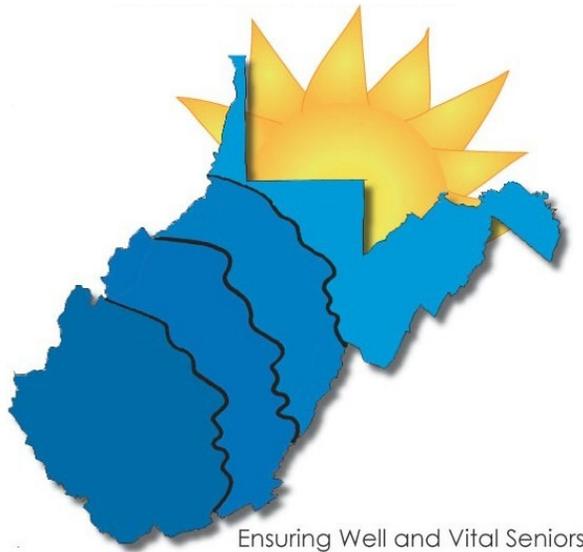


**WEST VIRGINIA
BUREAU OF SENIOR SERVICES**



ANNUAL REPORT

State Fiscal Year 2019
July 1, 2018–June 30, 2019



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2019 Annual Report

July 1, 2018–June 30, 2019

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Mission

To be West Virginia's premier advocate for the provision of in-home and community-based services for the state's seniors and others served by our programs. To be a faithful steward of the federal and state monies entrusted to our care for the provision of services throughout West Virginia.

This report is available online at:

www.wvseniorservices.gov

and

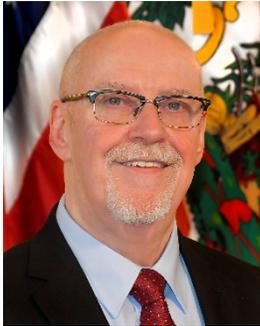
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STATE FISCAL YEAR 2019 ANNUAL REPORT
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From Robert E. Roswall, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2019 Annual Report. The Bureau's Provider Network of 65 providers served our West Virginia seniors well in 2019, with 3.76 million units of service to 41,066 seniors in West Virginia. Our seniors contributed more than \$3.185 million for the services they received, allowing more seniors to be served.

SUCSESSES

The Bureau has initiated a relationship with West Virginia State University and the Healthy Grandfamilies Program to assist grandparents raising grandchildren. West Virginia is second in the nation in grandchildren living with grandparents.

Healthy Grandfamilies is designed as a series of discussion groups and follow-up services that provide skills and access to resources to assist grandparents to address the challenges of raising a second family in their senior years.

This program helps with family relationships, legal issues, communication, social media and connecting families with resources in their community.

INAUGURAL AGING WELL IN WEST VIRGINIA AWARDS

Older adults play key roles in the vitality of our neighborhoods, our communities and lives. This is the perfect way to recognize West Virginia residents 60 years of age and older who:

CONNECT: with friends, family and services that support participation

CREATE: by engaging in activities that promote learning, health and personal enrichment.

CONTRIBUTE: their time, talent and life experience to benefit others.

The 2019 winners are:

- ❖ Carolyn Celeste Arritt, a retired schoolteacher from Meadow Bridge. She spends countless volunteer hours working at the school, making and delivering sandwiches for the student athletes, and she was instrumental in getting band instruments donated.

- ❖ Richard Bohnke, a 92-year-old Huntington Veteran, volunteers at the Huntington VA Medical Center answering phones, making popcorn, assisting veterans through the center and facilitating the Annual Veterans Picnic. He has volunteered more than 14,000 hours of service.
- ❖ Ellen Carter of Rand has been a cook at the Rand School and Senior Nutrition Program for 38 years, previously serving school students and now seniors for lunch. She sponsors hot dog sales at the senior center and supports fundraisers for the Rand community.
- ❖ Karen Frindley of Wardensville spearheaded the restoration of a one-room schoolhouse and gives tours of the school and sawmill on the same property.
- ❖ Ella Hay, 86, of Huntington teaches classical ballet to people of all ages at the Huntington Art Center and established a scholarship fund for students who cannot afford classes and clothing.

A great representation of Aging Well in West Virginia!

NUTRITION PROGRAM TRANSPORT VEHICLES

Governor Jim Justice and the 2019 West Virginia Legislature allocated \$1 million in Lottery Funds to provide new nutrition program transport vehicles to the Aging Provider Network. These vehicles will be on the road serving seniors of West Virginia in the Spring of 2020.

ONGOING PROJECTS

A work group of provider agencies, Bureau staff and Area Agency on Aging staff are working on the development of a new intrastate funding formula for the allocation of both state and federal aging program dollars, targeting our most at risk seniors.

STRUCTURE

The West Virginia Bureau of Senior Services was created per the Senior Services Act of 1997, West Virginia Code, Chapter 16, Article 5P (previously known as the West Virginia Commission on Aging). The Bureau promotes services to enhance the health, safety and welfare of West Virginia's senior population. The Bureau serves as the primary agency within state government designated to receive federal Older Americans Act Funds and to provide services to the senior population. The Bureau is located in Charleston, West Virginia, on the third floor of Charleston Town Center Mall. Commissioner Robert E. Roswall was appointed by the Governor and is the chief administrative officer, overseeing all program and fiscal operations. (See Organizational Chart, Exhibit A.)

PROGRAMS

PROGRAMS

OLDER AMERICANS ACT FEDERAL FUNDED TITLE PROGRAMS

Overview

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

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

The goals are to provide the framework for the administration of services for Americans age 60 and older and to provide support to families who care for older individuals. As the West Virginia State Unit on Aging, the Bureau of Senior Services is designated to administer the OAA. As required by the OAA, the Bureau established Area Agencies on Aging to provide short- and long-range planning, act as advocates on behalf of the regions' elderly, and provide monitoring and assistance to the Network of Contractors (see Exhibit B – County Aging Providers, and Exhibit C – Area Agencies on Aging). Funds are allocated by an intrastate formula to the Area Agencies on Aging (see Exhibits D, E, and F). These funds are then distributed to the State's established County Aging Programs network (see Exhibit G) for in-home care and respite services. There is no charge to seniors or their families for OAA services, although a confidential donation for service provided or a cost share is encouraged.

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

- Through the Older Americans Act programs, 37,690 West Virginians were served nutrition, transportation, personal care, chore, homemaker and other services.
 - 18% were age 85+; 31% were ages 75-84; 45% were ages 60-74
 - 35% lived in poverty
 - 47% lived alone
 - 40% were at high nutrition risk.

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need, including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaid.net; and outreach visits to individual senior centers and partners. WVSLA delivered substantive elderlaw and issue-spotting trainings and case consultation to legal, aging, and disability advocacy organizations and networks throughout the state. This year, WVSLA published the 21st edition of its manual, *Legal Questions Frequently Asked by West Virginia Seniors*, available at <https://seniorlegalaid.net/legal-faq-the-purple-book-eld/>. WVSLA continued to publish occasional news posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com. WVSLA continued to participate in the statewide Financial Exploitation Task Force, RDVIC's Sexual Assault Response Team, Monongalia/Preston County's STOP Violence team, and the National Association of Senior Legal Hotlines. WVSLA partnered with the Alzheimer's Association and AARP to present legal workshops as part of day-long programs around the state targeted to caregivers and professionals. We presented at the WV Human Rights Commission's Fair Housing Conference, the WV Consumer Law Center's inaugural CLE, and the Bureau's day-long Older Americans Month event. In conjunction with the WV Access to Justice Foundation this year WVSLA published a proactive legal planning workbook as part of a project called Get Ready, Get Set, Go! The project delivered pairs of workshops offering lecture, question and answer, state-specific written materials, and execution of legal planning documents for over 600 seniors at churches, libraries, senior centers, hospitals, and senior housing facilities in mostly rural counties including Taylor, Jackson, Putnam, Marshall, Hampshire, Pendleton, Greenbrier, Ohio, Raleigh, Cabell, Wood, and Monongalia.



WVSLA also served a total of 736 seniors across all 55 counties, providing 1,359.75 hours of individual legal assistance, including legal advice, counsel, document review and drafting, and out of court advocacy.

Title III-B Supportive Services



Local aging service providers (county senior centers) offer a variety of Title III-B Supportive Services, established by local providers via public comments and provider plans. Services include transportation for seniors to senior centers, grocery stores, doctors, and pharmacies. Other services may include personal care, health screenings, exercise programs, and information and referral. For seniors who are homebound, some providers offer chore and housekeeping services, assistance with

shopping, and telephoning/visiting assurance programs. Specific services included under Supportive Services are:

- Adult Day Care
- Assisted Transportation
- Chore
- Client Support
- Homemaker
- Information and Assistance
- Outreach
- Transportation

In State Fiscal Year 2019, 14,609 seniors received 413,569 hours of Supportive Services.

- 19% were age 85+; 31% were ages 75-84; 46% were ages 60-74
- 37% lived in poverty
- 53% lived alone
- 42% were at high nutrition risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 congregate meals are served in senior centers and their satellite sites throughout West Virginia. These meals meet federally-mandated nutrition requirements, a minimum of 1/3 of the Dietary Reference Intakes, and the centers offer an opportunity for seniors to socialize. IIIC-2 home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 158 locations, 250 days a year throughout the state.



- In State Fiscal Year 2019, 22,818 West Virginia seniors received nearly 2.1 million meals, either in their homes (8,585 seniors, 1,383,019 home-delivered meals) or at County Nutrition Sites (14,809 seniors, 698,223 congregate meals).
- The average collected for home-delivered meals was \$.57, and for congregate \$1.37. These funds are used to increase or maintain nutrition services.
- All Nutrition Providers received mandatory nutrition training from the Bureau's Nutrition Consultant. Training consisted of menu planning, meal analysis, and compliance with Older Americans Act Title III guidelines for senior center staff on the introduction of the 2015–2020 federal dietary guidelines.
- Of the total number of seniors who received Senior Nutrition Services:
 - 20% were age 85+; 33% were ages 75-84; 44% were ages 60-74
 - 39% lived in poverty



- 50% lived alone
- 47% were at a high nutrition risk
- For home-delivered meals:
 - 29% were age 85+; 33% were ages 75-84; 35% were ages 60-74
 - 50% lived in poverty
 - 57% lived alone
 - 76% were at high nutrition risk
- For congregate meals:
 - 15% were age 85+; 33% were ages 75-84; 48% were ages 60-74
 - 33% lived in poverty
 - 47% lived alone
 - 30% were at high nutrition risk

Title III-D Evidence-Based Wellness Programs

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

- The Bureau collaborates with the West Virginia Bureau for Public Health in their health promotion activities, such as the Mountains of Hope Comprehensive Cancer Coalition, the West Virginia Asthma Coalition, the Osteoporosis/ Arthritis Advisory Council, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, Healthy Steps, National Diabetes Prevention Program (WVBPH), and Geri-Olympics, as well as participating in the Summer Institute on Aging. Bureau staff meets quarterly with these health promotion programs to provide information on mini-grants and education materials and as a referral source to our County Aging Providers.
- The Bureau collaborated with West Virginia State University to plan and develop the West Virginia Geri Olympics annual competition that was held at the South Charleston Community Center in April 2019.
- The Bureau's Wellness Director participates in and serves as a West Virginia Leadership Board Member on the West Virginia Arthritis Foundation Regional Advisory Council, which meets quarterly in Charleston, West Virginia, to advise the Council of upcoming events for older adults.
- The Bureau sponsors and staff assisted with the Aging and Family Services of Mineral County Annual Senior Olympics in June at Potomac State College. More



than 120 athletes participated in sports and activities such as bocce, corn-hole toss, horseshoes, football throw, Frisbee toss, seven track and field events, basketball shooting, putting, bowling, billiards, ping pong, and horseshoes.

- The Bureau is working on implementation of the Otago Program. The program's target audience is individuals who are 65 and older and frail. It increases strength, balance and endurance, fall prevention and health promotion, plus increases self-management. It can be implemented in the home, as an outpatient, in assisted living facilities, and in the community. The initial evaluation and prescription are done by a licensed physical therapist; follow up visits can be done by a licensed physical therapist assistant. The exercises can be done independently or supervised in a one-on-one group setting.
- The Bureau is implementing the Matter of Balance Program. The program's target audience is individuals who are 60+, ambulatory and able to problem-solve, and any older adult who is concerned about falls and interested in improving flexibility, balance, and strength. The program's goal is to reduce fear of falling, stop the fear of falling cycle, and increase activity levels among community-dwelling older adults. In 2013, A Matter of Balance demonstrated a \$938 savings in the area of unplanned inpatient hospitalizations, skilled nursing facilities and home health.
- The Bureau sponsors and staff assist Marshall University in the annual WV Healthy-Steps for Healthy Lives Regional Conference at Marshall University.
- The Bureau is implementing the Tai Chi for Osteoporosis program. The program's target audience is individuals who are 60+ with osteoporosis. People with osteoporosis often have arthritis and loss of function due to age and weakness. Tai chi relieves pain from arthritis, improves balance, strengthens the body and increases stamina. Tai chi helps people feel more relaxed and improves mental strength, so they can cope better with their conditions.
- A staff member conducts workshops at the Dunbar Nutrition Site and CANS (Charleston Area Nutrition Site) Tiskelwah Center to provide the evidence-based program "Healthy Steps" and "Tai Chi for Arthritis."
- The Bureau facilitates the paid certification of County Aging Providers to have staff certified in Evidence-Based programs.
- The Bureau contracts with Master Trainers to accommodate County Aging Programs for Title III-D services.

Title III-E National Family Caregiver Support Program

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

Additionally, Title III-E supported the Relatives as Parents Program through a grant to Mission West Virginia for counseling, support groups, information and assistance, caregiver training, and identifying potential adoptive families.

In State Fiscal Year 2019, 96,943 units of service were provided to 1,503 families caring for older individuals and persons of any age with dementia.

Title V Senior Community Service Employment Program (SCSEP)



The Bureau receives funding and provides services through Title V. The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those aged 55 and older who live at or below 125% of the federal poverty level, the SCSEP places seniors at nonprofit or government organizations for up to 48 months, where they acquire on-the-job skills that will enable them to find gainful employment. The Bureau administers the SCSEP via a contract with the U.S. Department of Labor. In turn, the Bureau contracts with Preston County Senior Citizens, Inc., which works directly with seniors in eleven counties across the state. The remaining counties participate in the SCSEP through the National Council on Aging.

- Preston County Senior Citizens provided support to 111 people, with five achieving unsubsidized employment in the second quarter after exit and two achieving unsubsidized employment in the fourth quarter after exit. During enrollees' on-the-job training, they provided 49,001 hours to general community service groups, with an additional 15,767 hours to senior specific groups.
- The Federal funds expenditure was \$818,403 and non-Federal funds were \$85,173.
- There were 92 authorized positions and 75 modified positions with 28 active host agencies in 11 counties. The counties are Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 64,768 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding and provides services through Title VII. The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the Ombudsman Program is to enhance the quality of life, improve the level of care, protect the individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives and providers about residents' rights. Long-term care ombudsmen also investigate complaints made by, or on behalf of, long-term care residents and conduct

routine, unannounced monitoring in long-term care facilities. The Long-Term Care Ombudsman Program is a statewide program comprised of the State Long-Term Care Ombudsman and the Regional Long-Term Care Ombudsman Program. In 2019, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region and each with a program director/volunteer coordinator.

- The Ombudsman Program conducted 741 monitoring visits in 296 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes) in 2019.
- The ombudsmen investigated 916 complaints made by or on behalf of long-term care residents in 2019. Sixty-four percent (64%) of those complaints were verified. Nearly seventy percent (70%) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 419 times; participated in 24 community education sessions; conducted 15 trainings for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors, and the ombudsman program; and provided 1,688 telephone consultations to individuals in the community and facility staff.
- The program operated within a total budget of \$887,471. This was comprised of \$109,804 Federal Older Americans Act, Title VII Chapter 2 funds; \$187,774 Federal Older Americans Act, Title VII Chapter 3 funds; \$220,000 other Federal (Medicaid) funds; \$327,226 State funds; and \$42,667 Local funds.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau receives \$32,350,407 from the West Virginia Lottery to fund in-home services, transportation, meals, provider operations and Bureau administration. Lighthouse, one of those in-home services, is a program of last resort. Individuals are not eligible for Lighthouse services if they receive Medicaid funds or if they qualify for Medicaid programs and refuse to apply. However, while a person's Medicaid application is being processed, that person may qualify for Lighthouse services through his/her county aging provider, based on need and availability of hours and workers.

Family Alzheimer's In-Home Respite (FAIR)

The dictionary defines respite as an interval of rest or relief. That is what the Family Alzheimer's In-Home Respite (FAIR) Program provides for family caregivers of individuals with Alzheimer's disease or a related dementia. FAIR, a state-funded program, available in all 55 counties, was created by the West Virginia Legislature and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff.



Trained workers from county senior centers give family caregivers a break from caregiving responsibilities and provide companionship and individualized activities for the person with dementia. Direct care workers receive dementia care training prior to providing services.

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

- In Fiscal Year 2019, the FAIR Program provided 234,890 hours of service to 915 families (1,830 caregivers and individuals with Alzheimer's disease or a related disorder).
- FAIR clients statewide averaged 41 hours of service each month.
- FAIR manual training was provided to nineteen new county FAIR coordinators in FY 2019.
- FAIR services are on a sliding fee scale, based on 200% of the federal poverty guidelines, considering the income minus medical expenses of the care receiver (and spouse, when there is a spouse).
- In FY 2019, Lighthouse and FAIR fees collected totaled \$1,123,027, which is used to provide additional hours of service in these two programs in the counties where they were collected. Fees collected in fiscal 2019 averaged \$1.37 for each hour of service provided.

Lighthouse Program

The Lighthouse Program is a personal care service designed to assist seniors who have functional needs in their homes. It is for seniors who do not qualify for any Medicaid in-home care programs. Services are provided by a trained caregiver who is employed by the County Aging Provider. The Lighthouse Plan of Care is developed by the County Aging Provider registered nurse. This unique program is funded by the state of West Virginia, and clients contribute for services based on their monthly income minus medical expenses. A client can receive up to 60 hours of service each month, including personal care, nutrition, help with mobility, and environmental tasks. To participate in the program, an individual has to be a citizen of West Virginia, be at least 60 years old and meet the functional eligibility criteria established by the Bureau, as determined by the aging provider's registered nurse. The Lighthouse program is available in all 55 counties.



- In Fiscal Year 2019, 2,474 seniors received 586,825 hours of service.
- The average number of Lighthouse clients in any given month was 1,513. The average number of Lighthouse clients served by each county in any given month was 28.
- The average number of hours of service a Lighthouse client received each month was 32.

As with FAIR, payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$1,123,027. The fees collected for services averaged \$1.37 per hour of service to provide 50,115 additional Lighthouse service hours.

Legislative Initiative for the Elderly (LIFE) Program Funds

LIFE is funded by the State Legislature through lottery funds. LIFE is not a program. LIFE provides funding to County Aging Providers that can be allocated by each county according to need. Services delivered with these funds are modeled after those provided by the Older Americans Act, with each County Aging Provider receiving funds to be used to expand and enhance needed services and operational costs in their county. Funds are allocated evenly to all counties. Additional funds are allocated to the original in-home service providers from the Department of Health and Human Resources (old Title XX Homemaker program). County providers may budget these funds based on the individual county's priority needs.

- 13,924 individuals received 285,470 separate occurrences of transportation or other services through LIFE funds.
- 2,151 individuals received 88,742 trips (transportation services); 685 received 13,285 trips under Assisted (hands on) Transportation, and 1,633 received 75,457 trips under Transportation.

- 942 individuals received 54,177 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 3,712 individuals received 55,484 units of caregiver counseling/support groups, caregiver training, individual client support, legal assistance (tax and financial related assistance), group client support, or nutrition counseling services all funded from Lottery and/or LIFE monies.
- 45,055 sessions or contacts were made to 9,434 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in Fiscal Year 2019:
 - 18% were age 85+; 32% were ages 75-84; 46% were ages 60-74
 - 37% lived in poverty
 - 50% lived alone
 - 41% were at high nutrition risk

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they should have access to and understand information that can help them make the best decisions for themselves. The Bureau of Senior Services encourages everyone to reflect on their own personal goals, values, and beliefs as they make choices about care and discuss those choices with family members. Advance directives give individuals control over end-of-life treatments and care and protect family members from having to make those hard decisions. Advance directives allow individuals to name the person they want to carry out their wishes and make decisions for them, if it is determined they cannot make those decisions for themselves. In FY 2019, the Bureau continued to make the following information available free of charge to all who requested it:

- ***Advance Directives for Health Care Decision-Making in West Virginia*** answers the most frequently asked questions about end-of-life care decisions and contains advance directive forms recognized by West Virginia law to implement those decisions – Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also available for download on the West Virginia Center for End-of-Life Care website, www.wvendoflife.org.
- ***Five Wishes***, a product of Aging with Dignity, is a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. It includes choices related to spiritual, personal, and emotional needs, as well as medical wishes. Five Wishes meets the legal requirements for an advance directive in most states, including West Virginia.
- ***End-of-Life: Helping with Comfort and Care***, from the National Institute on Aging, covers issues and decisions that a caregiver could face when a loved one is near the end of life. It does not replace medical advice but can help make sense of what is happening, give the family a framework for making care decisions and help to ensure that end-of-life treatment and care are consistent with a loved one's wishes.

Aging and Disability Resource Network (ADRN)



West Virginia's Aging and Disability Resource Network (ADRN) locations are "one-stop shops" for long-term care access to assistance and reliable and objective information regarding long-term care services. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. ADRN offices also assist consumers in applying for long-term care services and benefits. Currently, there are three regional ADRN offices operated by the state's Area Agencies on Aging, and the

statewide ADRN operated by the WVSU Metro Area Agency on Aging. The ADRN offices are State funded through the Bureau of Senior Services. The ADRN has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code, www.wvnavigate.org. (See Exhibit H for a map of ADRN locations, Exhibit I for Fiscal Year 2019 budgets by site, and Exhibit J for Fiscal Year 2019 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Network.
- ADRN had 10,829 total contacts and assisted 5,121 individuals with their long-term care services and supports.

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

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

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

Each community grantee completed a dementia-capable community needs assessment and developed a work plan that included the following: a direct service component, training for one or more segments of the community, Savvy Caregiver training to empower family caregivers, and an awareness campaign for the community as a whole. During FY 2019, all of the communities completed one or more of these grant components, including diverse direct service projects to meet the needs of their respective communities. Direct services included caregiver support groups; a memory café; Healthy Steps for persons with dementia and a separate class for family caregivers; MindMate - an app for caregivers; a discreet ID system for hospital patients with dementia and assistive devices for eating and independence; respite care; Music and Memory, a program that helps people with dementia reconnect through personalized music playlists; and Dementia Friendly Day at a local restaurant, a monthly event for family caregivers and individuals with dementia to enjoy a meal together, prepared and served by staff trained to understand dementia.

In March 2019, the Bureau held a one-day conference to share findings from the grant, encourage other communities to develop and implement dementia-capable services in their own communities and draw attention to dementia as a public health issue.

After a no-cost extension from the Administration for Community Living, the *Connecting the DOTS* grant ended in June 2019. However, many of the services developed by community grantees have continued and will be sustainable well beyond the grant period.

Golden Mountaineer Card

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



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

Medicaid Operation Agency



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

Medicaid Aged and Disabled Waiver (ADW)

The ADW program provides home and community-based services to West Virginia residents who are eligible to participate in the program as an alternative to long-term care and enables individuals to remain at home rather than being admitted to a long term care facility (LTCF).

The program is focused on providing services that are person-centered, that promote choice, independence, participant-direction, respect, dignity, and community integration. The six services available in the Aged and Disabled Waiver program are Pre-Transition Case Management, Community Transition Services, Case Management, Personal Attendant Services, Nursing Assessment/Supervision, and Non-Medical Transportation.

The Aged and Disabled Waiver program has two service delivery models, the Traditional (Agency) Model and the Participant-Directed Model known as Personal Options.

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

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

- Number of Staff reported by Traditional Model:
 - Professional Staff: 426
 - Direct Care Staff: 8,376
- Number of Staff reported by Personal Options Model:
 - Direct Care Staff: 1,293
- 6,842 recipients were served by 132 traditional ADW agencies.
- Annual onsite reviews of all providers were conducted by the Bureau of Senior Services Registered Nurse Monitors, who reviewed 781 Traditional Model participant records.

Medicaid Personal Care (PC)

Personal Care Services is a State Plan Medicaid program to assist eligible Medicaid recipients to perform activities of daily living and instrumental activities of daily living in the recipient's home, place of employment, or community. There are no age restrictions for recipients of Personal Care services. In State Fiscal Year 2019, 5,787 Personal Care recipients were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.



To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and

require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living.

The program has 57 providers located throughout the state who served 5,787 Personal Care members. Annual onsite reviews were conducted by the Bureau of Senior Services' Registered Nurse Monitors. They reviewed 334 Personal Care recipients' records for compliance with Federal and State program regulations.

- Number of Personal Care Staff reported by Personal Care Providers:
 - Direct Care Staff: 7,445
 - Professional Staff: 223
- 5,787 Personal Care members were provided assistance.

Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau of Senior Services, in cooperation with the West Virginia Bureau for Medical Services, developed a self-directed component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model from which to choose (i.e., participants can choose to be served by a traditional service provider agency, or they can elect to hire their workers directly). Enrollment for the program, titled Personal Options, began in May 2007. In State Fiscal Year 2019, 1135 ADW recipients chose to self-direct their services through this program option.

- 1,135 Aged & Disabled Waiver recipients chose to self-direct their services through this program option.
- The Program Manager for Personal Options reviewed 114 participant records and 149 staff files to ensure compliance with federal and state program regulations.

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

Health Insurance Marketplace

The Bureau of Senior Services had a Memorandum of Understanding with First Choice Health Services, which has a Navigator grant through the Centers for Medicare and Medicaid Services (CMS) to house a Health Insurance Marketplace Navigator at the Bureau's location. This Marketplace Navigator was trained to help anyone understand health coverage and assist them in enrolling in coverage through www.healthcare.gov or WV Medicaid if they qualified. (Until September 2018, Navigator now located at First Choice Health Services.)



West Virginia Senior Medicare Patrol (SMP)

West Virginia SMP is a federal grant that was awarded by the Administration for Community Living to the Bureau of Senior Services in June 2015 to combat Medicare fraud. This is a competitive grant and the Bureau was approved the SMP grant for an additional five years starting June 2018. Counselors and volunteers provided outreach and education to help beneficiaries learn how to protect their Medicare information, as well as how to recognize and report suspected Medicare fraud. The SMP program works closely with the WV SHIP program to reach Medicare beneficiaries and their family members in West Virginia. The WV SMP toll-free number is 1-855-254-1720. WV SMP information can be found online at www.wvship.org.



- SMP reached over 3,000 Medicare beneficiaries through individual interactions and has provided 636 group outreach and education events reaching over 23,000 people and 73 Media outreach and education events.
- WV SMP had 67 active SMP team members during the past year located within County Aging Programs, Aging and Disability Resource Network offices, and at the Bureau of Senior services.
- The WV SMP toll-free number (1-855-254-1720) is answered by staff at the Bureau of Senior Services.
- The SMP program is federally administered by the Administration for Community Living.

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



West Virginia SHIP is administered by the Bureau through a federal grant from the Administration for Community Living and serves all West Virginians receiving Medicare. The program provides assistance to beneficiaries by providing one-on-one counseling, in person and via telephone. SHIP also provides educational group presentations and uses media resources for outreach. Information is provided to beneficiaries, their families, and caregivers on a variety of Medicare topics, including assistance with prescription medications, preventive services, Medigap policies, and Medicare Savings Programs. The SHIP statewide toll-free number is 1-877-987-4463. Counselors are located within County Aging Program offices, Area Agencies on Aging, and Aging and Disability Resource Network offices, as well as at the Bureau and partner volunteer agencies. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums, co-pays, and prescription costs through Medicare Improvements for Patients and Providers Act (MIPPA) funding.

- SHIP served over 17,000 Medicare beneficiaries and has provided 1100 public and media events statewide.
- Medicare counselors are located at the Bureau of Senior Services, Aging and Disability Resource Network offices, and County Aging Providers. These counselors assist clients who call WV SHIP's toll-free number (1-877-987-4463).
- WV SHIP has a total of 75 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Programs and Area Agencies on Aging.
- The SHIP program is federally administered by the Administration for Community Living. Training and updates on Medicare are provided by the Centers for Medicare and Medicaid Services.

SPECIAL PROJECTS

SPECIAL PROJECTS

“The Road Ahead”

The Commissioner of the Bureau of Senior Services hosts “The Road Ahead,” a monthly television program on Aging Well in West Virginia. The show is produced by the West Virginia Library Commission. Topics covered this year included Adult Family Care, Elder Abuse Awareness, Residential Long Term Care, and Healthy Grandfamilies.

Robert W. Jackson Senior Conference

The annual Robert W. Jackson Senior Conference was held May 21-23, 2019, at Cedar Lakes Conference Center in Ripley. Three hundred seniors participated in a variety of workshops and health and recreational activities that reflected the theme, “Connect, Create, Contribute.” Workshops and activities at this year’s conference included:



- Wii Bowling
- Social Media for Seniors
- Line Dancing
- Crafts
- Storytelling: The Heroes’ Journey
- Senior Olympics
- Exercise Workshops, such as Healthy Steps and Tai Chi
- Smartphones Q & A
- Microwave Meal in a Mug
- Disease & Pest Management for Gardeners
- Spam/Scam Avoidance
- Doctor/Patient Information
- Financial Exploitation
- Porch Herb Gardens
- Birds in Your Backyard
- Color Your Way to Calmness

Thirty-Seventh Silver Haired Legislature (SHL)



The 37th session of the West Virginia Silver Haired Legislature convened on October 2, 2019, at the Days Inn and Suites Conference Center, Flatwoods, West Virginia. During this time, sixteen (16) position papers and four (4) resolutions were passed

by the West Virginia Silver Haired Legislative body to be presented to the West Virginia Legislature during the 2020 Session.

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, in recognizing June 15, 2019, as World Elder Abuse Awareness Day. An event was held on June 19 at the Charleston Coliseum & Convention Center with 151 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention.



Each year, the Ron Nestor award is presented to an individual who has advocated to end elder abuse and has helped raise awareness about elder abuse in West Virginia. The recipient of the 2019 Ronald Nestor Award is Sgt. Steve Hamrick with the Putnam County Sheriff's Department. Sgt. Hamrick is a West Virginia native and a passionate advocate for victims of financial exploitation and elder abuse. He truly cares about the victims, identifies with them and diligently pursues the perpetrators who rob the elderly of their assets, monies, dignity and pride. The Legal Aid of West Virginia Financial Exploitation attorneys often call upon him for assistance in investigating and prosecuting perpetrators of financial exploitation. His efforts have resulted in many investigations, prosecutions, indictments and convictions of criminals who have taken advantage of the elderly in this state by engaging in the fastest-growing silent crime of the 21st century.

West Virginia Senior Farmer's Market Program



Working in conjunction with the West Virginia Department of Agriculture, the Bureau coordinated the distribution of Farmer's Market coupons to eligible seniors age 60 and older. A total of 16,371 voucher booklets (seven \$4 coupons per voucher booklet, totaling \$458,388) were distributed to seniors throughout the state beginning June 1, 2019. The coupons could be exchanged for locally grown fruits, vegetables, and honey.

FUNDING

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$39.2 million, of which \$19.1 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$20.1 million for Bureau services.
- General Revenue appropriations totaled \$30 million, of which the full amount was also transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License fee appropriations from casino license fees in the amount of \$10.5 million fund FAIR, Lighthouse, meals, and transportation;
- Federal appropriations in the amount of \$14.5 million;
- Special Revenue appropriations totaling \$1.9 million; and
- Project Income collected by providers in FY2019 totaled \$3.1 million (Title III \$2 million, In-Home Services \$1.1 million). These funds are used to provide additional services.

Exhibits K and L illustrate the Bureau's actual Fiscal Year 2019 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit M lists the Bureau's grants/detailed expenditures for FY2019.

SOCIAL MEDIA

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 81,727 visitors, and its pages received 419,709 hits.
- In addition to general information about aging services in West Virginia, the site includes weekly HIPAA/privacy tips and updates, news of note, upcoming events, information on states of emergency, and the *Food & Fitness* senior nutrition newsletter.
- The Bureau's Facebook page, <https://bit.ly/33QYGFj>, launched in March 2012, is used to share information and photographs with the public. During the past year, the number of "Likes" increased from 3,060 to 3,177.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page, <https://bit.ly/2OaBdZj>, in October 2012. The page is used to share photographs, SHL position papers, and other information regarding the SHL with members and the public.

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

- The website, www.wvship.org, had 25,002 visitors to the website, and its pages received 69,557 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page, <https://bit.ly/32LmWHQ>, was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

WORKSHOPS & TRAININGS

The Bureau offers workshops and trainings throughout the state to meet the needs of seniors, family caregivers, health care providers, other professional agencies and organizations and the public. Presentations in 2019 included:

- Adult Abuse/Neglect/Exploitation Identification
- Alzheimer's Overview
- Avoiding and Remediating Financial Exploitation
- Communicating Effectively with a Person Who Has Dementia
- Conflict-Free Case Management
- Consumer Law for Older West Virginians
- Continuing Certification Provider Reporting System Training
- County Aging Provider/Area Agency on Aging Quarterly Meetings
- DOTS (Dementia-Capable Outreach, Training and Support) Grant Overview
- Elder Abuse Training
- Fair Housing Issues for Older West Virginians
- Get ready; Get set; Go!
- Health and Employee Benefit Fairs
- HIPAA
- How to Avoid Financial Exploitation
- Juneteenth Celebration
- Long-Term Care Ombudsman Program
- Marshall University Falls Prevention Seminar
- Medicare: A Basic Understanding
- Medicare: A More In-Depth Knowledge
- Medicare Minute Presentations
- Medicare Open Enrollment Dedicated Enrollment Events
- Medicare: Protecting Yourself from Fraud and Abuse
- Medicare SHIP Bingo at Senior/Low-Income Housing
- New Director Training
- New Medicare Card Education Sessions
- Nothing Ever Prepared Me to Be a Caregiver
- Nutrition Training for County Aging Programs
- Old Wives' Tales: Myth or Fact
- One-Stop Partners Quarterly Meeting Presentation
- Personal Options
- Person-Centered Planning
- Person-Centered Planning: What Personal Attendants Need to Know
- Person-Centered Planning for Personal Care Providers
- Proactive Legal Planning for West Virginia Seniors
- Protecting Your Assets
- Providing Dementia Friendly Services, Creating Dementia-Capable Communities

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

COLLABORATIONS & PARTNERSHIPS

COLLABORATIONS & PARTNERSHIPS

Every year, the Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau and provide services to seniors and individuals with disabilities to the fullest extent possible. In 2019, this is who collaborated and/or partnered with the Bureau:

- AARP West Virginia
- Access and Functional Needs Workgroup
- Access Health
- Access and Functional Needs (AFN) Threat Preparedness Workgroup
- Administration for Community Living – Connecting the DOTS in WV Grant
- Adult Protective Services (APS)
- ADVancing States (formerly NASUAD)
- ADW Quality Improvement Council
- Aging & Disabled Waiver Quality Improvement Advisory Council
- Aging Well in West Virginia – Connect, Create, Contribute
- Alzheimer’s Association, West Virginia Chapter
- Becky King Consulting
- Bluefield State Nursing Program
- Cabell Huntington Hospital
- Cabin Creek Health Centers
- Camden Clark Hospital – Lifetime Partners
- Centers for Disease Control, Alzheimer’s Disease & Healthy Aging Program
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Area Medical Center
- Charleston Area Medical Center Health, Education and Research Institute
- Charleston/Kanawha Housing Authority
- Charleston Town Center
- Community Care of WV
- Community Relations Council
- Connecting the DOTS in West Virginia Community Grantees
- Continuous Quality Improvement (CQI) Council
- Coordinating Council for Independent Living
- County Aging Providers
- Davis Medical Center
- Davita Dialysis Center
- Disability Rights WV
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Health Systems
- Future of Nursing West Virginia Diversity Team
- Good Shepherd Interfaith Volunteer Caregivers

- Healthy Grandfamilies
- Herbert Henderson Office of Minority Affairs
- Interagency Collaborative Team
- Juneteenth Celebration
- KEPRO
- Legal Aid of West Virginia
- Marshall University Joan C. Edwards School of Medicine
- Marshall University School of Pharmacy
- Meals on Wheels Association of America (MOWAA)
- Medicaid Fraud Control Unit
- Mission West Virginia, Relatives as Parents Program
- National Arthritis Foundation
- National Association of Medical Minority Educators, Inc. (NAMME)
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Foundation to End Senior Hunger
- No Wrong Door Grant Project
- Nursing Home Advisory Council
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Quality Insights
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- Senior Corps Advisory Council
- Senior Olympics
- Silver Haired Legislature (SHL)
- Social Security Administration (SSA)
- Southern Ohio Lube and Oil
- State Nutritionist Collaboration Group
- Statewide Independent Living Council (SILC)
- Transportation Coordinating Council
- Try This WV
- Union Mission
- WCHS-TV8/FOX11 Eyewitness News
- WellSky
- West Virginia Attorney General's Office
- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health, Osteoporosis Prevention Education Program
- West Virginia CARES
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness

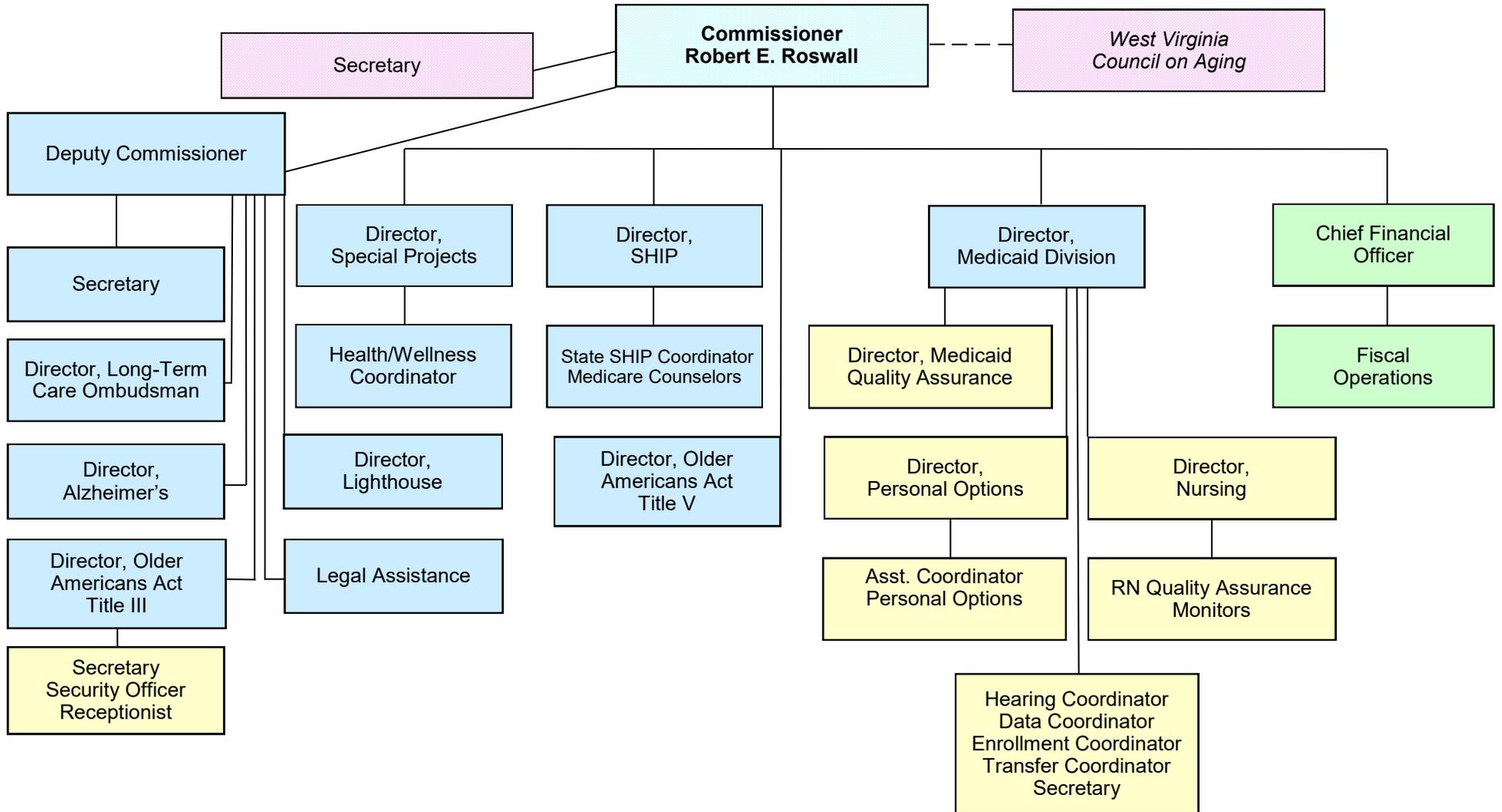
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Department of Education, Career Technical Education
- West Virginia Directors of Senior & Community Programs
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Falls Prevention Initiative
- West Virginia Geriatric Education Center (GEC)
- West Virginia Geri-Olympics
- West Virginia Health Care Authority
- West Virginia Minority Business Expo
- West Virginia Office of the Insurance Commissioner
- West Virginia Rural Health Association
- West Virginia Senior Legal Aid
- West Virginia State University Healthy Grandfamilies Program
- West Virginia United Methodist Conference
- West Virginia University ADVANCE Center, WV Forward Initiative
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Center on Budget and Policy
- West Virginia University Rockefeller Neurosciences Institute (RNI)
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)
- West Virginia Workforce Development Board

EXHIBITS

EXHIBITS

- Exhibit A Bureau of Senior Services Organizational Chart
- Exhibit B County Aging Providers
- Exhibit C Area Agencies on Aging
- Exhibit D Area Agencies on Aging, FY2019 State/Federal Funding
- Exhibit E Bureau of Senior Services, FY2019 Area Agencies on Aging Operational Funding Source by Agency
- Exhibit F Bureau of Senior Services, FY2019 Regional Funding Allocations All Funds
- Exhibit G County Aging Programs, FY2019 Funding Allocations
- Exhibit H West Virginia Aging & Disability Resource Network
- Exhibit I West Virginia Aging & Disability Resource Network, FY2019 Budgets by Site
- Exhibit J West Virginia Aging & Disability Resource Network, FY2019 Total Contacts by Site
- Exhibit K Bureau of Senior Services, FY2019 Expenditures by Program
- Exhibit L Bureau of Senior Services, FY2019 Expenditures by Funding Source
- Exhibit M Bureau of Senior Services Grants, FY2019 Detailed Expenditures

West Virginia Bureau of Senior Services Organizational Chart



**WEST VIRGINIA BUREAU OF SENIOR SERVICES
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304-765-4092; 888-654-9321
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Joyce Howard, Director

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Renaef Riffle, Executive Director

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Donald Reed, Executive Director

CASE WV Aging Program (Mercer County)

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amckinney@casewv.org
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Mary Turner and Amy McKinney, Co-Directors
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Jay Valeyko, Acting Director, CASE WV

Aging and Family Services of Mineral County, Inc.

875 South Mineral Street
Keyser, WV 26726-3127
Telephone: 304-788-5467
Fax: 304-788-6363
Email: smallery@wvaging.com
Website: www.wvaging.com
R. Scott Mallery, Director

Coalfield Community Action Partnership, Inc. (Mingo County)

PO Box 1406 (1626 W. Third Avenue)
Williamson, WV 25661
Telephone: 304-235-1701
Fax: 304-235-1706
Email: tsalmons@coalfieldcap.org
Website: www.coalfieldcap.org
Tim Salmons, Director

Senior Monongalians, Inc.

PO Box 653
(5000 Greenbag Rd., Suite 7, Mountaineer Mall)
Morgantown, WV 26507-0653
Telephone: 304-296-9812
Fax: 304-296-3917
Email: cliddle@seniormons.org
Website: www.seniormons.org
Calleen Liddle, Executive Director

Monroe County Council on Aging

PO Box 149 (Route 219)
Lindside, WV 24951
Telephone: 304-753-4384
Fax: 866-247-7077
Mary Najar, Appalachian AAA, Contact Person
Telephone: 304-425-1147
Email: marynajar@citlink.net
Website: www.mccoawv.org

Senior Life Services of Morgan County

106 Sandmine Road, Suite 1
Berkeley Springs, WV 25411
Telephone: 304-258-3096
Fax: 304-258-3190
Email: smsmc1@hotmail.com;
tammy_kees@yahoo.com
Website: www.smsmc.org
Tammy Kees, Executive Director

Nicholas Community Action Partnership, Inc.

1205 Broad Street
Summersville, WV 26651
Telephone: 304-872-1162
Fax: 304-872-5796
Email: awilliams@ncapwv.org
Website: www.ncapwv.org
Angela Williams, Executive Director

Family Service - Upper Ohio Valley

(also nutrition in Marshall)
2200 Main Street, 1st Floor
Wheeling, WV 26003
Telephone: 304-233-2350
Fax: 304-233-7237
Email: pcalvert@fsuov.com
Website: www.fsuov.com
Paula Calvert, CEO

Pendleton Senior and Family Services, Inc.

PO Box 9 (231 Mill Road)
Franklin, WV 26807
Telephone: 304-358-2421
Fax: 304-358-2422
Email: jlantz@psfsi.org
Website: www.psfsi.org
Janice Lantz, Director

Pleasants County Senior Citizens Center

(IIIB only)
209 2nd Street
St. Marys, WV 26170
Telephone: 304-684-9243
Fax: 304-684-9382
Email: pcscjr@frontier.com
Jessica Rupert, Director

Pleasants Senior Nutrition

(nutrition only)
PO Box 576 (219 2nd Street)
St. Marys, WV 26170
Telephone: 304-684-9319
Fax: 304-684-7697
Email: pcseniornutrition@suddenlinkmail.com
David Hoyt, Director

Pocahontas County Senior Citizens, Inc.

20626 Seneca Trail
Marlinton, WV 24954
Telephone: 304-799-6337
Fax: 304-799-4972
Email: pocahontascoseniors@gmail.com
John R. Simmons, Director

Preston County Senior Citizens, Inc.

PO Box 10 (108 Senior Center Drive)
Kingwood, WV 26537
Telephone: 304-329-0464; 800-661-7556
Fax: 304-329-2584
Email: prestonseniors@atlanticbb.net
Janie Lou White, Executive Director

Putnam Aging Program, Inc.

(also nutrition in Clay and Fayette)
2558 Winfield Road
St. Albans, WV 25177-1554
Telephone: 304-755-2385
Fax: 304-755-2389
Email: jsutherland@putnamaging.com
Website: www.putnamaging.com
Jenni Sutherland, Executive Director

Raleigh County Commission on Aging

1614 S. Kanawha Street
Beckley, WV 25801-5917
Telephone: 304-255-1397
Fax: 304-252-9360; 304-255-2881
Email: rcco@raleighseniors.org
Website: www.raleighseniors.org
Jack Tanner, Director

The Committee on Aging for Randolph County, Inc.

PO Box 727 (5th Street & Railroad Avenue)
Elkins, WV 26241
Telephone: 304-636-4747
Fax: 304-637-4991
Email: lward@rcscwv.org
Website: www.randolphcountyseniorcenter.com
Laura Ward, Director

Ritchie County Integrated Family Services

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

Roane County Committee on Aging, Inc.

811 Madison Avenue
Spencer, WV 25276
Telephone: 304-927-1997
Fax: 304-927-2273
Email: jhaverty@rccoawv.org
Julie Haverty, RN, Director

Summers County Council on Aging

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

Taylor County Senior Citizens, Inc.

52 Trap Springs Road
Grafton, WV 26354-7711
Telephone: 304-265-4555
Fax: 304-265-6083
Email: taylorcscs@aol.com
Elissa Stewart, Interim Director

Tucker County Senior Citizens, Inc.

217 Senior Lane
Parsons, WV 26287
Telephone: 304-478-2423
Fax: 304-478-4828
Email: sully0818@yahoo.com
Mary Alice Smith, Director

Council of Senior Tyler Countians, Inc.

PO Box 68 (504 Cherry Street)
Middlebourne, WV 26149
Telephone: 304-758-4919
Fax: 304-758-4680
Email: amy.cstcwv@frontier.com
Amy Haught, Executive Director

Upshur County Senior Citizens Opportunity Center, Inc.

28 North Kanawha Street
Buckhannon, WV 26201
Telephone: 304-472-0528
Fax: 304-472-6424
Email: scampbell@upwvsc.org
Website: www.upwvsc.org
Sarah Campbell, Director

Superior Senior Care (Wayne County)

360 Main Street
Hamlin, WV 25523
Telephone: 304-824-3448
Fax: 304-824-7662
Email: lcoc@zoominternet.net
Website: www.lincolncountyopportunity.net
William F. Carpenter, Jr., Director
(In-home services, meals, and transportation in
Stepstown provided by Coalfield Community
Action Partnership, Inc.)

Webster County Commission of Senior Citizens

148 Court Square
Webster Springs, WV 26288
Telephone: 304-847-5252
Fax: 304-847-7182
Email: webcosencitz@frontiernet.net
Debby Moore, Director

Wetzel County Committee on Aging

(IIIB only)
145 Paducah Drive
New Martinsville, WV 26155
Telephone: 304-455-3220
Fax: 304-455-0280
Email: wetzelcoa@suddenlinkmail.com
Mary Ash, Director

Wirt County Committee on Aging, Inc.

PO Box 370 (74 Senior Circle)
Elizabeth, WV 26143
Telephone: 304-275-3158
Fax: 304-275-4631
Email: wccoa@suddenlinkmail.com
Lorraine Roberts, Director

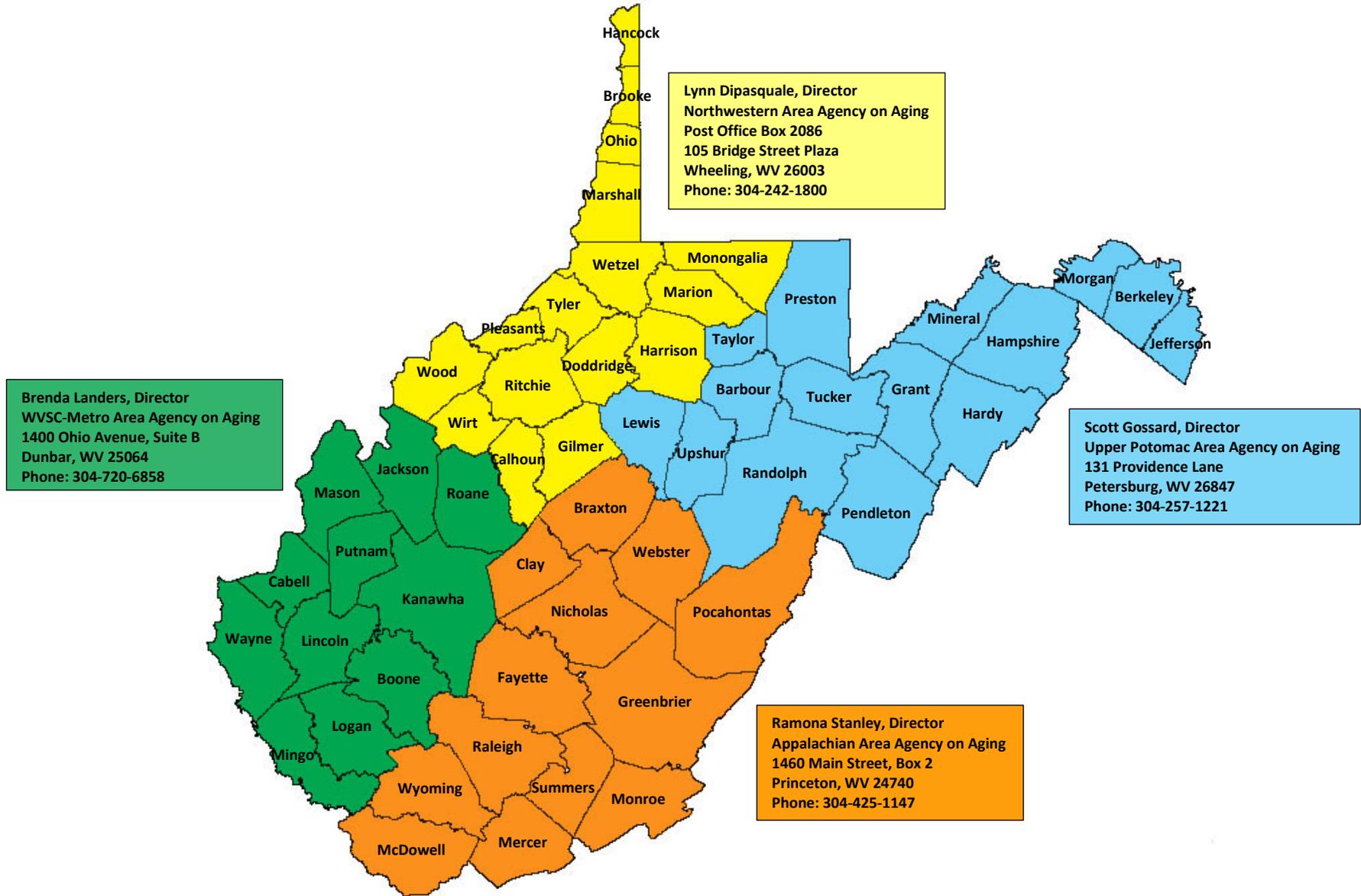
Wood County Senior Citizens Association, Inc.

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

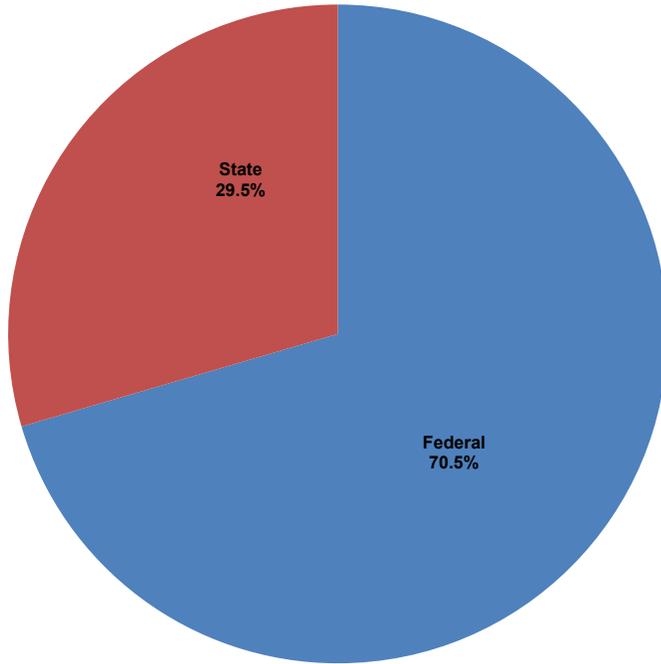
Council on Aging (Wyoming County)

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

AREA AGENCIES ON AGING



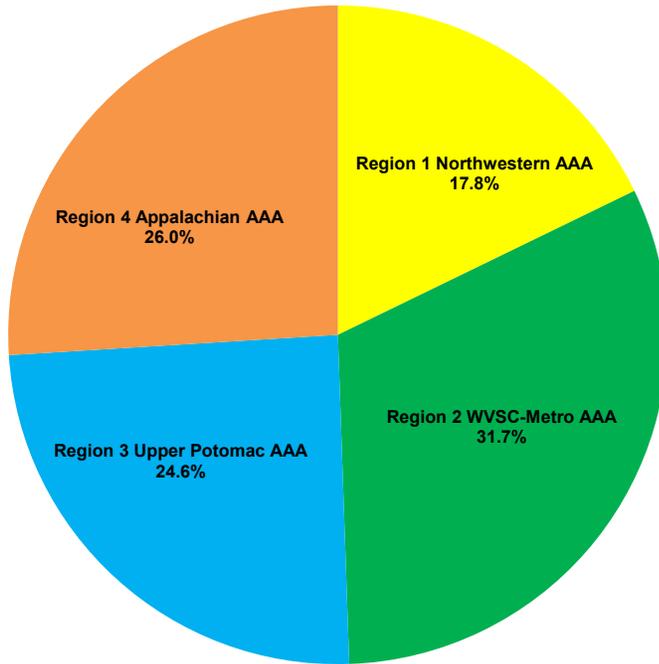
**BUREAU OF SENIOR SERVICES
 FY2019 AREA AGENCIES on AGING OPERATIONAL
 STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
 FY 2019 AAA FUNDING**

Federal	70.5%	994,500
State	29.5%	416,808
TOTAL	100.00%	1,411,308
Region 1	17.80%	251,202
Region 2	31.65%	446,702
Region 3	24.57%	346,702
Region 4	25.98%	366,702
	100.00%	1,411,308

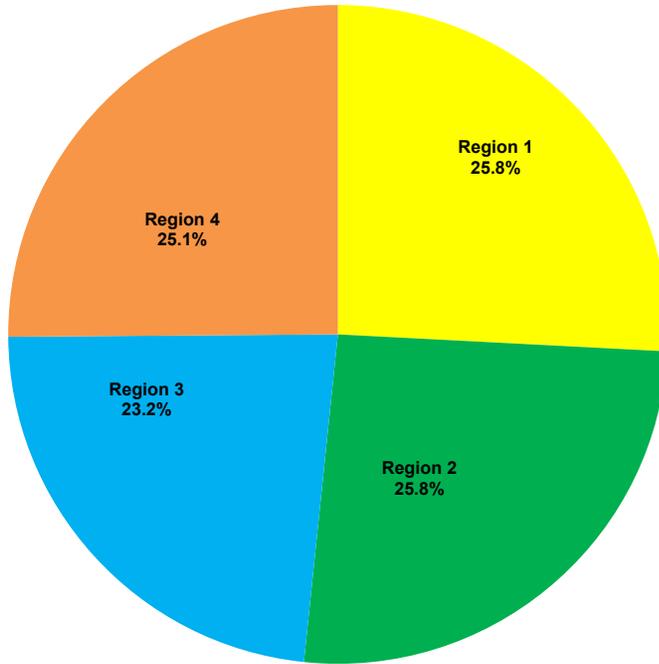
**BUREAU OF SENIOR SERVICES
FY2019 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY 2019 AAA FUNDING**

Region 1 Northwestern AAA	17.8%	251,202
Region 2 WVSC-Metro AAA	31.7%	446,702
Region 3 Upper Potomac AAA	24.6%	346,702
Region 4 Appalachian AAA	26.0%	366,702
TOTAL	100.00%	1,411,308

**BUREAU OF SENIOR SERVICES
FY2019 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY 2019 REGIONAL ALLOCATIONS**

Region 1	25.82%	10,302,542
Region 2	25.82%	10,302,943
Region 3	23.24%	9,273,340
Region 4	25.11%	10,020,392
TOTAL	100.00%	39,899,217

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

FY 2019 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2019
REGION 1:										
BROOKE	\$154,744	\$182,217	\$32,322	\$290,133	\$0	\$13,920	\$33,660	\$0	\$2,000	\$708,996
BI-COUNTY	\$0	\$22,529	\$0	\$481,992	\$0	\$0	\$19,517	\$0	\$0	\$524,038
CALHOUN	\$128,500	\$186,771	\$26,385	\$88,112	\$0	\$5,772	\$15,857	\$0	\$3,000	\$454,397
DODDRIDGE	\$206,743	\$187,956	\$26,735	\$0	\$0	\$4,157	\$29,390	\$0	\$0	\$454,981
GILMER	\$126,638	\$186,588	\$25,743	\$98,624	\$1,054	\$5,351	\$12,461	\$0	\$3,000	\$459,459
HANCOCK	\$153,509	\$186,233	\$37,932	\$0	\$2,104	\$19,444	\$32,548	\$0	\$5,000	\$436,770
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$307,447	\$190,425	\$71,146	\$0	\$5,500	\$42,721	\$75,909	\$0	\$0	\$693,148
HARRISON by Dodd	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON by Lewis	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MARION	\$328,107	\$191,990	\$59,163	\$267,014	\$0	\$35,265	\$73,611	\$1,300	\$3,000	\$959,450
MARSHALL	\$223,563	\$182,933	\$35,391	\$104,339	\$0	\$18,328	\$36,538	\$0	\$2,000	\$603,092
MONONGALIA	\$216,702	\$207,092	\$53,246	\$195,294	\$3,875	\$29,245	\$62,939	\$0	\$3,000	\$771,393
OHIO	\$111,025	\$262,856	\$55,715	\$220,293	\$4,271	\$30,072	\$78,323	\$0	\$0	\$762,555
PLEASANTS	\$50,000	\$176,267	\$25,727	\$70,111	\$0	\$3,556	\$15,644	\$0	\$3,000	\$344,305
RITCHIE	\$154,814	\$180,711	\$27,095	\$94,194	\$0	\$5,947	\$21,535	\$0	\$3,000	\$487,296
TYLER	\$148,455	\$176,901	\$26,677	\$71,247	\$989	\$5,244	\$17,842	\$0	\$2,000	\$449,355
WETZEL	\$218,830	\$186,493	\$28,761	\$82,804	\$1,382	\$10,148	\$12,642	\$0	\$3,000	\$544,060
WIRT	\$164,933	\$186,070	\$25,213	\$80,500	\$0	\$2,955	\$12,530	\$0	\$0	\$472,201
WOOD	\$252,300	\$211,810	\$58,105	\$281,265	\$5,816	\$42,454	\$71,094	\$0	\$3,000	\$925,844
REGION 1	\$2,946,310	\$3,105,842	\$615,356	\$2,425,922	\$24,991	\$274,579	\$622,040	\$1,300	\$35,000	\$10,051,340

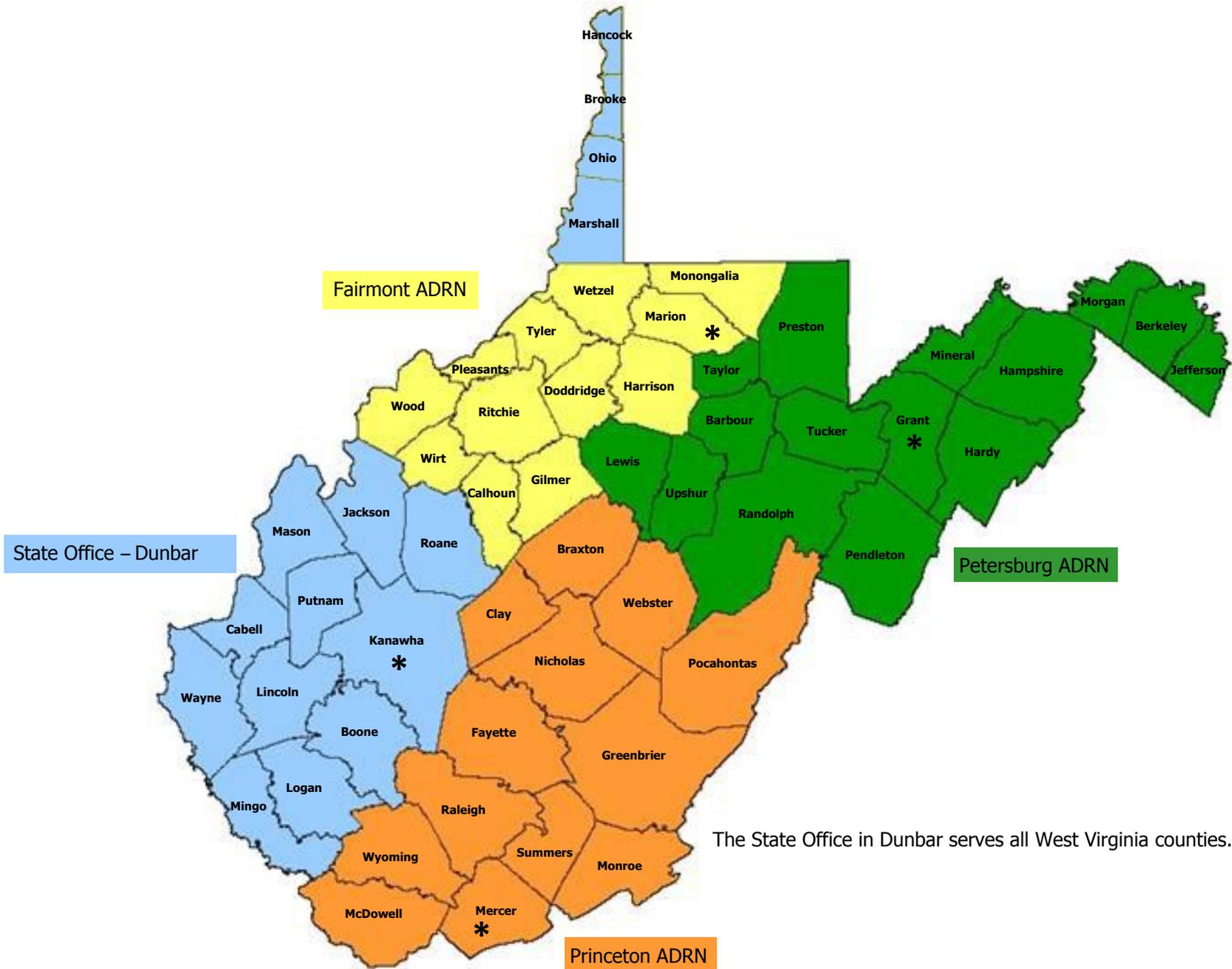
FY 2019 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2019
REGION 2:										
BOONE	\$173,035	\$179,682	\$31,931	\$247,072	\$2,196	\$11,928	\$36,026	\$0	\$3,000	\$684,870
CABELL	\$335,954	\$216,975	\$85,112	\$388,535	\$0	\$58,083	\$113,393	\$0	\$0	\$1,198,058
JACKSON	\$226,648	\$195,509	\$33,334	\$197,823	\$0	\$13,353	\$42,371	\$0	\$0	\$709,032
KANAWHA	\$914,060	\$261,759	\$142,744	\$822,926	\$14,608	\$125,345	\$192,625	\$0	\$60,600	\$2,534,667
LINCOLN	\$279,216	\$179,231	\$30,884	\$156,754	\$2,096	\$10,889	\$33,085	\$0	\$60,600	\$752,755
LOGAN by Lincoln	\$66,900	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$66,900
LOGAN-PRIDE	\$205,000	\$183,240	\$39,084	\$215,111	\$3,659	\$24,315	\$49,875	\$0	\$0	\$720,284
MASON	\$148,077	\$180,712	\$32,718	\$197,226	\$2,392	\$12,938	\$27,783	\$0	\$3,000	\$604,846
MINGO	\$242,460	\$180,262	\$32,700	\$188,906	\$2,609	\$15,165	\$36,369	\$0	\$3,000	\$701,471
PUTNAM	\$133,450	\$203,950	\$40,456	\$249,523	\$2,797	\$18,374	\$57,612	\$0	\$0	\$706,162
PUTNAM by Kanawha	\$23,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$23,500
ROANE	\$84,500	\$178,426	\$29,652	\$101,857	\$0	\$8,795	\$20,891	\$0	\$0	\$424,121
WAYNE by Lincoln/Mir	\$253,988	\$184,462	\$40,242	\$170,035	\$8,863	\$21,281	\$50,704	\$0	\$0	\$729,575
REGION 2	\$3,086,788	\$2,144,208	\$538,857	\$2,935,768	\$39,220	\$320,466	\$660,734	\$0	\$130,200	\$9,856,241

FY 2019 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2019
REGION 3:										
BARBOUR	\$199,333	\$188,362	\$24,914	\$157,323	\$0	\$9,627	\$27,082	\$0	\$2,000	\$608,641
BERKELEY	\$312,730	\$201,558	\$49,439	\$147,139	\$4,299	\$32,046	\$43,020	\$0	\$0	\$790,231
GRANT	\$178,375	\$185,805	\$26,987	\$93,760	\$0	\$6,661	\$19,613	\$0	\$5,000	\$516,201
HAMPSHIRE	\$187,275	\$192,941	\$29,982	\$121,390	\$1,597	\$10,758	\$26,477	\$0	\$5,000	\$575,420
HARDY	\$107,680	\$185,946	\$27,338	\$114,415	\$1,012	\$7,669	\$21,733	\$0	\$5,000	\$470,793
JEFFERSON	\$213,227	\$193,885	\$40,267	\$152,230	\$2,446	\$21,390	\$34,928	\$0	\$5,000	\$663,373
LEWIS	\$224,669	\$188,547	\$31,662	\$121,270	\$0	\$9,807	\$26,807	\$0	\$3,000	\$605,762
MINERAL	\$237,104	\$194,564	\$33,486	\$148,504	\$0	\$14,684	\$29,048	\$0	\$5,000	\$662,390
MORGAN	\$192,490	\$187,578	\$30,228	\$103,623	\$0	\$7,979	\$24,868	\$0	\$5,000	\$551,766
PENDLETON	\$77,082	\$189,834	\$26,478	\$99,500	\$0	\$5,882	\$18,690	\$0	\$5,000	\$422,466
PRESTON	\$197,677	\$193,925	\$47,517	\$201,513	\$2,248	\$15,201	\$47,408	\$0	\$3,000	\$708,489
RANDOLPH	\$202,873	\$203,267	\$40,609	\$202,560	\$2,218	\$15,067	\$36,759	\$0	\$60,600	\$763,953
TAYLOR	\$170,448	\$183,949	\$33,336	\$135,735	\$0	\$9,078	\$34,149	\$0	\$0	\$566,695
TUCKER	\$159,834	\$186,545	\$26,006	\$105,213	\$0	\$4,462	\$22,075	\$0	\$0	\$504,135
UPSHUR	\$137,805	\$193,367	\$33,991	\$109,987	\$0	\$11,599	\$29,574	\$0	\$0	\$516,323
REGION 3	\$2,798,602	\$2,870,073	\$502,240	\$2,014,162	\$13,820	\$181,910	\$442,231	\$0	\$103,600	\$8,926,638

FY 2019 FUNDING ALLOCATIONS PROVIDERS										
	State Prgrm							TITLE VII		Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2019
REGION 4:										
BRAXTON	\$245,029	\$189,249	\$29,019	\$119,109	\$1,580	\$9,588	\$21,252	\$0	\$60,600	\$675,426
CLAY	\$118,398	\$176,704	\$26,931	\$88,762	\$0	\$6,322	\$26,548	\$0	\$0	\$443,665
FAYETTE by Raleigh	\$154,027	\$192,035	\$56,995	\$0	\$5,262	\$35,158	\$66,669	\$0	\$0	\$510,146
FAYETTE by Putnam	\$128,569	\$0	\$0	\$346,454	\$0	\$0	\$0	\$0	\$0	\$475,023
GREENBRIER	\$75,031	\$185,851	\$50,784	\$195,802	\$3,749	\$25,142	\$55,785	\$0	\$0	\$592,144
MCDOWELL	\$216,181	\$192,426	\$41,187	\$233,970	\$4,937	\$33,176	\$48,443	\$0	\$0	\$770,320
MERCER	\$358,928	\$197,109	\$57,171	\$350,001	\$6,601	\$45,044	\$72,797	\$0	\$3,000	\$1,090,651
MONROE	\$69,597	\$188,913	\$30,858	\$223,457	\$1,442	\$8,849	\$41,141	\$0	\$0	\$564,257
NICHOLAS	\$214,058	\$196,800	\$32,254	\$262,888	\$2,153	\$13,922	\$29,551	\$600	\$0	\$752,226
POCAHONTAS	\$90,472	\$185,625	\$27,286	\$120,634	\$1,162	\$6,687	\$23,299	\$0	\$3,000	\$458,165
RALEIGH	\$606,206	\$197,115	\$68,055	\$422,451	\$7,620	\$53,276	\$84,939	\$2,100	\$3,000	\$1,444,762
SUMMERS	\$145,054	\$184,654	\$39,540	\$113,072	\$1,701	\$10,486	\$42,164	\$0	\$0	\$536,671
WEBSTER	\$201,472	\$188,224	\$27,068	\$131,439	\$0	\$6,373	\$21,623	\$0	\$0	\$576,199
WYOMING	\$232,352	\$179,601	\$39,826	\$188,215	\$2,054	\$12,925	\$46,462	\$0	\$60,600	\$762,035
REGION 4	\$2,855,374	\$2,454,306	\$526,974	\$2,796,254	\$38,261	\$266,948	\$580,673	\$2,700	\$132,200	\$9,653,690

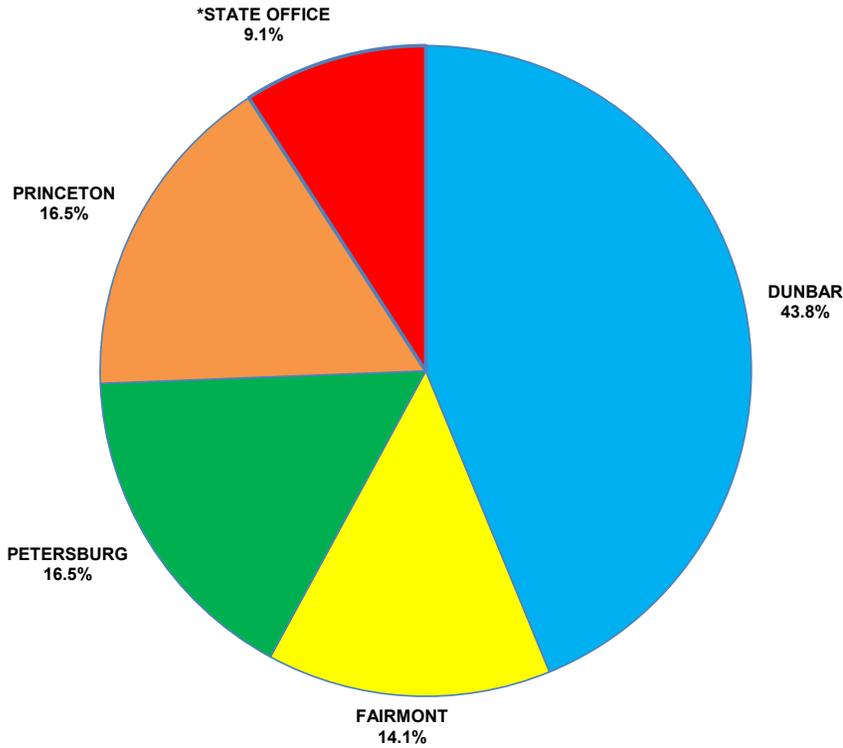
TOTAL	\$11,687,074	\$10,574,429	\$2,183,427	\$10,172,106	\$116,292	\$1,043,903	\$2,305,678	\$4,000	\$401,000	\$38,487,909
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AGING & DISABILITY RESOURCE NETWORK OFFICES



The State Office in Dunbar serves all West Virginia counties.

**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK
FY2019 BUDGETS BY SITE**

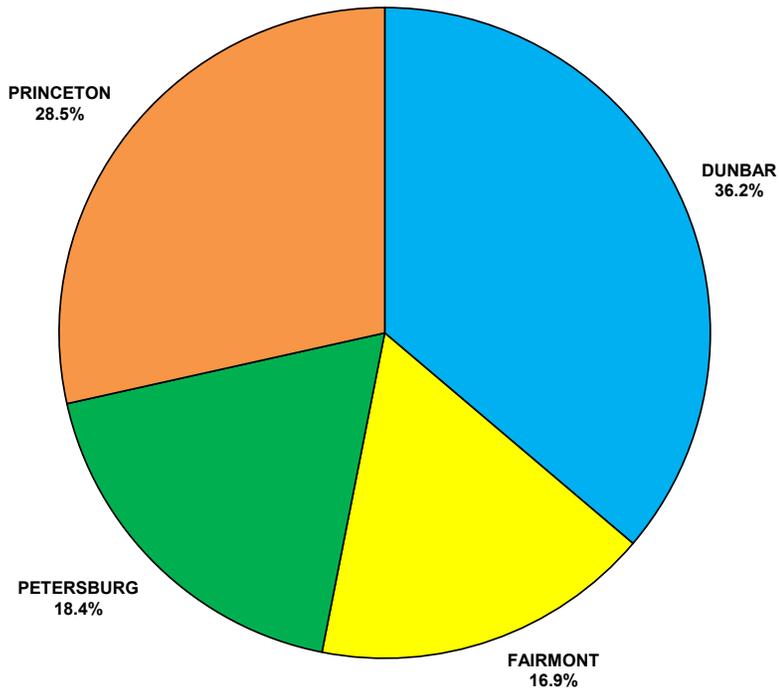


**ADRN
SITE BUDGETS**

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

* State Office includes funding for the comprehensive on-line resource database,
 **State funded from Lottery Appropriations

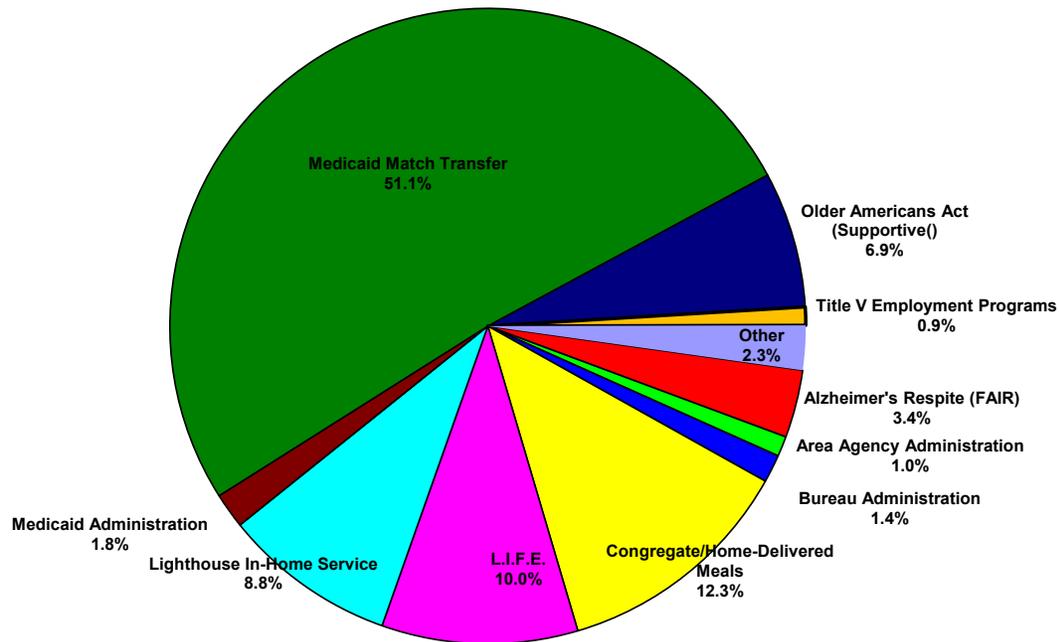
**WEST VIRGINIA AGING & DISABILITY RESOURCE NETWORK
FY2019 CONTACTS BY SITE**



**ADRN
CONTACTS**

DUNBAR	36.20%	3,920
FAIRMONT	16.89%	1,829
PETERSBURG	18.42%	1,995
PRINCETON	28.49%	3,085
TOTAL	100.00%	10,829

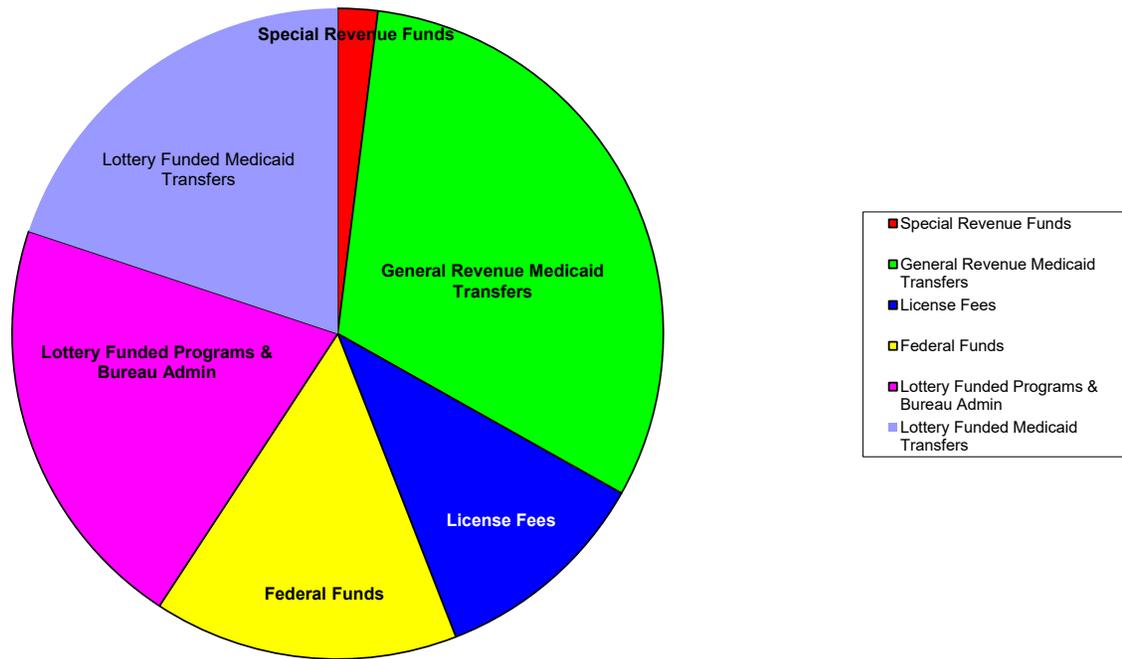
**BUREAU OF SENIOR SERVICES
FY2019 PROGRAMS BY REVENUE**



**BUREAU OF SENIOR SERVICES
FY 2019 PROGRAMS BY REVENUE**

Alzheimer's Respite (FAIR)	3.45%	\$3,313,751
Area Agency Administration	1.03%	\$984,712
Bureau Administration	1.42%	\$1,362,747
Congregate/Home-Delivered Meals	12.32%	\$11,831,538
L.I.F.E.	9.97%	\$9,574,527
Lighthouse In-Home Service	8.83%	\$8,483,850
Medicaid Administration	1.80%	\$1,730,000
Medicaid Match Transfer	51.08%	\$49,068,770
Older Americans Act (Supportive)	6.92%	\$6,644,824
Title V Employment Programs	0.93%	\$889,511
Other	2.26%	\$2,172,001
TOTAL	100.00%	\$96,056,231
Other		
Special Projects	0.07%	\$63,500
Aging & Disability Resource Network	0.44%	\$425,000
Ombudsman	0.75%	\$723,292
Community Partnership	0.00%	\$0
Transportation	1.00%	\$960,209
	<u>2.26%</u>	<u>\$2,172,001</u>

**BUREAU OF SENIOR SERVICES
FY2019 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2019 REVENUES BY SOURCE**

Special Revenue Funds	1.98%	\$1,900,000
General Revenue Medicaid Transfers	31.18%	\$29,950,955
License Fees	10.93%	\$10,500,000
Federal Funds	15.13%	\$14,536,246
Lottery Funded Programs & Bureau Admin	20.87%	\$20,051,215
Lottery Funded Medicaid Transfers	19.90%	\$19,117,815
TOTAL	100.00%	\$96,056,231

**BUREAU OF SENIOR SERVICES GRANTS
PROVIDER TOTALS FY 2019**

AGING PROVIDERS SERVICE AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$239,687
BARBOUR CO SENIOR CENTER INC	\$201,186
BERKELEY SENIOR SERVICES	\$290,753
BOONE CO COMMUNITY ORG	\$165,175
BRAXTON CO SENIOR CITIZENS CENTER INC	\$301,104
BROOKE CO COMMITTEE ON AGING	\$139,789
CABELL CO COMMUNITY SERVICES	\$330,134
CALHOUN CO COMMITTEE ON AGING	\$118,774
CLAY SENIOR & COMMUNITY SERVICES INC	\$114,488
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$274,295
COMMISSION ON AGING FAMILY SERVICES INC	\$181,877
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$161,439
COMMITTEE ON AGING FOR RANDOLPH COUNTY INC	\$247,456
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$249,954
COMMUNITY ACTION OF SOUTH EASTERN WV	\$28,568
COMMUNITY ACTION OF SOUTH EASTERN WV INC	\$77,991
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$124,998
COUNCIL OF SENIOR TYLER COUNTIANS	\$142,712
COUNCIL ON AGING INC	\$298,595
DODDRIDGE CO SENIOR CITIZENS INC	\$202,001
FAMILY SERVICE UPPER OHIO VALLEY	\$115,236
GREENBRIER CO COMM ON AGING	\$78,310
HAMPSHIRE CO COMM ON AGING	\$190,232
HARDY CO COMMITTEE ON AGING	\$119,229
HARRISON CO SENIOR CITIZENS CTR INC	\$298,641
JACKSON CO COMM ON AGING	\$223,630
JEFFERSON CO COUNCIL ON AGING	\$213,843
KANAWHA VALLEY SENIOR SERVICES	\$989,218
LEWIS CO SENIOR CITIZENS CENTER INC	\$221,632
LINCOLN CO OPPORTUNITY CO	\$608,265
MARION CO SENIOR CITIZENS	\$320,342
MARSHALL CO COMMITTEE ON AGING	\$234,046
MASON CO ACTION GROUP INC	\$153,080
MCDOWELL CO COMMISSION ON AGING	\$211,150
MONROE CO COUNCIL ON AGING INC	\$64,664
NICHOLAS CO COMMISSION	\$1,500
NICHOLAS CO COMMUNITY ACTION PARTNERSHIP INC	\$87,804
NICHOLAS COMMUNITY ACTION PARTNERSHIP INC	\$118,577
PENDLETON SENIOR & FAMILY SVS	\$103,099
PLEASANTS CO COMMISSION	\$48,504
POCAHONTAS CO SENIOR CITIZENS	\$85,613
PRESTON CO SENIOR CITIZENS INC	\$1,084,779
PRIDE COMMUNITY SERVICES INC	\$224,032
PUTNAM CO AGING PROGRAM INC	\$260,141
RALEIGH CO COMMISSION ON AGING INC	\$730,312
RANDOLPH CO COMMITTEE ON AGING	\$12,721
RITCHIE CO INTEGRATED FAMILY SVS	\$157,809
ROANE CO COMMITTEE ON AGING INC	\$83,723
SENIOR LIFE SERVICES OF MORGAN CO	\$184,298

SENIOR MONONGALIANS INC	\$218,951
SUMMERS CO COUNCIL ON AGING	\$144,977
TAYLOR CO SENIOR CITIZENS INC	\$171,647
TUCKER CO SENIOR CITIZENS INC	\$187,778
UPSHUR CO SR CITIZEN OPP CTR INC	\$750,188
WEBSTER CO COMM OF SENIOR CITIZENS	\$192,944
WETZEL CO COMMITTEE ON AGING	\$224,704
WIRT CO COMMITTEE ON AGING	\$164,403
WOOD CO SENIOR CITIZENS ASSOCIATION INC	\$251,467
AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS	
APPALACHIAN AREA AGENCY ON AGING	\$6,788,398
BELOMAR REGIONAL COUNCIL	\$7,272,694
REGION VIII PLANNING & DEV COUNCIL	\$6,272,378
WVSU METRO AREA AGENCY ON AGING INC	\$7,477,889
AGING NETWORK INITIATIVES	
ALZHEIMERS ASSOCIATION	\$45,596
DAVIS MEMORIAL HOSPITAL	\$5,000
GOOD SHEPHERD INTERFAITH VOLUNTEER CAREGIVERS INC	\$4,000
INSTITUTE FOR GERI OLYMPICS AND ACTIVE LIVING INCORPORATED	\$12,000
KANAWHA HOSPICECARE INC	\$5,000
KANAWHA IMPROVEMENT ASSOCIATION	\$59,000
LEGAL AID OF WEST VIRGINIA INC	\$871,444
MEALS ON WHEELS OF RANDOLPH CO INC	\$8,000
MISSION WEST VIRGINIA INC	\$28,900
MU JOAN C EDWARDS SCHOOL OF MEDICINE	\$15,000
NATL FOUNDATION TO END SENIOR HUNGER INC	\$54,000
SHEPHERD OF THE HILLS MISSION	\$22,500
SOUTHERN OHIO LUBE AND OIL LLC	\$1,260
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	\$27,000
UPPER MASON PARISH	\$3,500