and activities we have available through the AAAD.
Participate in health fairs and senior expos throughout the Northwest District.	The SHIP Program and the SNAP Program have participated in numerous health fairs and senior expos distributing information on all programs offered throughout the AAAD nine counties.
Contact churches, public housing complexes, and Senior Centers to host presentations from the Northwest TN AAAD.	The SHIP, SMP, and SNAP coordinators have worked together to make presentations to interested parties in our district.
Reach out to doctor's offices, pharmacies, and local food commodities programs to provide information regarding our services.	Visits, discussion and leaving brochures at local doctor's offices, pharmacies and local food commodities programs to distribute information regarding our programs.
Increase mails outs, information in local newspapers and create and maintain Facebook and website accounts.	The Northwest TN AAAD and Senior Centers in our area have maintained and distributed brochures, newsletters, monthly calendars, and have Facebook and web pages that provide information regarding our programs and services.

* Last complete 12-month period.

Targeting Plan, Title VI

Civil Rights Act of 1964, Title VI, and Targeting Activities Area Agency Title VI Implementation Plan FY 2023 – 2026

1. Organization of the Civil Rights Office – Describe the organization and staffing of your agency’s Civil Rights/Title VI unit. Outline the duties and responsibilities of the Title VI Coordinator.

The Northwest TN AAAD is part of the Northwest Tennessee Development District/Human Resource Agency’s Title VI district committee. The committee consists of a Title VI Coordinator for the district and eight members who meet twice a year. There is a member from each department represented on the committee, with Liz Whitmore, Program Specialist for the AAAD, serving on the committee. The AAAD Title VI coordinator job duties include, but are not limited to, monitoring all service providers and senior centers to ensure that the appropriate trainings, policies, postings, and signage are in compliance with Title VI guidelines. The Northwest TN AAAD Title VI coordinator also ensures that all senior centers are holding activities that target the rural, poverty, and minority populations in our nine counties. The Title VI coordinator also works with the Human Resource/Development District human resources’ manager to help schedule and assist in holding Title VI trainings for all AAAD employees. Any special meetings or complaints are attended to and handled by the Title VI coordinator when they pertain to an Area Agency on Aging and Disability issue.

2. Complete the following table:

	FY 21	FY 22 - Projected	FY 23 - Projected
Total Individuals Served	3,876	3,992	4,111
Total Minority Individuals Served	611	629	647

3. Describe the manner in which persons with limited English proficiency are served by the agency.

The Northwest TN AAAD currently contracts with the Avaza Language Services Corporation for help with persons with limited English proficiency.

4. Complaint Procedures

Any complaints against any program operating under the Northwest Tennessee Development District/Human Resource Agency must be submitted to the Title VI Program Coordinator no

later than thirty calendar days after the alleged incident. The Title VI Program Coordinator will immediately (no later than the next business day) forward a copy to the District Title VI Agency Coordinator, who will review and investigate the initial written complaint with the following team: Title VI Program Coordinator, Program Director, Human Resources, and the Executive Director. The Title VI Coordinator will also send a copy of the complaint/grievance to the TCAD Title VI Coordinator within seven (7) calendar days of receipt while conducting the investigation. All relevant aspects of the complaint will be investigated. The complainant will have an opportunity to give a rebuttal statement in the end of the investigatory process. Appropriate action will be taken in a timely manner. After the investigation is completed, a final report will be kept in the program file as well as in the Agency manual along with a log of all complaints and appeals for three years. The final summarized statement taken from the witness, findings of all the facts, the opinion (based on all evidence in the record) that the incident is substantiated or unsubstantiated, and remedial action(s) for substantiated cases. A future email with the outcome of the investigation shall be sent to the TCAD Title VI Coordinator and the Tennessee Human Rights Commission in a narrative of the resolution. If corrective action(s) has not taken place within thirty days from the final report, a referral will be made to the Legal Office for enforcement action. The complainant has the right to appeal all written reports in writing to the agency Title VI committee within fifteen days of the receipt of the program's final report.

There have not been any Title VI complaints filed in the last year with the Northwest TN AAAD.

5. List the total number of all contractors and provide the number and percentage of minority contractors, and the dollar amount and percentage expended with minority contractors.

The Northwest TN AAAD will contract with 22 contractors of which 1 (4.5%) is a minority owned business. To this point in FY 2022, no funds were expended with the minority provider. Funds have not been expended to this point due to the fact the provider does not have workers to fulfil in-home services at this time. The provider is working towards hiring in-home workers to be able to fulfil action plans for our consumers. Weekly calls are made to the provider to check on the status of providing services. Once the provider is able to take on consumers, we will begin providing referrals for in-home services.

6. Title VI requires agencies and sub-recipients to monitor contractors regarding the dissemination of the following information to the public: non-discriminatory policy, programs and services, complaint procedures, and minority participation on planning boards and advisory bodies. Describe the procedures taken to assure that this information is presented.

During each annual Quality Assurance monitoring, the Quality Assurance Coordinator checks with each provider that the Northwest TN AAAD contracts with to provide services to ensure that annual Title VI training has been completed by all current employees. It is also during this visit that the contractor is monitored to ensure that they have a non-discriminatory policy, program and services, complaint procedures, and minority participating on planning

and advisory bodies are in place and are being followed. Postings for Title VI notices and contact information are also checked to ensure all Title VI requirements are being met.

7. There is a need for a clear understanding of the demographic diversity of a region and methods to provide information and education to the underserved populations even when there are waiting lists, there are other opportunities/resources unknown to these groups. List the strategies to achieve this outreach within those identified communities.

a. Describe how the Area Agency plans and coordinates activities to disseminate information about services and programs to minority populations in the planning and service area?

- Information on different programs and services provided through out I&A staff and Options Counselors.
- By participating in health fairs and presentations throughout the Northwest district distributing brochures and answering individual's questions.
- Distributing brochures and flyers detailing all the different programs offered by the AAAD to senior centers, home delivered meal participants, commodities locations, and different areas throughout the Northwest district.
- Distributing brochures and flyers through mass mailings to individuals throughout the Northwest district.
- Senior Centers providing free health screenings such as blood pressure checks, glaucoma, blood sugar checks and foot clinics to help attract the minority populations to come into the senior centers.
- Mass mailings through the SNAP program to low-income and minority populations.
- Distribution of food boxes and groceries to homebound needy older persons.
- Mailing of Senior Center newsletters with activities and programs.

b. How is diversity reflected in all aspects of area planning—programming, participants, personnel, service providers, governing/advisory entities?

- The Northwest PSA is comprised of 62,328 60+ person with 5,929 being minorities or 9.5%.
- The Northwest TN AAAD is composed of 2 minorities and 25 non-minority staff. Two staff members are male.
- There are 1,116 low-income 65+ minority persons in the Northwest TN AAAD district. The Northwest TN AAAD served 313 or 28% of this population.
- The Northwest TN AAAD Advisory Council consists of 27 members. Four members are minority, one female and three males.

c. What documentation or process is used by the Area Agency to document activities focused on increasing the representation and/or participation of minority populations in programs and services?

The Quality Assurance Coordinator reviews information and/or programs that were presented in our senior centers that focus on increasing the representation and/or

participation of minority populations. Also, all data is recorded in our SAMS database in order for the AAAD to have a record of how many minority consumers are being reached in our area.

Older Americans Act Required Targeting Activities

Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; including specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and propose methods to achieve the objectives.

NOTE: Objectives and Tasks/Activities should cover Older Americans Act programs and may cover **all statewide programs** such as Single Point of Entry Marketing or SHIP.

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Mail Outs, Newspapers, Websites and Facebook	Office on Aging/Senior Centers and the AAAD will distribute brochures, newsletters, and calendars with information on services and programs	Program Specialist, MYRIDE Coordinator, SNAP Coordinator, SHIP Coordinator
Participate in health fairs and senior expos	Booths will be set up with brochures and information about our various programs	Program Specialist, SHIP Coordinator, SNAP Coordinator
Churches, Public Housing	Individuals will be contacted regarding activities at each senior center	Program Specialist, SHIP Coordinator, MYRIDE Coordinator, SNAP Coordinator
Churches, Public Housing, and Senior Centers, Chamber of Commerce	Presentations on SHIP, SMP, SNAP and MYRIDE will be provided.	SHIP Coordinator, MYRIDE Coordinator, SNAP Coordinator
Doctor's Offices and Pharmacies	SHIP, HCBS, SNAP, and MYRIDE brochures will be provided	Program Specialist, SHIP Coordinator, MYRIDE Coordinator, SNAP Coordinator

AAAD STAFFING

1. Include an Organizational Chart for the Area Agency with staff names, position/title, and funding source.

Attached at the end of the plan

2. List all new hires not included in the FY 2021 Area Plan Update. Include the following information:

1. Elizabeth Whitmore; Program Specialist/HCBS Quality Assurance; Full Time; Bachelor of Science
2. Greg Cain; MyRide Coordinator; Full Time; Bachelor of Science
3. Holly Fasolo-Canter; American Rescue Plan Coordinator; Full Time; High School Diploma
4. Shelbie Lee; Options Counselor; Full Time; Bachelor of Science
5. Alex Roberson; Options Counselor; Full Time; License Practical Nurse

3. What is the name of the individual who directly supervises the Director of the Area Agency on Aging and Disability?

Melinda P. Goode

4. The total number of staff at the AAAD is: 27. Of the total number of AAAD staff the following are:

- Age 60+: 6
- Female: 25
- Minority: 2
- Disabled: 0

5. Provide the total number of FTE Options Counselors that manage an active caseload for OPTIONS, III-B In-home Services, III-C, and/or III-E.

Four Full Time Options Counselors

6. What is the average caseload for Options Counselors managing cases for OPTIONS, III-B In-home Services, III-C, and/or III-E?

The average caseload for our Options Counselors is 189 clients per counselor.

7. What is your plan for increasing capacity in programs with regards to Options Counselor's caseloads as funding for programs increase?

In the event of increased capacity in programs, the Northwest TN AAAD would look into the possibility of hiring an additional Options Counselor.

Exhibit D-2

**Training and Staff Development Plan
FY2022 (to be up-dated annually)**

**Indicate if training is out-of-state in order to obtain pre-approval status. No additional TCAD approval will be required if listed here.*

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
SE4A	4			September 2022
WellSky Users Conference	1			August 2022
Guardianship Annual Conference	2			October 2022
AIRS Conference	1			May 2023
Guardianship Annual Training	2			April 2023
Conservatorship Annual State Training	2			April 2023
SHIP-CMS Annual Training	2			September 2022
SHIP & SMP Coordinator Training	2			April 2023
SHIP Volunteer Conference	1			October 2022
SHIP Northwest District Volunteer Conference	2			August 2022 and April 2023
National Guardianship Conference	2			October 2022
TFA	5			October 2022
Elder Abuse Conference	4			May 2023
Tile VI Training	27			April 2023

Advisory Council

A. MEMBERSHIP and REPRESENTATION

Composition of Council: Choose among the following options to specify which category each Advisory Council member represents on the table below.

- a. Age 60+ (50% Older persons)
- b. Minority age 60+
- c. Minority age <60
- d. Resides in a Rural Area
- e. Family Caregiver
- f. Advocate for Older Persons
- g. Service Provider for Older Persons
- h. Advocate for Individuals with Disabilities
- i. Service Provider for Individuals with Disabilities
- j. Business Community
- k. Local Elected Official
- l. Provider of Veterans' Health Care
- m. General Public (County Representative)
- n. Has a Disability

Members	Represents
Dayna Ferguson	A, K, D
Nancy Melton	A, D
Janice Tippitt	A, D, F, H
Carolyn Lutz	A, D
Wilma Pearson	B, D, J
Joe Camp	A, D, M
Maureen Meeks	A, D, M
Jimmy Cook	D, M
Jerry Edmundson	A, D, F, M
Sandra Hill	D, J
Climmie Jones	B, D
Sherry Dotson	A, D, M
Rachel Arrington	D, J
Treva Kellener	D, J
Betty Spence	A, D
Lloyd Currin	C, D
Larry Brousseau	A, D, M
Janice Stigall	A, D, F, H
Winnie Moore	A, D
Ann Marie Norrid	D, J

Area Plan, FY 2023 - 2026

June Jones	A, D
Chuck Ashley	A, D
Rachelle Hill	A, D
Dorcas Stucky	A, D
Lela Green	B, D

**B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY 2019
(Up-dated annually)**

Give Dates and Times of Scheduled Meetings

March 22, 2022 9:30am

June 14, 2022 9:30am

September 13, 2022 9:30am

December 13, 2022 9:30am

C. OFFICERS & OFFICE

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Jerry Edmundson	Chairperson	March 2023
Wilma Pearson	Vice-Chairperson	March 2023
Elizabeth Whitmore (AAAD Staff)	Secretary	On-going

D. ADVISORY COUNCIL BYLAWS

Attach Bylaws that show date of last review.

Public Hearings on Area Plan

A. PUBLIC HEARING INFORMATION

Date(s) of Public Hearing	Tuesday, March 22, 2022
Time(s) when hearing was held	10:30 am
Place(s) where hearing was held	Northwest TN Development District/Human Resources Conference Room; 124 Weldon Drive, Martin, TN 38237
Was Place Accessible?	Yes
Type of Notice(s) or Announcement(s)	Notices posted in local papers
Date(s) of Notices or Announcements (attach copy)	Was in local newspapers on March 9 th and March 16 th .

B. ATTENDANCE*

County	# of Advisory Council Members from County	Total from County**
Benton	0	1
Carroll	0	2
Crockett	2	2
Dyer	1	2
Gibson	4	6
Henry	0	1
Lake	0	1
Obion	2	3
Weakley	0	4
Total # Advisory Council Members in column 2	9	
Total Attendance*		22

* Do not include AAAD staff in Public Hearing attendance

** Include Advisory Council Members in column 3 so that the Total Attendance reflects everyone in attendance.

C. AGENDA & ANNOUNCEMENTS

Attach a copy of the agenda. See P&P manual for required agenda topics. Attach one example of each type of notice sent out and describe who notices were sent to. If the AAAD is requesting a waiver for any reason, the agenda and announcement must include a statement that a waiver is being requested. Document efforts to outreach to rural, minority and low-income populations for their participation in this planning effort.

Attached is a copy of one of the Public Hearing notices placed in one of our counties' newspapers. Below is a list of all the newspapers (covering all nine of our counties) that ran

the Public Hearing notice for the Northwest Tennessee Area Agency on Aging and Disability.

1. The Camden Chronicle
2. Carroll News Leader
3. The Lake County Banner
4. McKenzie Banner
5. The Dresden Enterprise
6. Humboldt Chronicle
7. The Crockett Times
8. The Union City Messenger
9. The Harold Gazette
10. The Milan Mirror Exchange
11. The Paris Post Intelligencer
12. Tri-City Reporter
13. The State Gazette
14. The Weakley County Press

D. DESCRIPTION

Include any other information about the Public Hearing. Mention any extenuating circumstances that affected attendance (weather, high proportion of sickness, etc.).

E. SUMMARY of PUBLIC COMMENTS

Opportunity must be provided for comments on goals, budgets, and waivers.

The opportunity for public comments was given after going over the Area Plan with the individuals at the Public Hearing. There were no comments regarding the Area Plan.

F. SUMMARY of CHANGES

List changes made in this plan as a result of comments made at public hearing(s).

No changes were made to the Area Plan.

Advisory Council Participation in the Area Plan Process

Describe how the Area Agency Advisory Council was involved in the development of the Area Plan.

1. Date(s) when the Area Plan was reviewed by the Advisory Council.

March 22, 2022

2. Attach an agenda of the Area Plan review meeting or describe the review process including any alternative measures that were taken to review the Area Plan due to COVID-19.

Agenda Attached

Information was mailed out to the Advisory Council two weeks before the meeting.

3. List of Advisory Council members in attendance at the review meeting or who were actively involved in the review process. If the plans were emailed to Advisory Council Members due to COVID-19 include those members who reviewed and process for accepting and reviewing comments received.

Phyllis Parks, Diane Simpson, Sherry Dotson, Margo Mayfield, Joe Camp, Maureen Meeks, Chuck Ashley, Larry Brousseso

4. Provide a summary of comments made by advisory council members about the completed plan.

There were no comments made regarding the Area Plan.

5. Summary of Changes. List changes made in the plan as a result of comments made at Advisory Council review.

No changes made to the Area Plan.

Request for Waiver for FY2023-2026

Northwest Tennessee AAAD

**DIRECT PROVISION OF SERVICES PROVIDED BY OLDER AMERICANS ACT
FUNDING**

Please check the service(s) for which the AAAD is requesting waiver(s) to provide the service(s) directly instead of through contracts with area service providers. Then, answer the related questions under each service checked.

X Case Management (also known as Service Coordination or Options Counseling)

1. List all agencies in the PSA that provide this service to elderly persons.
 - Pathways
 - Homecare by Wesley
 - Amerigroup
 - Blue Cross Blue Shield
 - United Healthcare

2. Explain how the current level of service in the PSA is inadequate to meet the need.

We have neither contracted with agencies to provide case management in our PSA nor have any history of service and therefore cannot determine the adequacy of the level of service. We operate in a small area. We are adequately staffed with well trained Options Counselors to provide case management in our PSA. We have no need to outsource the service.

3. Explain how this service is directly related to the AAAD's administrative function.

We have already completed a telephone screening and are already in the home.

4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out on a unit cost contract. Include the AAAD cost per client for Case Management Services.

Average annual cost per client is \$60 for Case Management in Northwest TN AAAD PSA. Approximately 1,160 consumers would receive 2,315 units of Case Management.

___ Nutrition Services Administration

(Note: Nutrition Site Waivers are no longer required because 2015 State Law now requires a minimum of 10 participants at each site. This State Law cannot be waived; sites with fewer participants must be closed.)

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain how this service is directly related to the AAAD's administrative function.
4. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.

X Ombudsman

1. List all agencies in the PSA that provide this service to elderly persons.
None
2. Explain how the current level of service in the PSA is inadequate to meet the need.
There are no other agencies providing this service in the PSA.
3. Explain why it is a best practice for the AAAD to provide this service directly.

X National Family Caregiver Support Program

(Note: NFCSP provides supportive services such as information and assistance, case management, outreach, individual counseling, support groups, caregiver training, and respite care and supplemental services. AAADs that provide information and assistance, case management, outreach, individual counseling, support groups, and caregiver training directly must complete a waiver.)

1. List all agencies in the PSA that provide this service to elderly persons.
None
2. Explain how the current level of service in the PSA is inadequate to meet the need.
N/A
3. Explain how this service is directly related to the AAAD's administrative function.
We have already completed a telephone screening and made a visit to the home.
4. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.
There are no other agencies providing this service in the PSA.

___ Legal Assistance

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the service capacity in the PSA is inadequate to meet the need.
3. Explain why the Legal Services Corporation funded agency serving the region does not have the capacity to meet the need.

 Senior Center/Office on Aging

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.

 Other _____

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain how this service is directly related to the AAAD's administrative function.
4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out.

SIGNATURES:



Julie Jones, AAAD Director

4/1/22
Date



Melinda P. Goode, Chief Administrative Officer of Grantee Agency

4-1-22
Date



Jerry Edmundson, Advisory Council Chairperson

3/22/22
Date

ASSURANCES

Older Americans Act (2020) Assurances of Compliance

AREA PLANS

SEC. 306. (a) Each area agency on aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall—

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual

to older individual work), within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community), evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

(2) provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);

(B) in-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance;

and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and

(B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

(4)(A)(i)(I) provide assurances that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals,

older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(m) with respect to the fiscal year preceding the fiscal year for which such plan is prepared—

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (i);

(B) provide assurances that the area agency on aging will use outreach efforts that will—

(I) identify individuals eligible for assistance under this Act, with special emphasis on—
older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic

brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and

(ii) inform the older individuals referred to in sub-clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and

(C) contain an assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

(5) provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities;

(6) provide that the area agency on aging will—

(A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

(B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

(C)(i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;

(ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that—

(I) were officially designated as community action agencies or community action programs under section

210 of the Economic Opportunity Act of 1964 (42

U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or

(II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs;

and that meet the requirements under section 676B of the Community Services Block Grant Act; and

(iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as

organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;

(D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;

(E) establish effective and efficient procedures for coordination of—

(i) entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and

(ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area;

(F) in coordination with the State agency and with the State agency responsible for mental and behavioral health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations;

(G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;

(H) in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and

(I) ⁷ to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals;

(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

(B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—

(i) respond to the needs and preferences of older individuals and family caregivers;

(ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and

(iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

(D) providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—

(i) the need to plan in advance for long-term care; and the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

(8) provide that case management services provided under this title through the area agency on aging will—

(A) not duplicate case management services provided through other Federal and State programs;

(B) be coordinated with services described in subparagraph (A); and

(C) be provided by a public agency or a nonprofit private agency that—

(i) gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

- (iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or
 - (iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);
- (9) provide assurances that—
- (A) the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2019 in carrying out such a program under this title; and
 - (B) funds made available to the area agency on aging pursuant to section 712 shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in section 712;
- (10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;
- (11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as “older Native Americans”), including—
- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
 - (B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and
 - (C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and
- (12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area.
- (13) provide assurances that the area agency on aging will—
- (A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
 - (B) disclose to the Assistant Secretary and the State agency—
 - (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
 - (ii) the nature of such contract or such relationship;
 - (C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;
 - (D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and
 - (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;
- (14) provide assurances that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;
- (15) provide assurances that funds received under this title will be used—
- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
 - (B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;
- (16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care;
- (17) 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;
- (18) provide assurances that the area agency on aging will collect data to determine—
- (A) the services that are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019; and
 - (B) the effectiveness of the programs, policies, and services provided by such area agency on aging in assisting such individuals; and

(19) provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019.

(20) (b)(1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.

(2) Such assessment may include—

(A) the projected change in the number of older individuals in the planning and service area;

(B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;

(C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and

(D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

(3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for—

(A) health and human services;

(B) land use;

(C) housing;

(D) transportation;

(E) public safety;

(F) workforce and economic development;

(G) recreation;

(H) education;

(I) civic engagement;

(J) emergency preparedness;

(K) protection from elder abuse, neglect, and exploitation;

(L) assistive technology devices and services; and

(M) any other service as determined by such agency.

(c) Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph

(2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

(d)(1) Subject to regulations prescribed by the Assistant Secretary, an area agency on aging designated under section 305(a)(2)(A) or, in areas of a State where no such agency has been designated, the State agency, may enter into agreement with agencies administering programs under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act for the purpose of developing and implementing plans for meeting the common need for transportation services of individuals receiving benefits under such Acts and older individuals participating in programs authorized by this title.

(2) In accordance with an agreement entered into under paragraph (1), funds appropriated under this title may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act.

(e) An area agency on aging may not require any provider of legal assistance under this title to reveal any information that is protected by the attorney-client privilege.

(f)(1) If the head of a State agency finds that an area agency on aging has failed to comply with Federal or State laws, including the area plan requirements of this section, regulations, or policies, the State may withhold a portion of the funds to the area agency on aging available under this title.

(2)(A) The head of a State agency shall not make a final determination withholding funds under paragraph (1) without first affording the area agency on aging due process in accordance with procedures established by the State agency.

(B) At a minimum, such procedures shall include procedures for—

(i) providing notice of an action to withhold funds;

(ii) providing documentation of the need for such action; and

(iii) at the request of the area agency on aging, conducting a public hearing concerning the action.

(3)(A) If a State agency withholds the funds, the State agency may use the funds withheld to directly administer programs under this title in the planning and service area served by the area agency on aging for a period not to exceed 180 days, except as provided in subparagraph (B).

(B) If the State agency determines that the area agency on aging has not taken corrective action, or if the State agency does not approve the corrective action, during the 180-day period described in subparagraph (A), the State agency may extend the period for not more than 90 days.

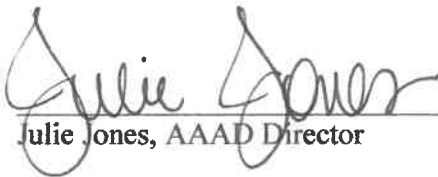
SEC. 374. MAINTENANCE OF EFFORT.

Funds made available under this part shall supplement, and not supplant, any Federal, State, or local funds expended by a State or unit of general purpose local government (including an area agency on aging) to provide services described in section 373.

Certification by Authorized Agency Official

The Northwest Tennessee Area Agency on Aging and Disability hereby gives full assurance that every effort will be made to comply with the regulations of the Older Americans Act.

SIGNATURES


Julie Jones, AAAD Director

Date 4/1/22


Melinda P. Goode, Grantee Agency Director

Date 4-1-22

Availability of Documents

The Northwest Tennessee Area Agency on Aging and Disability hereby gives full assurance that the following documents are current and maintained in the administrative office of the AAAD and will be filed in such a manner as to ensure ready access for inspection by TCAD or its designees at any time. The AAAD further understands that these documents are subject to review during quality assurance visits by TCAD.

1. Current policy making board member roster, including officers
2. Applicable current licenses
3. AAAD Advisory Council By-Laws and membership list
4. AAAD staffing plan
 - a. position descriptions (signed by staff member)
 - b. staff resumes and performance evaluations
 - c. documentation that staff meet the educational and experience requirements of the position and that appropriate background checks have been completed
 - d. equal opportunity hiring policies and practices
 - e. organizational chart with employee names
5. Personnel Policy Manual of grantee agency
6. Financial procedures manual in accordance with TCAD policies
7. Program procedures manual
8. Interagency agreements, if applicable
9. Insurance verification (general professional liability such as errors and omissions, officers and directors, etc.)
10. Bonding verification
11. Affirmative Action Plan
12. Civil Rights Compliance Plan, title VI plan
13. Conflict of Interest policy
14. Grievance Procedure and designated staff member

15. Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumers, and caregivers, and participation of target groups, low income, minority, rural.
16. Americans with Disabilities Act (ADA) policies, ADA Existing Facility Checklist and report on barrier removal
17. Documentation of match commitments for cash, voluntary contributions and building space, as applicable
18. Financial Reports, or if applicable, copy of audited copy of Financial Report of service providers
19. Emergency Preparedness/Disaster Plan
20. Drug-Free Workplace policies
21. Confidentiality and HIPAA policies
22. Individual background information for newly hired employees and volunteers who provide direct care for, have direct contact with, or have direct responsibility for the safety and care of older persons and adults with disabilities in their homes.

Certification by Authorized Agency Official

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Area Agency on Aging and Disability. Assurance is given that TCAD or its designee will be given immediate access to these documents, upon request.

SIGNATURES


Julie Jones, AAAD Director

Date 4/1/22


Melinda P. Goode, Grantee Agency Director

Date 4-1-22

Title VI of the Civil Rights Act of 1964 Compliance

The Northwest Tennessee Area Agency on Aging and Disability reaffirms its policies to afford all individuals the opportunity to participate in federal financially assisted programs and adopts the following provision:

“No person in the United States, shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

This policy applies to all services and programs operated by, or through contracts or subcontracts from the Northwest Tennessee Area Agency on Aging and Disability.

Prohibited practices include:

1. Denying any individual any services such as: congregate meals, in-home services, and information and assistance; opportunity to serve as a volunteer, advisor, or member of a policy board, positions of leadership, or other benefit for which he/she is otherwise qualified.
2. Providing any individual with any service, or other benefit, which is different or is provided in a different manner from that which is provided to others under the program, such as the selection of menu items, the mode of style of service, or the manner of conveyance in transportation.
3. Subjecting any individual to segregated or separate treatment in any manner related to that individuals receipt of service, including congregate meals in separate sites or facilities, senior center services in separate sites or facilities, or employment services in separate sites or facilities.
4. Restricting an individual in any way in the enjoyment of services, facilities or any other advantage, privilege, or other benefit provided to others under the program.
5. Adopting methods of administration which would limit participation by any group of recipients or subject them to discrimination, including submitting bids for services and receiving contracts or subcontracts; and personnel practices such as hiring, firing, and granting raises.
6. Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.

The Northwest Tennessee Area Agency on Aging and Disability shall appoint a Title VI coordinator to ensure that the Area Agency on Aging and Disability and all service providers comply with the provision of Title VI. Whenever a planning or advisory body, such as a board or a committee is an integral part of the Area Agency on Aging and Disability or service

provider program, the Area Agency on Aging and Disability will take such steps as are necessary to ensure that minorities are notified of the existence of such bodies and are provided equal opportunity to participate as members. Where members of a board or committee are appointed by the area agency or service provider agency, minorities shall be represented at least in proportion to their presence in the general population of the service area.

SIGNATURES


Julie Jones, AAAD Director

Date 4/1/22

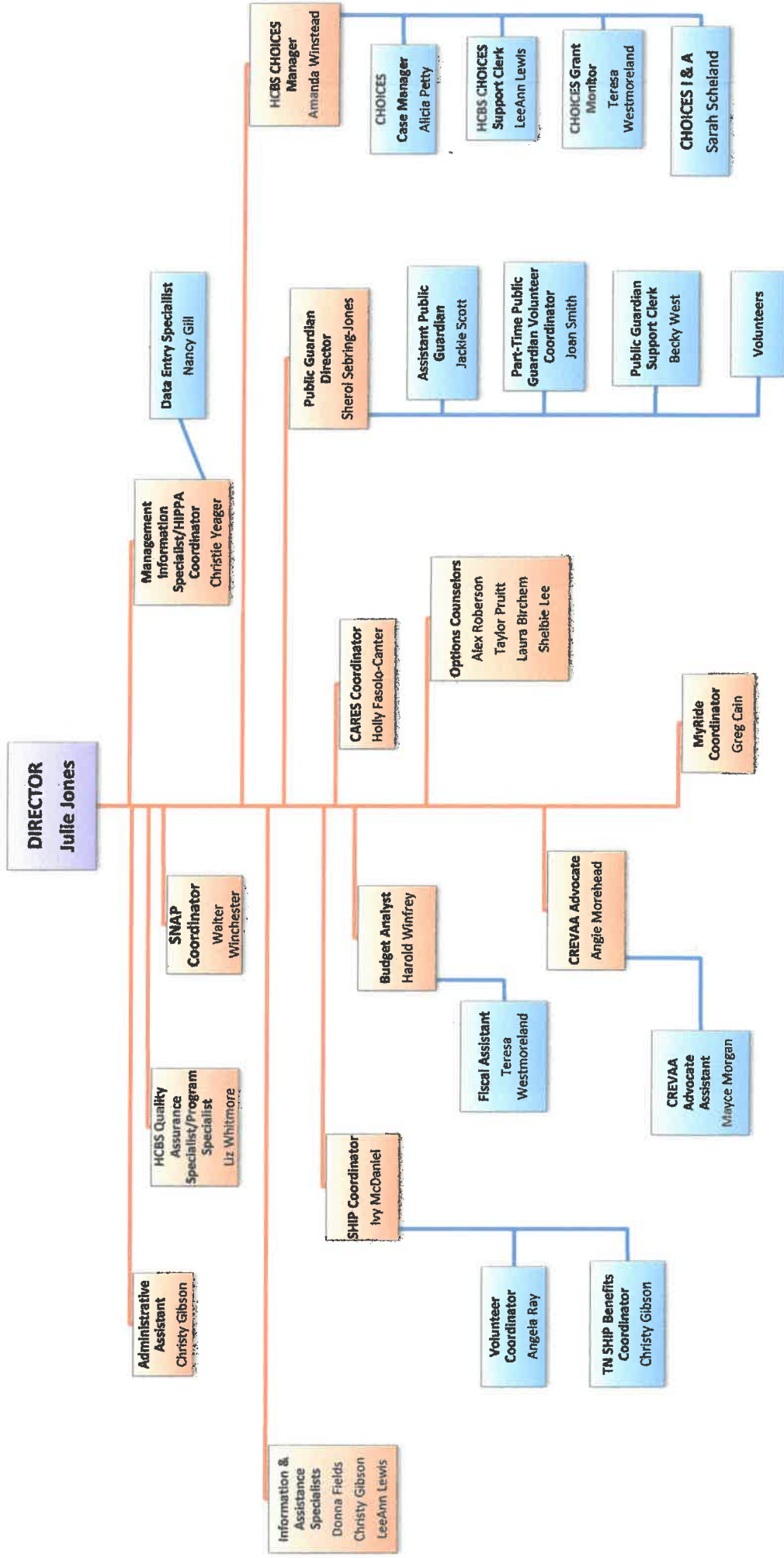

Melinda P. Goode, Grantee Agency Director

Date 4-1-22

ADDITIONAL DOCUMENTS *(Attached)*

<u>Exhibit Number</u>	<u>Title of Exhibit</u>
H-1	Budget Area Plan
H-2	Personnel Area Plan
H-3	List of Subcontracting Agencies
H-4	List of Nutrition Sites

Northwest Tennessee Area Agency on Aging & Disability Organizational Chart



NORTHWEST TENNESSEE DEVELOPMENT DISTRICT
AREA AGENCY ON AGING AND DISABILITY ADVISORY COUNCIL
BYLAWS

ARTICLE I NAME

The name of the organization shall be Northwest Tennessee Development District Area Agency on Aging and Disability Council, hereinafter referred to as the Advisory Council. Its center location will be the Northwest Tennessee Development District, 124 Weldon Drive, Martin, Tennessee, 38237. The Advisory Council shall serve the counties of Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion and Weakley counties.

ARTICLE II ADVISORY COUNCIL FUNCTIONS

General requirements for the AAAD Advisory Council are found in Section 1321.57 of the Older Americans Act Regulations.

1. The opinions and recommendations of the Advisory Council are to be solicited by the AAAD director and governing body, and are to be given serious consideration, prior to determining particular actions and formulating policies.
2. The Advisory Council shall participate in the development and implementation of the area plan. Such area plan shall contain a written statement from the chairperson of the Advisory Council verifying the council's participation. The area plan does not require approval by the AAAD Advisory Council, but does require a review and an opportunity to comment.
3. The AAAD Advisory Council shall function in an advisory rather than a policy making or decision making capacity.
4. An individual, whose salary is paid for in whole or in part through OOA and State appropriated funds, may not serve as a voting member of an AAAD or service provider agency Advisory Council.
5. No person who is on the AAAD or service provider agency board of directors shall serve as a voting member of the Advisory Council for such body.
6. The AAAD must provide staff and assistance to the Advisory Council.
7. The Advisory Council shall adopt bylaws which establish tenure of membership, rotation of terms, methods of selection of membership and number of members. Such methods shall provide for appropriate social, economic, professional, and geographic representations.

ARTICLE VIII

AMENDMENTS OF THE BYLAWS

These bylaws may be amended at any regular or special meeting of the Advisory Council by a majority of those present at such meeting, provided each amendment has been submitted in writing by the Bylaws Committee to all Council members at least seven (7) days prior to such meeting. Council members may suggest amendments to the Bylaws Committee at any time.

ARTICLE IX

PROCEDURE OF MEETINGS

Robert's Rules of Order Revised shall be observed in the conducting of the meetings of the Advisory Council unless otherwise provided in these Bylaws.

ADOPTED, AS AMENDED: _____



Jerry Edmondson, Chairperson
Northwest Tennessee Development District
Area Agency on Aging and Disability Advisory Council

NOTICE OF PUBLIC HEARING

The Northwest Tennessee Development District Area Agency on Aging and Disability will hold a Public Hearing concerning the needs of the elderly and other individuals with disabilities in Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion and Weakley counties which compose the Northwest Tennessee service area. A summary of the July 1, 2023 - June 30, 2026 Area Plan will be presented with an opportunity for public comments.

The hearing will be conducted at the Northwest Tennessee Development District conference room located at: 124 Weldon Drive, Martin, TN 38237 on Tuesday, March 22, 2022 at 10:00 a.m.

03/09/16


CARROLL COUNTY

Copy of Advertisement

**STATE OF TENNESSEE
Affidavit of Publication**

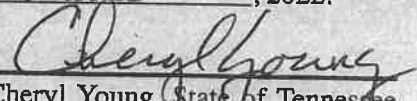
I, Daniel Richardson, Publisher of the Carroll County News-Leader, a weekly newspaper published at Huntingdon, Tennessee certify that the following advertisement has been published in said paper 2 consecutive weeks. The first insertion thereof being on the 9 of March, 2022; second on 16 of March, 2022; third on _____ of _____, 2022; fourth on _____ of _____, 2022 and that the fees \$ 115.00 are due and have / ~~have not~~ been paid.

The Carroll County News-Leader is published each Wednesday in Carroll County, Tennessee, and is a legal newspaper for public notices.



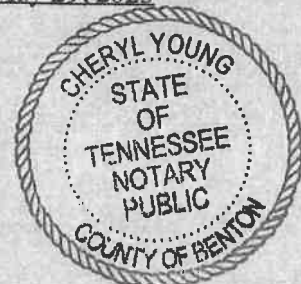
Authorized Representative

Sworn to and subscribed before me, this 16 day of March, 2022.



Cheryl Young, State of Tennessee
Notary

My commission expires on:
May 29, 2023



NOTICE TO CREDITORS

35,022
ESTATE OF
C.W. Morrow
Deceased

Notice is hereby given that on the 14th day of March 2022, Letters Testamentary in respect of the estate of C.W. Morrow who died March 5th, 2022 were issued to the undersigned by the Chancery Court of Obion, County, Tennessee. All persons, resident and non-resident, having claims, matured or unmatured, against the estate are required to file the same with the Clerk of the above named Court on or before the earlier of the dates prescribed in (1) or (2) otherwise their claims will be forever barred:

- (1) (A) Four (4) months from the date of the first publication (or posting) as the case may be) of this notice if the creditor received an actual copy of this notice to creditors at least sixty (60) days before the date that is four (4) months from the date of the first publication (or posting); or
(B) Sixty (60) days from the date the creditor received an actual copy of the notice to creditors if the creditor received the copy of the notice less than sixty (60) days prior to the date that is four (4) months from the date of first publication (or posting) as described in (1) (A); or
(2) Twelve (12) months from the date of the first publication (or posting); or
(A) Four (4) months from the date of the first publication (or posting) as the case may be) of this notice if the creditor received an actual copy of this notice to creditors at least sixty (60) days before the date that is four (4) months from the date of the first publication (or posting); or
(B) Sixty (60) days from the date the creditor received an actual copy of the notice to creditors if the creditor received the copy of the notice less than sixty (60) days prior to the date that is four (4) months from the date of first publication (or posting) as described in (1) (A); or
(2) Twelve (12) months from the date of the first publication (or posting); or
This 15th day of March, 2022
Debbie Amberg
Lisa K. McCollum
Co-Executors
Attorney for Estate
H. A. Nohsey
Paula Rice
Clerk and Master
3/17/2022, 3/24/2022

above named Court on or before the earlier of the dates prescribed in (1) or (2) otherwise their claims will be forever barred:

- (1) (A) Four (4) months from the date of the first publication (or posting) as the case may be) of this notice if the creditor received an actual copy of this notice to creditors at least sixty (60) days before the date that is four (4) months from the date of the first publication (or posting); or
(B) Sixty (60) days from the date the creditor received an actual copy of the notice to creditors if the creditor received the copy of the notice less than sixty (60) days prior to the date that is four (4) months from the date of first publication (or posting) as described in (1) (A); or
(2) Twelve (12) months from the date of the first publication (or posting); or
This 15th day of March, 2022
Beth Holt
Personal Representative
Attorney for Estate
Judy B. Barker
Paula Rice
Clerk and Master
3/17/2022, 3/24/2022

SUBSTITUTE TRUSTEE'S NOTICE OF SALE

Sale at public auction will be on March 31, 2022, at or about 10:00 AM, local time, at the east door of the Obion County Courthouse, Bill Burnett Circle, Union City, TN 38261, pursuant to the Deed of Trust executed by John Adcock and Carla Adcock, husband and wife, to Tony D Gregory, as Trustee for Simmons Bank dated February 7, 2017, and recorded on February 9, 2017, in Book 190, Page 3, Instrument No. 47300, in the Register's Office for Obion County, Tennessee ("Deed of Trust"), con-

subject to all unpaid taxes, prior liens, and encumbrances of record:

Legal Description: The following property being located in Civil District 6, City of Troy, County of Obion, State of Tennessee:

Beginning at an old car axle in the West right-of-way of South Chestnut Street, point being 12 feet west of the west edge of the asphalt of South Chestnut Street, said point being in the Southeast corner of Parcel 72 (now Thompson) and the Northeast corner of the lot herein described; thence South 19 degrees, 29 minutes and 52 seconds West with the West right-of-way of South Chestnut Street for a distance of 134.08 feet to an iron pin in the Northeast corner of Parcel 74 (now Cammuse) iron pin being 12 feet west of the west edge of asphalt; thence North 85 degrees, 16 minutes and 57 seconds West with the North line of Parcel 74 for a distance of 274.88 feet to an old iron pin in the Northwest corner of Parcel 74 and in the East line of Lot No. 13 of the Camp Ground Road Subdivision; thence North 11 degrees, 18 minutes and 55 seconds East with the East line of Lot No. 13 for a distance of 70.25 feet to an old iron pin in the Southeast corner of Lot No. 12 of said subdivision; thence North 00 degrees, 13 minutes and 00 seconds East with the East line of Lot No. 12 of said subdivision for a distance of 91.96 feet to a point in the Southeast corner of Lot No. 11 of said subdivision; thence North 23 degrees, 13 minutes and 58 seconds East with the East line of Lot No. 11 for a distance of 33.98 feet to an old iron pin in the East line of Lot No. 11 and the Southwest corner of Parcel 72 (now Thompson); thence South 73 degrees, 07 minutes and 56 seconds East with the South line of Parcel 72 (Thompson) for a distance of 304.25 feet to the place of beginning and containing 1.0843 acres, according to a survey by Paul E. Buckner, RLS 377 dated August 8, 1996. BEING identified for tax purposes as Map 93, Parcel 73.00, with an address of 519 S Chestnut St, Troy, TN 38260. BEING the same property acquired by John Adcock and wife, Carla Adcock, by deed dated this date of record in Record Book 190, page 1-2, in the Register's Office of Obion County, Tennessee.

Street Address: The street address of the property is believed to be 519 South Chestnut Street, Troy, TN 38260, but such address is

Trust, including rights of redemption of any government agency, state or federal; and any and all prior deeds of trust, liens, dues, assessments, encumbrances, defects, adverse claims and other matters that may take priority over the Deed of Trust upon which this foreclosure sale is conducted or are not extinguished by this Foreclosure Sale.

THE PROPERTY IS SOLD WITHOUT ANY REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, RELATING TO TITLE, POSSESSION, QUIET ENJOYMENT OR THE LIKE AND FITNESS FOR A GENERAL OR PARTICULAR USE OR PURPOSE. The title is believed to be good, but the undersigned will sell and convey only as Substitute Trustee.

The right is reserved to adjourn the sale to another time certain or to another day, time, and place certain, without further publication upon announcement on the day, time, and place of sale set forth above or any subsequent adjourned day, time, and place of sale.

If you purchase a property at the foreclosure sale, the entire purchase price is due and payable at the conclusion of the auction in the form of a certified check made payable to or endorsed to Padgett Law Group. No personal checks will be accepted. To this end, you must bring sufficient funds to outbid the lender and any other bidders. Insufficient funds will not be accepted. Amounts received in excess of the winning bid will be refunded to the successful purchaser at the time the foreclosure deed is delivered.

This property is being sold with the express reservation that the sale is subject to confirmation by the lender or trustee. This sale may be rescinded by the Substitute Trustee at any time.

THIS IS AN ATTEMPT TO COLLECT A DEBT, AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

Padgett Law Group, Substitute Trustee
6267 Old Water Oak Road, Suite 203

Tallahassee, FL 32312
(850) 422-2520 (telephone)
(850) 422-2567 (facsimile)
attorney@padgettlawgroup.com
PLG# 22-000077-2
3/10/2022, 3/17/2022, 3/24/2022



office at 315 North Main Street, Union City, TN 38261 no later than 2pm on Thursday March 31, 2022.

All bids must be returned in a sealed envelope with Union City TN Water System Fire Hydrant Maintenance/Flushing Program dated Thursday March 31, 2022 2:00pm on the outside of the envelope.

All bids received after said date and time will be returned unopened. All bids will be publicly opened and read aloud to the City Council at the next council meeting. All bids will be reviewed and a contract awarded to the bidder with the most applicable bid provided that the City shall have the power to reject any and all bids for any reason deemed necessary by the City.

3/17/2022, 3/22/2022, 3/29/2022

NOTICE OF PUBLIC HEARING

The Northwest Tennessee Development District Area Agency on Aging and Disability will hold a Public Hearing concerning the needs of the elderly and other individuals with disabilities in Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion and Weakley counties which compose the Northwest Tennessee service area. A summary of the July 1, 2023 - June 30, 2026 Area Plan will be presented with an opportunity for public comments.

The hearing will be conducted at the Northwest Tennessee Development District conference room located at:

124 Weldon Drive, Martin, TN 38237 on

Tuesday, March 22, 2022 at 10:00 a.m.

3/8/2022, 3/17/2022

Advertise with
Messenger Classifieds
731-895-0744

SUBSTITUTE TRUSTEE'S SALE

Sale at public auction will be on April 19, 2022 at 2:00PM local time, at the east door, Obion County Courthouse, Bill Burnett Circle, Union City, Tennessee pursuant to Deed of Trust executed by Michael Boyd and Donna Boyd, to Jon M. Dickerson, Trustee, as trustee for Reelfoot Bank on September 30, 2003 at Book 65-O, Page 874; and modified by agreement recorded January 17, 2018 in Record Book 209, Page 645; conducted by LLG Trustee TN LLC, having been appointed Substitute or Successor Trustee, all of record in the Obion County Register's Office. Default has occurred in the performance of the covenants,

Any right of equity of redemption, statutory and otherwise, and homestead are waived in accord with the terms of said Deed of Trust, and the title is believed to be good, but the undersigned will sell and convey only as Substitute Trustee. The right is reserved to adjourn the day of the sale to another day, time, and place certain without further publication, upon announcement at the time and place for the sale set forth above. If you purchase a property at the foreclosure sale, the entire purchase price is due and payable at the conclusion of the auction in the form of a certified/bank check made payable to or endorsed to LOGS Legal Group LLP. No personal checks will be accepted. To this end, you must bring sufficient funds to outbid

by other means appearing in the public record. Additional identifying information regarding the collateral property is below and is believed to be accurate, but no representation or warrant is intended.

Street Address: 1413 Broadway St, South Fulton, Tennessee 38257
Parcel Number: 028 047.00

Current Owner(s) of Property: Micheal P. Boyd and Donna Sue Boyd

This sale is subject to, without limitation, all matters shown on any applicable recorded plat; any unpaid taxes; any restrictive covenants, easements, or setback lines that may be applicable; any statutory right of redemption of any governmental agency, state or federal; any prior liens or encumbrances including those created by a fixture filing or any applicable homeowners' association dues or assessments; all claims or other matters, whether of record or not, which may encumber the purchaser's title and any matter that an accurate survey of the premises might disclose. The following parties may claim an interest in the above-referenced property to be affected by the foreclosure: any judgment creditor or lien holder with an interest subordinate to the said Deed of Trust or any party claiming by, though, or under any of the foregoing. Such parties known to the Substitute Trustee may include: None.

Terms of Sale will be public auction, for cash, free and clear of rights of homestead, redemption and dower to the extent disclaimed or inapplicable, and the rights of Michael Boyd and Donna Boyd, and those claiming through him/her/it/them.

Any right of equity of redemption, statutory and otherwise, and homestead are waived in accord with the terms of said Deed of Trust, and the title is believed to be good, but the undersigned will sell and convey only as Substitute Trustee. The right is reserved to adjourn the day of the sale to another day, time, and place certain without further publication, upon announcement at the time and place for the sale set forth above. If you purchase a property at the foreclosure sale, the entire purchase price is due and payable at the conclusion of the auction in the form of a certified/bank check made payable to or endorsed to LOGS Legal Group LLP. No personal checks will be accepted. To this end, you must bring sufficient funds to outbid

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NORTHWEST TENNESSEE AREA AGENCY ON AGING & DISABILITY

ADVISORY COUNCIL

FY 2021/2022 QUARTERLY MEETING

AGENDA

DATE: March 22, 2022

TIME: 9:30 a.m.

PLACE: Northwest Tennessee Development
District and Human Resource
Agency, Large Conference Room
124 Weldon Drive
Martin, TN 38257

CALL TO ORDER: Jerry Edmondson, Chairman

ROLL CALL: Walter Winchester

I. Old Business

II. New Business

III. Senior Center Updates

IV. Closing Remarks

PUBLIC HEARING AGENDA

Northwest Tennessee Area Agency on Aging and Disability

Area Plan Hearing for FY 2023-2026

**Northwest Tennessee Development District/Human Resource Agency Conference
Room, Martin, TN**

March 22, 2022 – 10:30a.m.

Julie Jones, Director

- **Introduction of Advisory Council Members**
- **Explanation of the Older Americans Act and Services Funded Under the Act.**
- **Function and Responsibilities of the Area Agency on Aging and Disability**
- **Purpose of the Area Plan**
- **Purpose of the Public Hearing**
- **Presentation of the Program Goals and Objectives**
- **Information regarding requested wavier**

Harold Winfrey, Budget Analyst

- **Presentation of the Budget**

Julie Jones, Director

- **Closing Remarks**

Area Plan Revision - OPTIONS 2.0 Funding

1. Complete the following table with current waitlist information:

Number of Individuals on OPTIONS Category A Waiting List	227
Number of Individuals on OPTIONS Category B Waiting List	95

2. Complete the following table with overall OPTIONS 2.0 funding projection:

	FY 2023 – Projected (Served/Units)
State – Options Allocation Amount	\$518,300
# Served	217
Units of Service	9,982

Describe the methodology for the projections listed above.

The Northwest TN AAAD used the average care plan cost of \$2,500 divided by the amount of funds allocated to determine the number of consumers we can serve with the new Options 2.0 funding.

3. OPTIONS 2.0 funding is intended to serve those currently on the both category A and B waiting lists for services, please describe your plan for addressing the individuals on the waiting list.

The Northwest TN AAAD will add 217 consumers from the Options Category A waiting list using the OPTIONS 2.0 funding.

4. Please outline overall strategies or plans that your AAAD will make to ensure that funds for both OPTIONS and OPTIONS 2.0 are maximized to ensure that funds are expended within the state fiscal year.

The Northwest TN AAAD will use current Options Counselors to remove 217 consumers off the Category A wait list using OPTIONS 2.0 monies. The remaining 105 consumers on the Category A and Category B waitlist will be removed using OPTIONS traditional funding. As

other consumers are added to the waitlists, they too will be removed using OPTIONS funding to ensure all OPTIONS and OPTIONS 2.0 funds are spent within the state fiscal year.

5. If infrastructure changes need to occur with OPTIONS 1.0 funding, as a result of the additional OPTIONS 2.0 funding, please outline those changes below:

The Northwest TN AAAD will not be adding any additional infrastructure at this time.

6. If additional types of services will be offered outside of Personal Care, Homemaker, In-home Respite, and Adult Day Care, please list additional services, projected budget and service amounts. Complete the following table:

Type of Service	FY 2023 – Projected (Budget Amount)	FY 2023 – Projected (Persons Served)	FY 2023 – Projected (Units Served)
For Example, Transportation, Home Mods, Assistive Technology			
Transportation Services	\$10,000	20	500

Describe the methodology for the projections listed above.

The Northwest TN AAAD will contract with the Northwest TN Human Resource Agency to provide transportation to medical appointments. The rate of a one-way trip is \$10.00. An estimated 20 persons and 500 round trips at \$20.00 per round trip will result in an estimated annual expenditure of \$10,000.