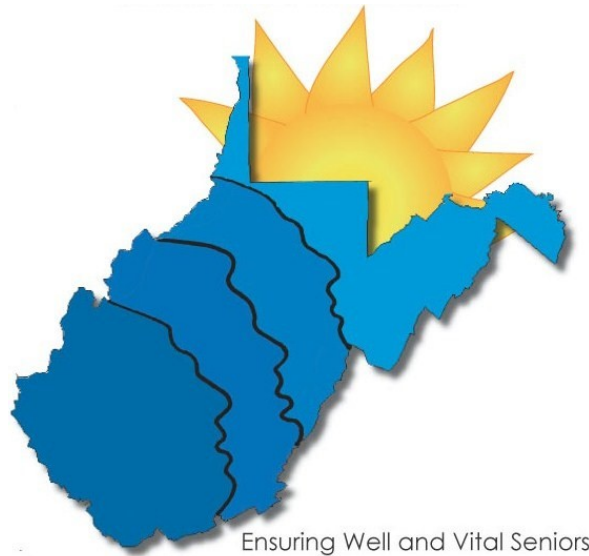


WEST VIRGINIA BUREAU OF SENIOR SERVICES



ANNUAL REPORT

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



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2020 Annual Report

July 1, 2019–June 30, 2020

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Mission

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

This report is available online at:

www.wvseniorservices.gov

and

[http://www.wvlegislature.gov/Reports/Agency Reports/agencylist all.cfm](http://www.wvlegislature.gov/Reports/Agency%20Reports/agencylist%20all.cfm)

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STATE FISCAL YEAR 2020 ANNUAL REPORT
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From Robert E. Roswall, Commissioner



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

SUCSESSES

Nutrition Program Transport Vehicles

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



Ford F-150 Hot/Cold Meal Transport Vehicles



Governor Jim Justice and 2020 Ford Explorer

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

Governor’s Summer Food Assistance Program

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

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

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

Grab and Go Meals

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

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

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

ONGOING PROJECTS

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

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

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

STRUCTURE

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

ADDRESSING COVID-19

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

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

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

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

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

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

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

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

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

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

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

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

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

PROGRAMS

OLDER AMERICANS ACT FEDERAL FUNDED TITLE PROGRAMS

Overview

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

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

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

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

- Through Older Americans Act programs, 36,575 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 18% were age 85+; 30% were 75-84; 46% were 60-74
 - 35% lived in poverty; 48% lived alone; 40% were at high nutritional risk.

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need, including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaid.org; and outreach visits to individual senior centers and partners. WVSLA published frequent posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com and on our Facebook page, particularly about emerging COVID19-related legal issues including emerging federal benefits issues, scams, and state legal issues like evictions and voting changes this year. WVSLA continued to participate in the statewide Financial Exploitation Task Force, Rape and Domestic Violence Information Center's (RDVIC's) Sexual Assault Response Team, Monongalia/Preston County's STOP Violence team, and the National Association of Senior Legal Hotlines. WVSLA also partnered in an ad hoc group with other justice groups in the state to help develop and implement collaborative advocacy strategies in quick response to COVID19-related legal issues impacting WV seniors including evictions, foreclosures, debt collection, food access, voting access, and landlord abuses. We also presented at the WV Consumer Law Center's annual CLE, virtually this year. In conjunction with the WV Access to Justice Foundation this year, we worked with the Consumer Committee to develop a series of initiatives to support seniors in consumer matters including identifying trigger points and their corresponding partners where timely relevant financial literacy information could prevent costly mistakes.



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

Title III-B Supportive Services



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

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

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

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 congregate meals are served in senior centers and their satellite sites throughout West Virginia. These meals meet federally-mandated nutrition requirements, a minimum of 1/3 of the Dietary Reference Intakes, and the centers offer an opportunity for seniors to socialize. IIIC-2 home-delivered meals, which also meet nutrition requirements, are delivered directly to homebound seniors. Meals are served in 156 locations, 250 days a year throughout the state. Due to COVID-19, by Executive Order 39-20, senior centers and congregate sites closed effective March 2020.



- In State Fiscal Year 2020, 24,023 West Virginia seniors received 2,285,030 meals, either in their homes (11,537 seniors, 1,611,201 home-delivered meals) or at County Nutrition Sites (13,162 seniors, 503,877 congregate meals).
- The average collected for home-delivered meals was \$.51, and for congregate \$1.96. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:
 - 19% were age 85+; 33% were 75-84; 45% were 60-74



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

Grab and Go Meals

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

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

Title III-D Evidence-Based Wellness Programs

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

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

- The Bureau sponsors and staff assist with Aging and Family Services of Mineral County's Annual Senior Olympics, but due to COVID-19, the event was cancelled for 2020.
- The Bureau was in the process of implementing the Matter of Balance Program. It would have launched Spring, 2020. Due to COVID-19, the training was cancelled and will be rescheduled next year.
- The Bureau implemented the Tai Chi for Osteoporosis program. The program's target audience is individuals who are 60+ with osteoporosis. People with osteoporosis often have arthritis and loss of function due to age and weakness. Tai chi relieves pain from arthritis, improves balance, strengthens the body and increases stamina. Tai chi helps people feel more relaxed and improves mental strength, so they can cope better with their conditions. Due to COVID-19, classes will be conducted virtually once guidelines are set in place.
- The Bureau facilitates the paid certification of County Aging Providers to have staff certified in evidence-based programs.
- The Bureau contracts with Master Trainers to accommodate County Aging Programs for Title III-D services.

Title III-E National Family Caregiver Support Program

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

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

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

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

Title V Senior Community Service Employment Program (SCSEP)



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

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

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding for and provides Long-term Care Ombudsman Program services in accordance with Title VII of the Older Americans Act; West Virginia Code 16-5L; and accompanying regulations and rules. The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the Ombudsman Program is to enhance the quality of life, improve the level of care,

protect the individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives and providers about residents' rights. Long-term care ombudsmen also investigate complaints made by, or on behalf of, long-term care residents and conduct routine, unannounced monitoring in long-term care facilities. The Long-Term Care Ombudsman Program is a statewide program comprised of the State Long-Term Care Ombudsman and the Regional Long-Term Care Ombudsman Program operated by Legal Aid of West Virginia. (See Exhibit H for a map of Long-term Care Ombudsman regions.) In FY2020, the Regional Program consisted of nine paid ombudsmen, each covering a multi-county region and each with a program director/volunteer coordinator.

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

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

- The Ombudsmen worked with resident councils 219 times; participated in thirteen community education sessions; conducted twelve trainings for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors, and the ombudsman program.
- The Ombudsmen provided 2,465 telephone consultations to individuals in the community and facility staff.
- The program operated within a total general budget of \$887,471. This was comprised of \$109,804 Federal Older Americans Act, Title VII Chapter 2 funds; \$187,774 Federal Older Americans Act, Title VII Chapter 3 funds; \$220,000 other Federal (Medicaid) funds; \$327,226 State funds; and \$42,667 Local funds. The Long-term Care Ombudsman Program also received \$129,281 CARES Act funds which must be used to provide Long-term Care Ombudsman services in response to the Coronavirus Emergency and must be expended by December 30, 2021.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$32,350,407 from the West Virginia Lottery to fund in-home services, transportation, meals, provider operations and Bureau administration.

Family Alzheimer's In-Home Respite (FAIR)

The dictionary defines respite as an interval of rest or relief from something difficult. Caring for someone with Alzheimer's disease or a related dementia may be very rewarding. It is also difficult. That is why the Family Alzheimer's In-Home Respite (FAIR) Program is such a valuable resource for family caregivers. FAIR, a state-funded program available in all fifty-five counties through county aging providers, was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff. Trained workers from county senior centers give family caregivers a break from caregiving responsibilities. They also provide companionship and individualized activities for their loved ones with dementia.



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

- In FY2020, the FAIR Program provided 217,565 hours of service to 813 families (1,626 caregivers and individuals with Alzheimer's disease or a related disorder).
- FAIR clients statewide averaged 42 hours of service each month.
- FAIR manual training was provided to six new county FAIR coordinators.

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

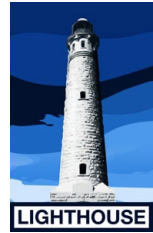
Of the total number of caregivers who received FAIR services:

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

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

Lighthouse Program

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



Lighthouse services are provided by a trained caregiver who is employed by the County Aging Provider. The Lighthouse Plan of Care is developed by the County Aging Provider registered nurse. This unique program is funded by the state of West Virginia, and clients contribute for services based on their monthly income minus medical expenses. A client can receive up to 60 hours of service each month, based on need and availability of hours and workers. Services include personal care, nutrition, help with mobility, and environmental tasks. To participate in the program, an individual has to be a citizen of West Virginia, be at least 60 years old and meet the functional eligibility criteria established by the Bureau, as determined by the aging provider's registered nurse. Individuals are not eligible for Lighthouse services if they receive Medicaid funds or if they qualify for Medicaid programs and refuse to apply. However, while a person's Medicaid application is being processed, that person may qualify for Lighthouse services through his/her county aging provider. The Lighthouse program is available in all 55 counties.

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

Of the total number of seniors who received Lighthouse services:

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

As with FAIR, payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$1,152,728. The fees collected for services averaged \$1.43 per hour of service.

Legislative Initiative for the Elderly (LIFE) Program Funds

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

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

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they need to have access to information that can help them make those choices. Care decisions should reflect an individual's personal goals, values, and beliefs and should be discussed with appropriate family members. Advance directives give individuals control over end-of-life treatments and care and protect family members from having to make those hard decisions. Advance directives allow individuals to name the person they want to carry out their wishes and make decisions for them, if it is determined they cannot make those decisions for themselves. In FY2020, the Bureau continued to make the following information available free of charge to all who requested it:

- ***Advance Directives for Health Care Decision-Making in West Virginia***, which answers the most frequently asked questions about end-of-life care decisions and contains advance directive forms recognized by West Virginia law to implement those decisions – Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also available for download on the West Virginia Center for End-of-Life Care website, www.wvendoflife.org.
- ***Five Wishes***, a product of Aging with Dignity, a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. It includes choices related to spiritual, personal, and emotional needs, as well as medical wishes. Five Wishes meets the legal requirements for an advance directive in most states, including West Virginia.

Aging and Disability Resource Centers (ADRCs)

(www.wvnavigate.org)



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

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

Currently, there are three regional ADRC offices operated by the state's Area Agencies on Aging, and the statewide ADRC operated by the WVSU Metro Area Agency on Aging. The ADRC offices are state-funded through the Bureau of Senior Services. The ADRC has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code. (See Exhibit I for a map of ADRC locations, Exhibit J for FY 2020 budgets by site, and Exhibit K for FY 2020 total contacts by site.)

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

Golden Mountaineer Card

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



Seniors and merchants can enroll in the program online at www.goldenmountaineer.wv.gov. The website is user friendly, and seniors can search for participating merchants by name, service type, or county. Links to participating merchants' websites and Facebook pages are also available. This is both a great service to West Virginia seniors and a marketing tool for local businesses. Information can also be obtained by calling the Bureau's toll-free number, 1-877-987-3646.

Medicaid Operation Agency

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

PC programs. The Bureau also represents BMS in the Medicaid Fair Hearing process for recipients of ADW and PC services.

Medicaid Aged and Disabled Waiver (ADW)

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

The program is focused on providing services that are person-centered and that promote choice, independence, participant-direction, respect, dignity, and community integration. The six services available in the Aged and Disabled Waiver program are Pre-Transition Case Management, Community Transition Services, Case Management, Personal Attendant Services, Nursing Assessment/Supervision, and Non-Medical Transportation. The Aged and Disabled Waiver program has two service delivery models, the Traditional (Agency) Model and the Participant-Directed Model known as Personal Options.

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

The Bureau of Senior Services conducts quality provider monitoring and annual continuing certification of both the Aged and Disabled Waiver and Personal Care providers. Provider monitoring includes records review, site and policy review, validation of staff qualifications and compliance with ADW and Personal Care policy. The Bureau conducts initial certification and opening of all new provider applicants with a verification of certification to the Bureau for Medical Services claims management contractor for Medicaid enrollment to ensure providers meet certification standards. In addition, the Bureau implements the ADW Quality Improvement Advisory Council which develops an annual Quality Work Plan, quality improvement projects and stakeholder input.

Medicaid Personal Care (PC)

Personal Care Services is a State Plan Medicaid program to assist eligible Medicaid recipients to perform activities of daily living and instrumental activities of daily living in the recipient's home, place of employment, or community. There are no age restrictions for recipients of Personal Care services. In State FY 2020, 5,787 Personal Care recipients were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.



To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living.

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

Medicaid Personal Options

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

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

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

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

OTHER FEDERAL–FUNDED PROGRAMS

(Non-Older Americans Act)

Health Insurance Marketplace

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



West Virginia Senior Medicare Patrol (SMP)

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



- SMP reached more than 2,700 Medicare beneficiaries through individual interactions and provided more than 350 group outreach and education events, reaching over 13,000 people and 145 Media outreach and education events (Group/in-person outreach was greatly impacted due to COVID-19. However, media outreach increased significantly).
- WV SMP had 73 active SMP team members during the past year located within County Aging Programs, Aging and Disability Resource Centers offices, and at the Bureau of Senior services.
- The WV SMP toll-free number (1-855-254-1720) is answered by staff at the Bureau of Senior Services.
- The SMP program is federally administered by the Administration for Community Living.

West Virginia State Health Insurance Assistance Program (SHIP)

www.wvship.org



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

- SHIP served more than 17,000 Medicare beneficiaries and provided over 500 public and media events statewide with more than 26,000 reached (Group/in-person outreach was greatly impacted due to COVID).
- WV SHIP had a total of 84 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Programs and Area Agencies on Aging.
- The SHIP program is federally administered by the Administration for Community Living. Training and updates on Medicare are provided by the Centers for Medicare and Medicaid Services.

SPECIAL PROJECTS

“The Road Ahead”

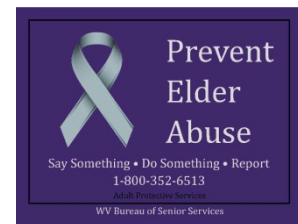
The Commissioner of the Bureau of Senior Services hosts “The Road Ahead,” a monthly television program on Aging Well in West Virginia. The show is produced by the West Virginia Library Commission. Topics covered this year included Serving Seniors During the Pandemic in Rural Areas, Wellness and Chronic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

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

Both events were canceled due to COVID-19.

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, in recognizing June 15, 2020, as World Elder Abuse Awareness Day. Due to COVID-19, the event was held virtually on October 27, 2020, with 239 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention.



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

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

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

West Virginia Senior Farmers' Market Program



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

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

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$42.9 million, of which \$21 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$21.9 million for Bureau services.
- General Revenue appropriations totaled \$30 million, of which the full amount was also transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License fee appropriations from casino license fees in the amount of \$10.5 million fund FAIR, Lighthouse, meals, and transportation;
- Federal appropriations in the amount of \$14.5 million;
- Special Revenue appropriations totaling \$1.9 million; and
- Project Income collected by providers in FY2020 totaled \$3.1 million (Title III \$1.9 million, In-Home Services \$1.2 million). These funds are used to provide additional services.
- The Bureau received \$1,551,372 in Family First Coronavirus Response Act (FFRCA) funding, and \$5,046,153 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding, including an ADRC grant for \$455,454.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2020 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit N lists the Bureau's grants/detailed expenditures for FY2020.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 72,373 visitors, and its pages received 568,499 hits.
- In addition to general information about aging services in West Virginia, the site includes weekly HIPAA/privacy tips and updates, news of note, upcoming events, information on states of emergency, and the *Food & Fitness* senior nutrition newsletter.
- The Bureau's Facebook page, <https://bit.ly/33QYGFj>, launched in March 2012, is used to share information and photographs with the public. During the past year, the number of "Likes" increased from 3,177 to 3,336.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page, <https://bit.ly/2OaBdZj>, in October 2012. The page is used to share photographs, SHL position papers, and other information regarding SHL with members and the public.

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

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

WORKSHOPS & TRAININGS

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

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

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

COLLABORATIONS & PARTNERSHIPS

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

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

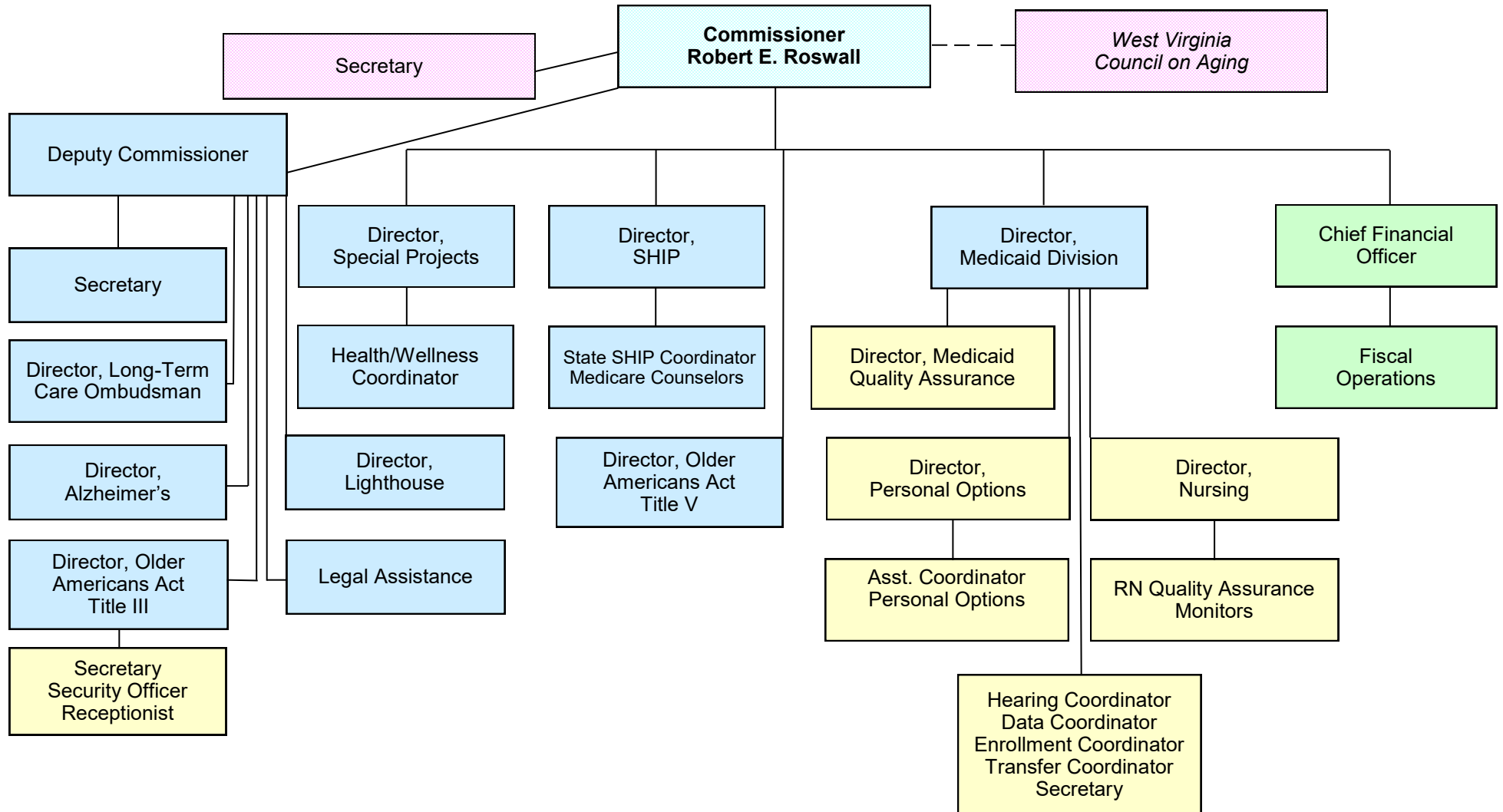
- Herbert Henderson Office of Minority Affairs
- Highmark Health
- Interagency Collaborative Team
- KEPRO
- Legal Aid of West Virginia
- Lewis County Family Resource Network
- Marion County Family Resource Network
- Meals on Wheels Association of America (MOWAA)
- Medicaid Fraud Control Unit
- Medicaid Personal Care Providers
- Mission West Virginia, Relatives as Parents Program
- Mountaineer Foodbank
- National Arthritis Foundation
- National Association of Medical Minority Educators, Inc. (NAMME)
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Council on Aging (NCOA)
- National Long-Term Care Ombudsman Resource Center
- Nursing Home Advisory Council
- Office of Technology & DHHR, Incident Management System
- Office of Technology, Learning Management Center
- Office of the Insurance Commissioner, Consumer Services
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Rape and Domestic Violence Center
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- Senior Corps Advisory Council
- Senior Medicare Patrol (SMP) National Resource Center
- Senior Olympics
- Sexual Assault Response Team, Monongalia County
- Silver Haired Legislature (SHL)
- Social Security Administration (SSA)
- State Health Insurance Assistance Program (SHIP) Technical Assistance (TA) Center
- State Nutritionist Collaboration Group
- Statewide Independent Living Council (SILC)
- STOP the Violence Project
- Take Me Home, West Virginia, Quality Council
- Union Mission Food Drive
- WellSky
- West Virginia Access to Justice Commission
- West Virginia Army National Guard
- West Virginia Attorney General's Office

- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families
- West Virginia Bureau for Children and Families QI Council
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health
- West Virginia CARES
- West Virginia Cares Faith Initiative
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Department of Health and Human Resources
- West Virginia Department of Health and Human Resources County Offices
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Division of Emergency Management (WVEM)
- West Virginia Division of Personnel
- West Virginia Equal Employment Opportunity Office
- West Virginia Falls Prevention Initiative
- West Virginia Geriatric Society
- West Virginia Geri-Olympics
- West Virginia Health Care Authority
- West Virginia Insurance Commission
- West Virginia Library Association
- West Virginia Northern Library Network
- West Virginia Office of the Insurance Commissioner
- West Virginia Senior Legal Aid
- West Virginia State University Healthy GrandFamilies Program
- West Virginia United Methodist Conference
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Center on Budget and Policy
- West Virginia University Rockefeller Neurosciences Institute (RNI)
- West Virginia Voluntary Organizations Active in Disasters (VOAD)
- West Virginia Workforce Development Board
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)
- WV ABLE

EXHIBITS

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

West Virginia Bureau of Senior Services Organizational Chart

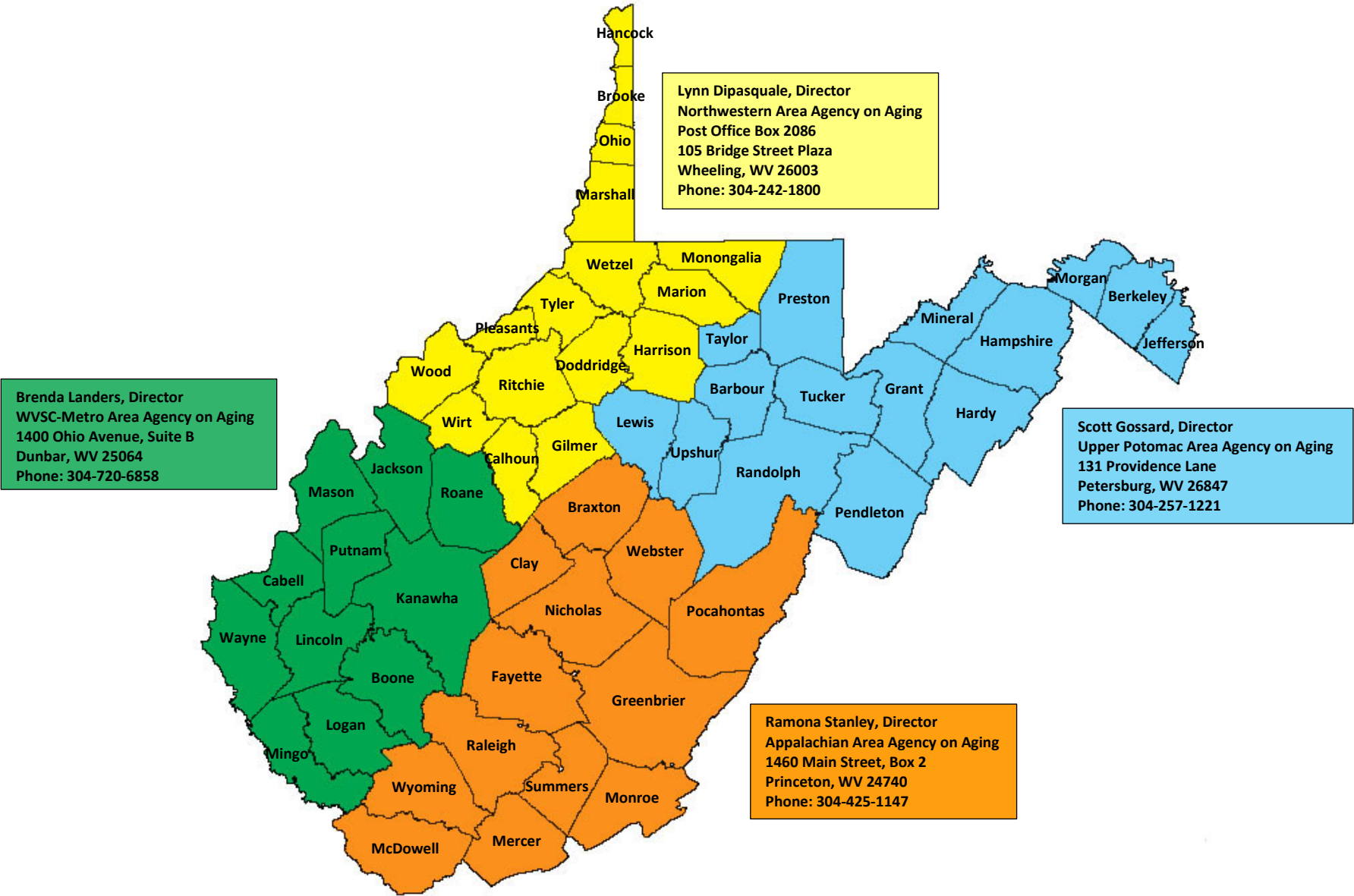


**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

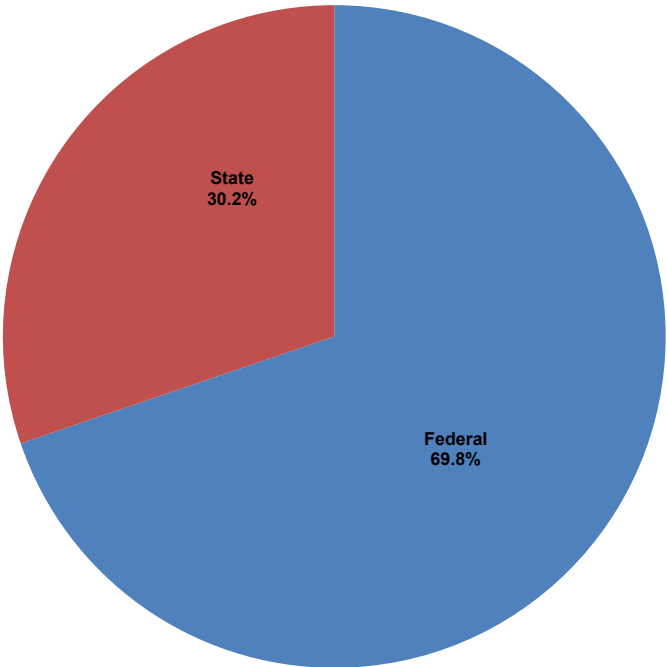
- Barbour County Senior Center, Inc.
- Berkeley Senior Services
- Bi-County Nutrition (Doddridge and Harrison nutrition)
- Boone County Community Organization
- Braxton County Senior Citizens Center, Inc.
- Brooke County Committee on Aging
- Cabell County Community Services Organization, Inc.
- Calhoun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

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

AREA AGENCIES ON AGING



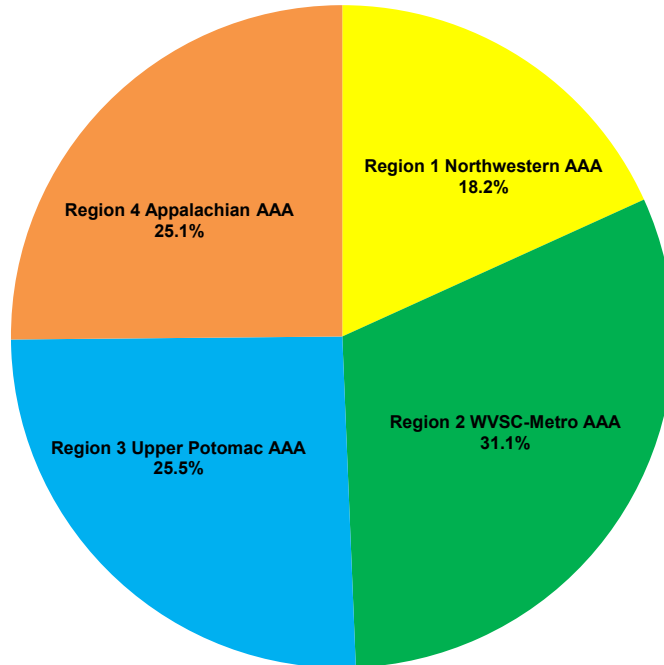
**BUREAU OF SENIOR SERVICES
FY2020 AREA AGENCIES on AGING OPERATIONAL
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
FY2020 AAA FUNDING**

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

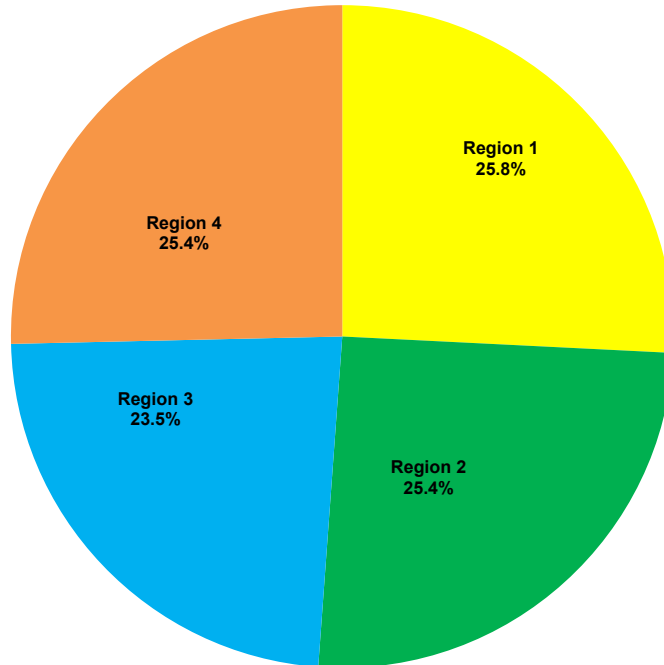
**BUREAU OF SENIOR SERVICES
FY2020 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY2020 AAA FUNDING**

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

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



**BUREAU OF SENIOR SERVICES
FY2020 REGIONAL ALLOCATIONS**

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

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

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

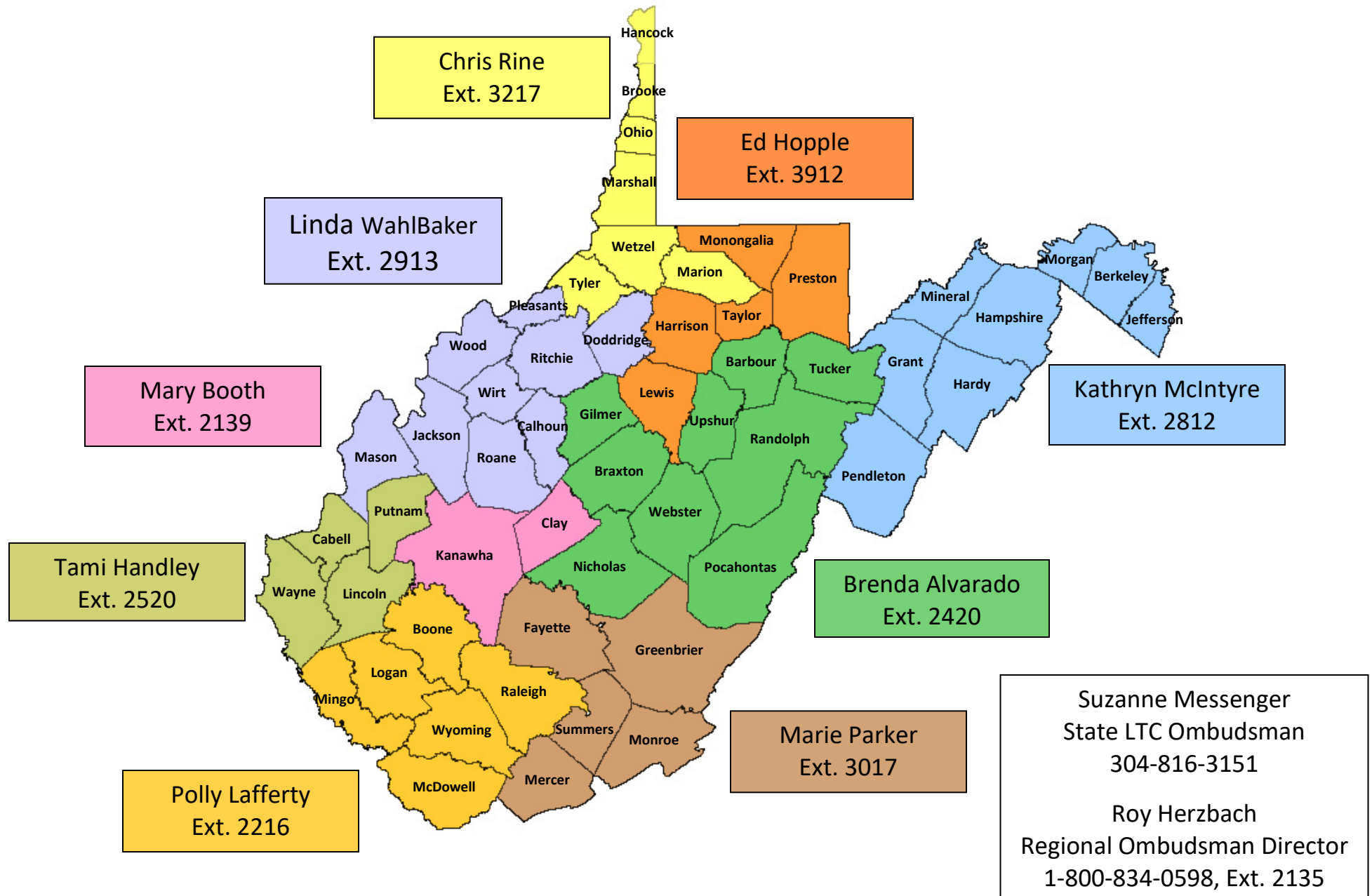
FY 2020 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/ SMP	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE		FY 2020
REGION 2:										
BOONE	\$194,520	\$179,682	\$31,627	\$196,197	\$2,196	\$11,806	\$36,026	\$0	\$3,000	\$655,054
CABELL	\$252,215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

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

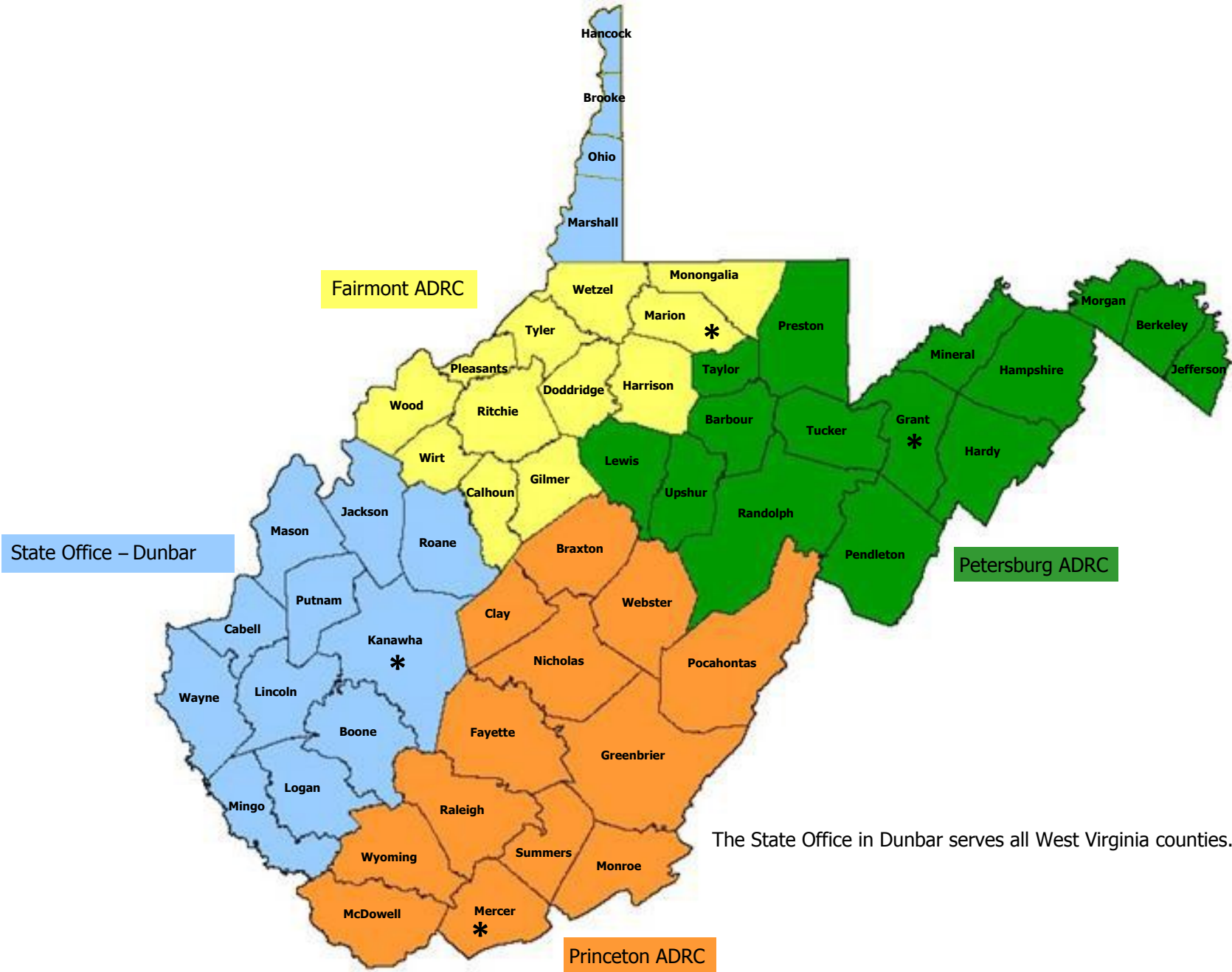
FY 2020 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/ SMP	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE		FY 2020
REGION 4:										
BRAXTON	\$271,698	\$189,249	\$28,802	\$127,973	\$1,580	\$9,501	\$21,252	\$0	\$60,600	\$710,655
CLAY	\$150,611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

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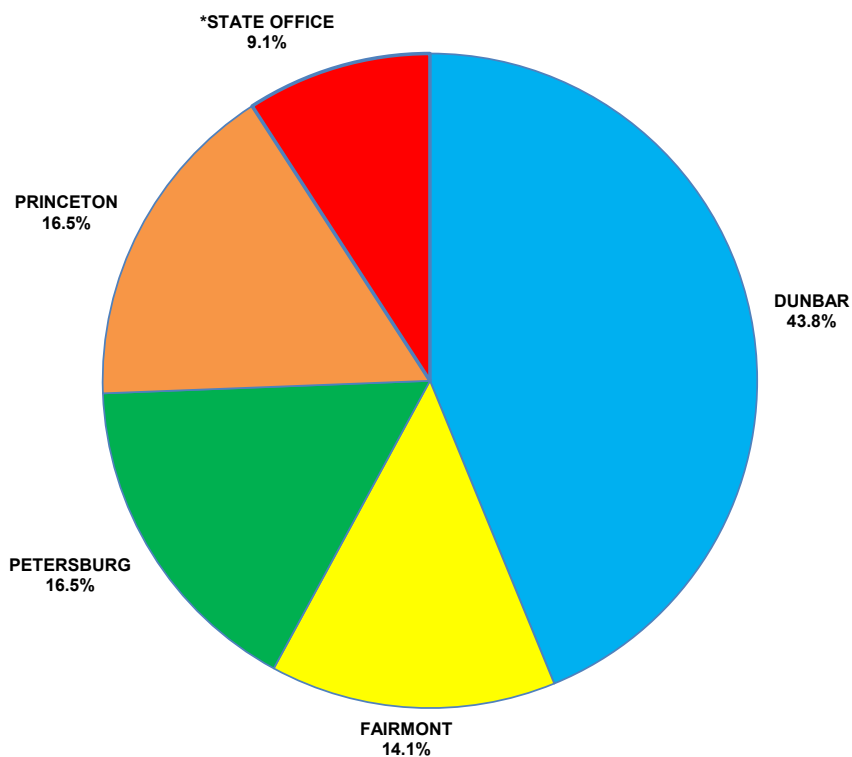


AGING & DISABILITY RESOURCE CENTER OFFICES



The State Office in Dunbar serves all West Virginia counties.

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



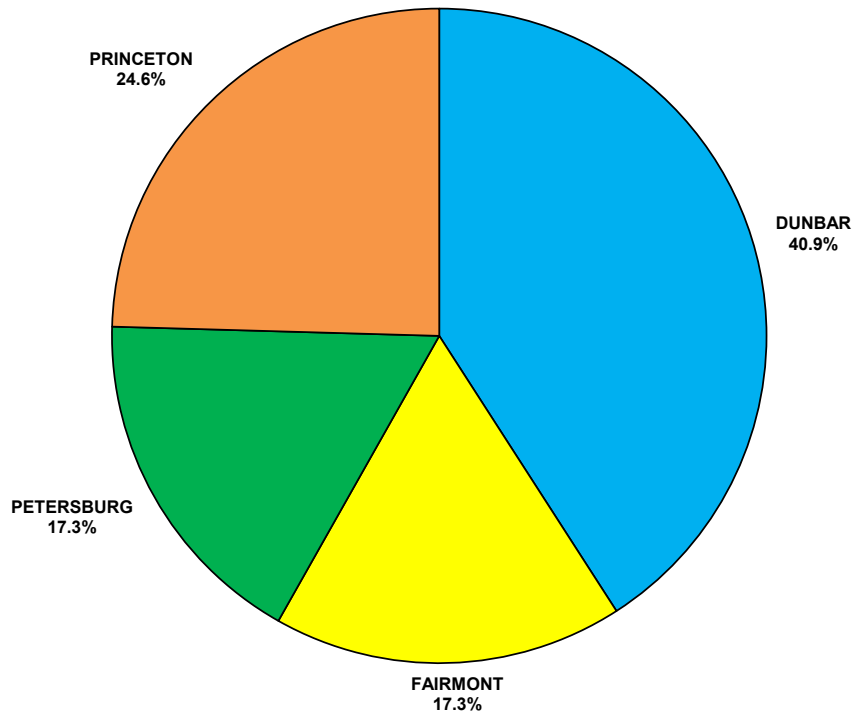
**ADRC
SITE BUDGETS**

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

* State Office includes funding for the comprehensive online resource database

**State funded from Lottery Appropriations

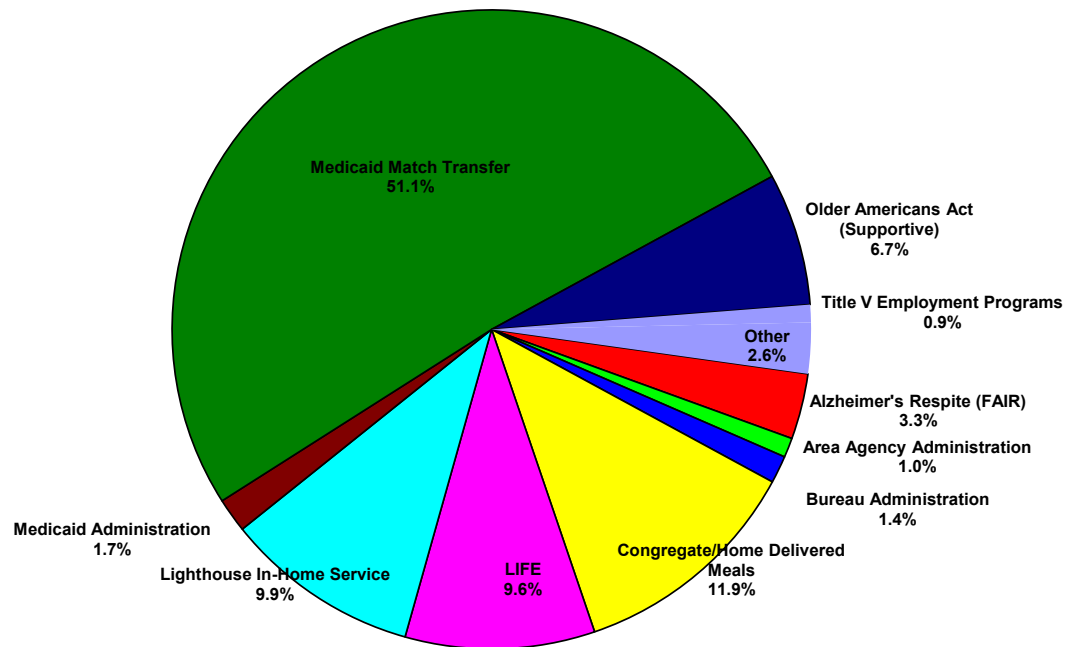
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTER
FY2020 CONTACTS BY SITE**



**ADRC
CONTACTS**

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

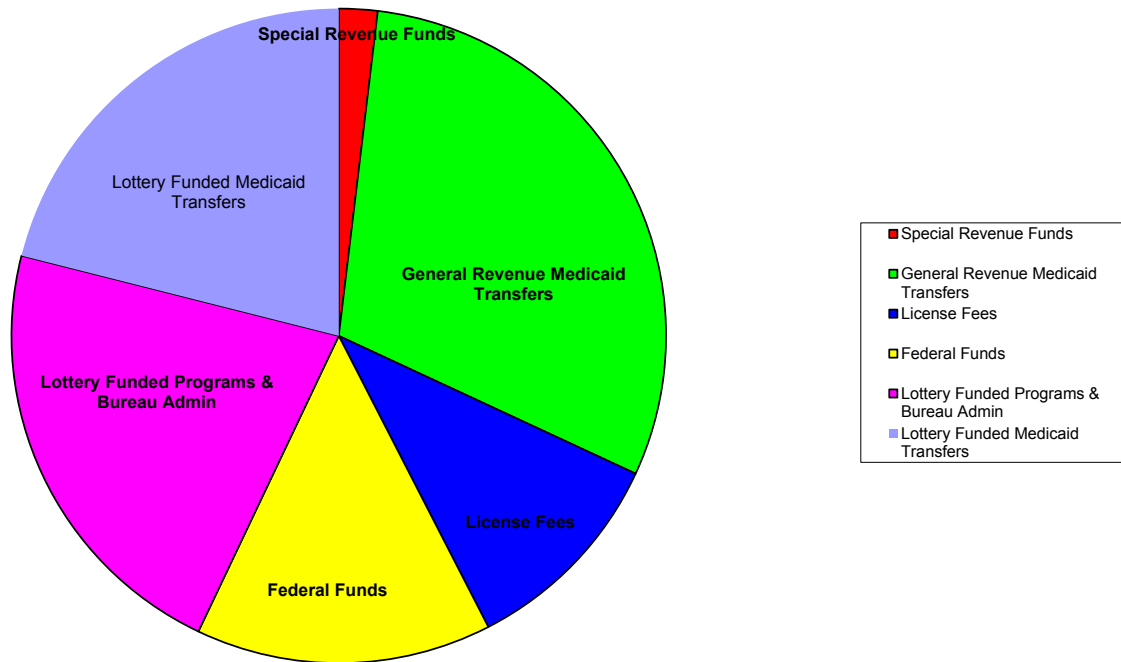
**BUREAU OF SENIOR SERVICES
FY2020 PROGRAMS BY REVENUE**



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

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

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



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

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

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

AGING PROVIDERS SERVICE AWARDS

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

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

AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS

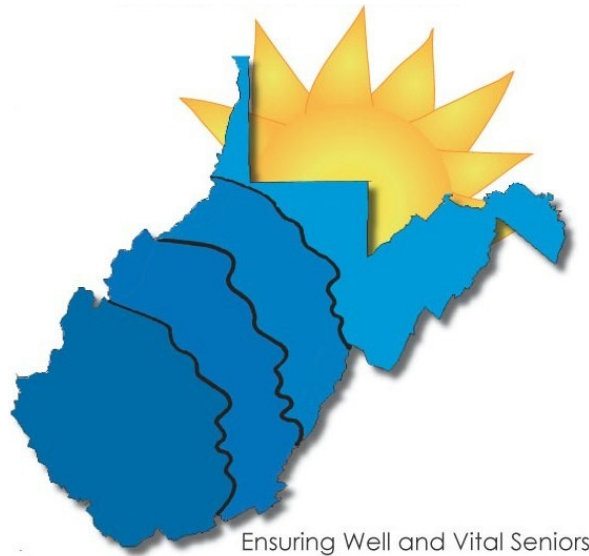
APPALACHIAN AREA AGENCY ON AGING	\$7,586,599
BELOMAR REGIONAL COUNCIL	\$7,786,035
REGION VIII PLANNING & DEV COUNCIL	\$6,870,993
WVSU METRO AREA AGENCY ON AGING INC	\$9,312,574

AGING NETWORK INITIATIVES

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

\$45,709,874

WEST VIRGINIA BUREAU OF SENIOR SERVICES



ANNUAL REPORT

State Fiscal Year 2021
July 1, 2020–June 30, 2021



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2021 Annual Report

July 1, 2020–June 30, 2021

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Mission

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

This report is available online at:

www.wvseniorservices.gov

and

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

**WEST VIRGINIA BUREAU OF SENIOR SERVICES
STATE FISCAL YEAR 2021 ANNUAL REPORT
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From Robert E. Roswall, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2021 Annual Report. The Bureau's Provider Network of 65 providers served our West Virginia seniors well in 2021, with 4.1 million units of service to 39,859 seniors in West Virginia. Our seniors contributed more than \$2.9 million for the services they received, allowing more seniors to be served.

SUCCESES

The Summer Feeding Program was created by Governor Jim Justice in June 2020 and continued into 2021. This program provides shelf stable meals to eligible seniors, eligible household members, and grandfamilies. Shelf stable meals are weekly (five-day) food boxes. The number of Summer Meals increased in FY2021 from 114,025 to 455,655 meals.

Senior nutrition services continued to increase in FY2021, with total meal services just over three million meals. There was an increase of 551,000 meals from pre-COVID meal services.

ONGOING PROJECTS

The West Virginia State Plan on Aging was submitted to the Administration for Community Living in July 2021. The Plan received a tentative approval, pending the development and submission of a new Intrastate Funding Formula by May 1, 2022. The new State Formula will be effective with Federal Fiscal Year 2023, beginning October 1, 2022.

The Bureau is developing processes for services to be delivered to seniors via a person-centered concept and personal options. Services will be provided based on the senior's needs and personal choice.

The Bureau is continuing to work to develop a home accessibility and modification program to assist seniors to stay in their homes and age well in West Virginia.

STRUCTURE

The West Virginia Bureau of Senior Services is a Cabinet Level Agency and the State Unit on Aging. The Bureau contracts with Area Agencies on Aging (AAAs) to sub-contract with provider agencies in their respective areas. The four AAAs divide the state with two northern AAAs and two southern AAAs. Populations within AAAs are close to equal. Provider agencies under the AAAs vary from eleven county providers to sixteen county providers. Of our 57 contracted providers, 54 are multipurpose agencies providing all Older Americans Act (OAA) Services.

The Bureau operates all its Older Americans Act Programs and West Virginia State Lottery Programs by a Program Operations Manual that is a step-by-step of how to deliver services and reporting.

See Exhibit A for the Bureau's staff organizational chart.

ADDRESSING COVID-19 AND GOING FORWARD

The County Aging Provider network used the Bureau's guidance to develop COVID-19 policies regarding temporarily closing activities and centers and reopening of senior centers, center activities and operations.

All provider agencies developed their own county-based opening policies, approved by their board of directors and reviewed by their local county health department.

This process has worked very well in the operations of centers and programs. Local decisions were made on suspending services temporarily to address COVID-19 issues in the local community and throughout counties and on reopening centers and programs.

PROGRAMS

OLDER AMERICANS ACT FEDERALLY FUNDED PROGRAMS

Overview

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

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

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

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

- Through Older Americans Act programs, 27,609 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 21% were age 85+; 32% were 75-84; 43% were 60-74
 - 39% lived in poverty; 50% lived alone; 48% were at high nutritional risk.

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need, including disabled, rural, minority, LGBT, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaid.org; and outreach visits to individual senior centers and partners. WVSLA published frequent posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com and on our Facebook page, particularly about emerging COVID-19 related legal issues, including emerging federal benefits issues, scams, and state legal issues like evictions and voting changes this year. WVSLA continued to participate in the statewide Financial Exploitation Task Force, Rape and Domestic Violence Information Center's (RDVIC's) Sexual Assault Response Team, Monongalia/Preston County's STOP Violence Team, and the National Association of Senior Legal Hotlines. WVSLA also partnered in an ad hoc group with other justice groups in the state to help develop and implement collaborative advocacy strategies in quick response to COVID-19 related legal issues impacting WV seniors, including evictions, foreclosures, debt collection, food access, voting access, and landlord abuses. In conjunction with the WV Access to Justice Foundation this year, they worked with the Consumer Committee to develop a series of initiatives to support seniors in consumer matters, including identifying trigger points and their corresponding partners, where timely relevant financial literacy information could prevent costly mistakes.

WVSLA also served a total of 681 seniors across 54 counties, providing 1669.75 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, and exercise programs. For seniors who are homebound, some providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs. Other services included under Supportive Services are adult daycare, assisted transportation, client support and outreach.

In State FY 2021, 16,298 seniors received 216,136 hours of Supportive Services.

- 18% were age 85+; 35% were 75-84; 47% were 60-74
- 37% lived in poverty; 51% lived alone; 42% were at high nutritional risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 Congregate Meals are served in senior centers and their satellite sites throughout West Virginia. These meals meet federally-mandated nutrition requirements and 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 100 locations, 250 days a year throughout the state. Due to COVID-19, by Executive Order 39-20, senior centers and congregate sites closed effective March 2020 and began reopening in May 2021.



- In State Fiscal Year 2021, 21,318 West Virginia seniors received 2,580,728 meals, either in their homes (12,364 seniors, 1,988,234 home-delivered meals) or at County Nutrition Sites (2,455 seniors, 10,754 congregate meals).
- The average collected for home-delivered meals was \$.53, and for congregate \$2.94. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:
 - o 21% were age 85+; 33% were 75-84; 43% were 60-74
 - o 41% lived in poverty; 51% lived alone; 52% were at high nutritional risk
- For home-delivered meals:
 - o 26% were age 85+; 33% were 75-84; 38% were 60-74
 - o 49% lived in poverty; 56% lived alone; 70% were at high nutritional risk
- For congregate meals:
 - o 16% were age 85+; 39% were 75-84; 42% were 60-74
 - o 30% lived in poverty; 48% lived alone; 29% were at high nutritional risk



Grab and Go Meals

County senior centers were forced to close in March 2020 due to the pandemic and began reopening in May 2021. To serve those seniors who ate congregate meals at the senior centers, County Aging Providers began handing out Grab and Go meals. Seniors were able to stay safe in their vehicles and pick these meals up curbside.

- In State Fiscal Year 2021, 9,430 consumers were served 581,740 meals. While senior centers remained closed, this program continued into FY2022.
 - o 14% were age 85+; 33% were 75-84; 50% were 60-74
 - o 33% lived in poverty; 44% lived alone; 31% were at high nutritional risk

Title III-D Evidence-Based Wellness Programs

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

- Due to COVID-19, guidelines have been developed for virtual III-D classes.
- Bureau staff collaborated with health promotion programs to provide education materials and information on mini-grants and as a referral source to County Aging Providers. These programs include Mountains of Hope Comprehensive Cancer Coalition, West Virginia Asthma Coalition, Osteoporosis/Arthritis Advisory Council, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, National Diabetes Prevention Program (WVBPH), and Geri-Olympics.
- The Bureau sponsors and staff assist with Aging and Family Services of Mineral County's Annual Senior Olympics, but due to COVID-19, the event was cancelled for 2021.
- The Bureau facilitates the paid certification of County Aging Providers to have staff certified in evidence-based programs.
- The Bureau contracts with Master Trainers to accommodate County Aging Programs for Title III-D services.

Title III-E National Family Caregiver Support Program

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

In State Fiscal Year 2021, 66,779 units of service were provided to 813 families caring for older individuals or persons of any age with dementia. These numbers decreased from the same period last year. As with other in-home and support services, both results may have been COVID-19 related, as some families temporarily declined services.

Additionally, Title III-E supported Healthy GrandFamilies, a free initiative led by West Virginia State University, that provides information and resources to grandparents who are raising one or more grandchildren. Healthy GrandFamilies provides a series of education and information sessions for grandparents and includes three months of follow-up services with a social worker. Healthy GrandFamilies is primarily funded by the West Virginia Legislature.

Title V Senior Community Service Employment Program (SCSEP)



The Bureau receives funding and provides services through Title V. The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those age 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 (NCOA).

- Preston County Senior Citizens provided support to 87 people, with four achieving unsubsidized employment in the second quarter after exit, and five achieving unsubsidized employment in the fourth quarter after exit. During enrollees' on-the-job training, they provided 39,916 hours to community service groups, with an additional 18,482 hours to senior specific groups.
- The Federal funds expenditure was \$767,647, and non-Federal funds were \$65,277.
- There were 93 authorized positions and 77 modified positions with 31 active host agencies in eleven counties – Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 58,398 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding for and provides Long-Term Care Ombudsman Program services in accordance with Title VII of the Older Americans Act; West Virginia Code 16-5L; and accompanying regulations and rules. The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the Ombudsman Program is to enhance the quality of life, improve level of care, protect individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives and providers about residents' rights. Long-Term Care Ombudsmen also investigate complaints made by, or on behalf of, long-term care residents and conduct routine, unannounced monitoring in long-term care facilities. The Long-Term Care Ombudsman Program is a statewide program comprised of the State Long-Term Care Ombudsman and the Regional Long-Term Care Ombudsman Program operated by Legal Aid of West Virginia. (See Exhibit H for a map of Long-Term Care Ombudsman regions.) In FY2021, the Regional Program consisted of a program director and nine paid ombudsmen, each covering a multi-county region.

The Ombudsmen continued to be flexible and creative to safely remain effective resident advocates throughout the COVID emergency. This required frequent modifications to the in-person visitation plan as outbreaks ebbed and flowed in West Virginia's long-term care facilities and communities. The Ombudsmen worked diligently to assure that residents continued to receive quality person-centered care and had access to their Ombudsman. When in-person visits were not possible, the Ombudsmen used technology—telephone, video, and, in some cases, window visits to assure access. While these tools are useful, they will not replace in-person visits. These visits are a core Ombudsman service and an essential advocacy tool. On-site visits provide residents with routine access to the Ombudsman and allow the Ombudsman to personally identify areas of concern that should be addressed. The Ombudsmen must be physically present in facilities to build trust and rapport with residents for them to confidently entrust the Ombudsman with their concerns.

Despite these challenges, the Ombudsman Program made 243 in-person visits and conducted 157 monitoring visits in 149 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes).

- The Ombudsmen investigated 552 complaints made by or on behalf of long-term care residents. Sixty-seven percent (67%) of those complaints were verified. Sixty-seven percent (67%) of the complaints opened were resolved or partially resolved, to the satisfaction of the resident and/or complainant.

- The Ombudsmen worked with resident councils 132 times; participated in ten community education sessions; conducted ten training sessions for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors and the Ombudsman Program.
- The Ombudsmen provided 2,518 telephone consultations to individuals in the community and facility staff.
- The program operated within a total general budget of \$1,139,805. This was comprised of \$144,159 Federal Older Americans Act, Title VII Chapter 2 funds; \$187,774 Federal Older Americans Act, Title III funds; \$327,226 State funds; \$42,667 Local funds; and \$437,979 other Federal funds. These other Federal funds consisted of \$220,000 Medicaid; \$128,940 Coronavirus Aid, Relief, and Economic Security (CARES); \$25,531 Coronavirus Response & Relief Supplemental Appropriations (CRRSAA); and \$63,508 American Rescue Plan (ARPA). The CARES, CRRSAA, and ARPA funds are time-limited single appropriations which must be used to provide Long-Term Care Ombudsman services in response to the Coronavirus Emergency. The Ombudsmen are developing a plan that includes special projects, promotional materials and education to assure that West Virginia's long-term care residents receive the maximum benefit from these additional dollars.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$35,350,407 from the West Virginia Lottery to fund in-home services, transportation, meals, provider operations and Bureau administration.

Family Alzheimer's In-Home Respite (FAIR)

The dictionary defines respite as an interval of rest or relief from something difficult. Caring for someone with Alzheimer's disease or a related dementia may be very rewarding. It is also difficult. That is why the Family Alzheimer's In-Home Respite (FAIR) Program is such a valuable resource for family caregivers. FAIR, a state-funded program available in all fifty-five counties through County Aging Providers, was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff. Trained workers from county senior centers give family caregivers a break from caregiving responsibilities and provide companionship and individualized activities for their loved ones with dementia. FAIR is monitored by Bureau staff to ensure that program guidelines are followed.



In FY2021:

- FAIR was significantly impacted by COVID-19, either because families put services on hold to protect loved ones or because of a shortage of workers or both. Still, FAIR workers provided 181,612 hours of service to 653 families (1,306 caregivers and individuals with Alzheimer's or a related dementia).
- FAIR clients statewide averaged 42.5 hours of service each month.
- FAIR manual training was provided to eight new county FAIR coordinators.

FAIR services are provided on a sliding fee scale, based on 200% of the federal poverty guidelines, considering income minus all medical expenses of the care receiver (and spouse, when there is a spouse). In FY2021, Lighthouse and FAIR fees collected statewide totaled \$938,857, which is used to provide additional hours of service in these two programs in the counties where they were collected. Fees collected in FY2021 averaged \$1.34 for each hour of service provided.

Of the total number of caregivers who received FAIR services:

- 11% were age 85+; 32% were 75-84; 37% were 60-74 (Note: There are no age restrictions for the FAIR program. The remainder of FAIR clients were under the age of sixty.)
- 21% lived in poverty; 15% lived alone; 18% were at high nutritional risk.

Lighthouse Program

The Lighthouse Program is a personal care service designed to assist seniors with 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 worker 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 State Fiscal Year 2021, 2,081 seniors received 521,494 hours of service.
- The average number of Lighthouse clients in any given month was 1,292. The average total hours of Lighthouse per month was 43,458. The average number of Lighthouse clients served by each county in any given month was 33. The average hours of service a Lighthouse client received each month was 34.

Of the total number of seniors who received Lighthouse services:

- 39% were age 85+; 37% were 75-84; 24% were 60-74
- 30% lived in poverty; 54% lived alone; 59% were at high nutritional risk

As with FAIR, payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$938,857. The fees collected for services averaged \$1.34 per hour of service.

Lighthouse services during the pandemic were affected by decreased number of direct care workers in almost all counties. Lighthouse Program number of hours, unduplicated clients, and total hours per month all decreased.

Legislative Initiative for the Elderly (LIFE) Program Funds

LIFE is funded by the State Legislature through lottery funds. LIFE is not a program. LIFE provides funding to County Aging Providers that can be allocated by each county according to need. Services delivered with these funds are modeled after those provided by the Older Americans Act, with each County Aging Provider receiving funds to be used to expand and enhance needed services and operational costs in their

county. Funds are allocated evenly to all counties. Additional funds are allocated to the original in-home service providers from the Department of Health and Human Resources (old Title XX Homemaker program). County Aging Providers may budget these funds based on the individual county's priority needs.

- 14,366 individuals received 167,574 separate occurrences of transportation or other services through LIFE funds.
- 1,044 individuals received 22,154 trips (transportation services); 396 received 7,450 trips under Assisted (hands on) Transportation, and 674 received 14,704 trips under Transportation.
- 557 individuals received 29,959 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 2,986 individuals received 7,873 units of client support.
- 57,423 sessions or contacts were made to 9,846 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in FY 2021
 - 20% were age 85+; 31% were 75-84; 46% were 60-74
 - 40% lived in poverty; 51% lived alone; 47% were at high nutritional risk

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they need to have access to information that can help them make those choices. Care decisions should reflect an individual's personal goals, values, and beliefs and should be discussed with appropriate family members. Advance directives give individuals control over end-of-life treatments and care and protect family members from having to make those hard decisions. Advance directives allow individuals to name the person they want to carry out their wishes and make decisions for them, if it is determined they cannot make those decisions for themselves. In FY2021, the Bureau continued to make the following information available free of charge to all who requested it:

- ***Advance Directives for Health Care Decision-Making in West Virginia***, which answers the most frequently asked questions about end-of-life care decisions and contains advance directive forms recognized by West Virginia law to implement those decisions – Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also available for download on the West Virginia Center for End-of-Life Care website, www.wvendoflife.org.
- ***Five Wishes***, a product of Aging with Dignity, a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. It includes choices related to spiritual, personal, and emotional needs, as well as medical wishes. Five Wishes meets the legal requirements for an advance directive in most states, including West Virginia.

Aging and Disability Resource Centers (ADRCs)

(www.wvnavigate.org)



West Virginia's Aging and Disability Resource Centers (ADRCs) are "one-stop shops" for long-term care access. They raise visibility about the full range of available options; provide objective information, advice, and assistance; empower people to make informed decisions about their long-term services and supports; and help people access public and private programs. Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. The ADRC is the designated agency to screen and complete referrals to the state's Money Follows the Person (MFP) Program, Take Me Home Transition Program and is also designated as a Community

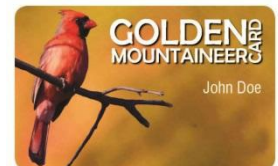
Partner with WV DHHR's PATH (People's Access to Help) site to assist consumers to apply for Medicaid, SNAP, Medicare Savings Programs and other related benefits. Most recently in WV, the ADRC has established a partnership with the Social Security Administration to be a Community Partner with their SSA Vulnerable Populations Outreach, which includes being able to refer directly to SSA or complete SSI applications.

Currently, there are three regional ADRC offices operated by the state's Area Agencies on Aging, and the statewide ADRC operated by the WVSU Metro Area Agency on Aging. The ADRC offices are state-funded through the Bureau of Senior Services. The ADRC has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code. (See Exhibit I for a map of ADRC locations, Exhibit J for FY 2020 budgets by site, and Exhibit K for FY 2020 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Centers.
- ADRC had 11,525 total contacts and assisted 5,368 individuals with their long-term care services and supports.

Golden Mountaineer Card

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



Seniors and merchants can enroll in the program online at www.goldenmountaineer.wv.gov. The website is user friendly, and seniors can search for participating merchants by name, service type or county. Links to participating merchants' websites and Facebook pages are also available. This is both a great service to West Virginia seniors and a marketing tool for local businesses. Information can also be obtained by calling the Bureau's toll-free number, 1-877-987-3646.

Medicaid Operation Agency

The WV Bureau for Medical Services (BMS) contracts with the Bureau of Senior Services to act as the Operating Agency for the Aged and Disabled Waiver (ADW) Program and the Medicaid Personal Care Services (PC) Program. Duties of the Operating Agency include operational oversight, initial and continuing certification, retrospective provider/personnel reviews and provision of technical assistance to ADW and PC providers. The Bureau operates a toll-free complaint and/or issues telephone line to address inquiries by 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 placed in a long-term care facility (LTCF).

The program is focused on providing services that are person-centered and that promote choice, independence, participant direction, respect, dignity, and community integration. The seven 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, Personal Emergency Response Systems (PERS) and Non-Medical Transportation. The Aged and Disabled Waiver program has two service delivery models, the Traditional (Agency) Model and the Participant-Directed Model known as Personal Options.

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

To be medically eligible for Aged and Disabled Waiver services, Medicaid recipients must have five 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 Bureau of Senior Services conducts quality provider monitoring and annual continuing certification of personnel for both the Aged and Disabled Waiver and Personal Care providers. Provider monitoring includes records review, site and policy review, validation of staff qualifications and compliance with ADW and Personal Care policy. The Bureau conducts initial certification and opening of all new provider agency applicants with a verification of certification to the Bureau for Medical Services claims management contractor for Medicaid enrollment to ensure providers meet certification standards. In addition, the Bureau implements the ADW Quality Improvement Advisory Council, which develops an annual Quality Work Plan and ongoing quality improvement projects with Council and stakeholder input.

Medicaid Personal Care (PC)

Personal Care Services is a State Plan Medicaid program to assist eligible Medicaid recipients to perform activities of daily living and instrumental activities of daily living in the recipient's home, place of employment or community. There are no age restrictions for recipients of Personal Care services. In State FY 2021, 5,843 Personal Care recipients were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.



To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living.

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

Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau of Senior Services, in cooperation with the West Virginia Bureau for Medical

Services, developed a self-directed component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model from which to choose (i.e., participants can choose to be served by a traditional service provider agency, or they can elect to hire their workers directly). Enrollment for the program, titled Personal Options, began in May 2007.

Additional Bureau of Senior Services data:

- 13,133 Aged and Disabled Waiver and Personal Care technical assistance and contacts were conducted with providers and outside entities.
- Annual ADW Quality Provider Monitoring was conducted by monitoring staff of 142 providers who served ADW members. This included records review, validation of provider and staff qualifications and certification requirements. (Monitoring was conducted via desk reviews due to COVID-19.)
- Annual Personal Care Provider monitoring was conducted by monitoring staff of 57 sites who served Personal Care members. This included records review, validation of provider and staff qualifications and certification requirements. (Monitoring was conducted via desk reviews due to COVID-19.)
- At year-end, 1,372 ADW Members were receiving services through the Personal Options model.
- 981 Member Transfers were conducted per ADW policy “member rights,” which includes the member’s right to transfer Case Management or Personal Attendant agencies.
- 169 Personal Care Transfers were conducted per policy “member rights,” which includes the member right to transfer Personal Care provider agency.
- Quarterly Provider Trainings were conducted on 08/19/20, 11/18/20, 02/19/21 and 05/19/21, which included statewide provider agencies for both ADW and Personal Care.
- Bi-weekly COVID-19 Provider conference calls were conducted throughout FY 2021 for all ADW and Personal Care provider agencies to provide clarification or technical assistance.
- Four New ADW Case Management Providers were certified and opened in FY2021.
- Sixty-nine Take Me Home WV (Money Follows the Person) participants were transitioned from nursing homes back into the community.
- An additional 1,938 applicants were activated on the ADW Program, increasing service access to home and community-based services (factored in the total below).
- There were 6,973 ADW active members as of June 30, 2021 (LOCHRA Report).

OTHER FEDERALLY FUNDED PROGRAMS

(Non-Older Americans Act)

Health Insurance Marketplace

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



West Virginia Senior Medicare Patrol (SMP)

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



- SMP reached more than 3,100 Medicare beneficiaries through individual interactions and provided more than 160 group outreach and education events, reaching more than 7,600 people and over 350 media outreach and education events. (Group/in-person outreach has been greatly impacted due to COVID-19. However, media outreach increased significantly.)
- WV SMP had 68 active SMP team members during the past year located within County Aging Provider offices, Aging and Disability Resource Centers, 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 Provider offices, Area Agencies on Aging, and Aging and Disability Resource Centers, as well as at the Bureau and partner volunteer agencies. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums, co-pays and prescription costs through Medicare Improvements for Patients and Providers Act (MIPPA) funding.

- SHIP served more than 15,500 Medicare beneficiaries and provided almost 900 public and media events statewide with more than 8,300 reached through Group Outreach and almost 175,000 reached through Media Outreach (Group/in-person outreach was greatly impacted due to COVID).
- WV SHIP had a total of 79 registered counselors/volunteers statewide, most of whom are local counselors located within the County Aging Provider offices and Aging and Disability Resource Centers.
- The SHIP program is federally administered by the Administration for Community Living. Training and updates on Medicare are provided by the Centers for Medicare and Medicaid Services.

SPECIAL PROJECTS

“The Road Ahead”

The Commissioner of the Bureau of Senior Services hosts “The Road Ahead,” a monthly television program on Aging Well in West Virginia. The show is produced by the West Virginia Library Commission. Topics covered this year included COVID-19’s Impact on Seniors, West Virginia State Plan on Aging, Senior Centers Reopening, West Virginia Statewide Independent Living Council and Health Care Literacy for Seniors.

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

Both events were canceled due to COVID-19.

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, to recognize June 15, 2021, as World Elder Abuse Awareness Day. Due to COVID-19, this one-day event was held virtually with 229 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention. The Bureau sponsored the afternoon keynote speaker, FBI Special Agent Greg Lipari. Special Agent (SA) Lipari has been with the FBI for twelve years and shared his extensive experience working counterterrorism, public corruption, civil rights, and complex financial crimes investigations, including criminal enterprises targeting older adults across the United States and Canada.

The Ron Nestor Award is presented annually to an individual who has advocated to end elder abuse and helped raise awareness of elder abuse in West Virginia. The 2021 Ronald Nestor Award recipient, announced during the event, was Cecilia “Cece” Brown. Cece has a forty-plus year career in social services. For more than thirty years, she has focused on protecting seniors in WV from abuse, neglect, and exploitation. Cece is a graduate of Marshall University with a Social Work degree and a minor in Psychology.

Cece has held numerous positions throughout her career, including Program Manager at the Bureau for Medical Services and Quality Assurance Program Manager and Interim Director of Medicaid Operations at the WV Bureau of Senior Services.

Cece was instrumental in developing the current Incident Management System used by all ADW and Personal Care Services providers statewide. She headed up the Bureau Quality Assurance Advisory Council that developed a large library of training materials, policy guides and protocols used by all ADW and Personal Care Services providers. She also developed a template for APS to alert them to potential unsafe situations and request for follow-up to ensure the health and safety of seniors in the community. Cece's dedication to research, quality improvement and education over the years has allowed countless seniors to remain safely in their homes and communities.

West Virginia Senior Farmers' Market Program



In August 2020, 16,800 vouchers were distributed to local agencies for distribution to eligible seniors. Each senior could get \$30.00 (six (6) \$5.00 vouchers). Some senior facilities were closed to the public due to Covid-19. A delay in issuing the vouchers, due to the pandemic, impacted the number of vouchers that were distributed to seniors. At this time, the West Virginia Department of Agriculture (WVDA) is unsure of the number of vouchers that were actually distributed to seniors, as vouchers are still being returned to WVDA. A total of 319 farmers participated in the program. However, WVDA heard from many seniors that by the time the vouchers were distributed, produce was becoming scarce.

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$42.9 million, of which \$21 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$21.9 million for Bureau services.
- General Revenue appropriations totaled \$30 million, of which the full amount was also transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License fee appropriations from casino license fees in the amount of \$10.5 million fund FAIR, Lighthouse, meals, and transportation;
- Federal appropriations in the amount of \$14.5 million;
- Special Revenue appropriations totaling \$1.9 million; and
- Project Income collected by providers in FY2021 totaling \$2.7 million (Title III \$1.8 million, In-Home Services \$.9 million). These funds are used to provide additional services.
- The Bureau received \$1,551,372 in Family First Coronavirus Response Act (FFRCA) funding, and \$5,630,547 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding, \$1,072,295 from the Consolidated Appropriation Act for nutrition, various Expanding Access to COVID-19 Vaccine grants, and \$8,962,240 from the American Rescue Plan. Those grants total approximately \$17.8 million.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2021 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit N lists the Bureau's grants/detailed expenditures for FY2021.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 86,725 visitors, and its pages received over 1.1 million 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. The page has more than 3,300 "Likes." During the last year, the Bureau used Facebook as a way of keeping the public informed of senior centers reopening.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page, <https://bit.ly/2OaBdZj>, in October 2012. The page is used to share photographs, SHL position papers, and other information regarding SHL with members and the public.

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

- The website, www.wvship.org, had 19,310 visitors to the website, and its pages received 227,416 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page, <https://bit.ly/32LmWHQ>, was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

The West Virginia Bureau of Senior Services offers workshops and trainings and collaborates with other agencies throughout the state to meet the education needs of seniors, family caregivers, health care providers, other professional agencies and organizations, consumers and the public. While opportunities were limited in fiscal 2021 and the format was often virtual, Bureau staff still presented the following workshops, trainings and presentations:

- Adult Abuse/Neglect/Exploitation Identification
- Alzheimer's Overview
- Bridging the Gap - WV SHIP's Role in Helping Transition from Medicaid to Medicare
- Case Management (Conflict-Free)
- Communicating Effectively with a Person Who Has Dementia
- County Aging Provider/Area Agency on Aging Quarterly Meetings
- COVID-19 and West Virginia Long-Term Care Facilities – The Resident's Perspective
- FAIR Manual training
- Financial Exploitation and Abuse in Long-Term Care
- Get Ready; Get Set; Go!
- Health & Employee Benefits Fairs
- HIPAA
- Lighthouse Manual training
- Long-Term Care Ombudsman Program
- 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
- Nothing Ever Prepared Me to Be a Caregiver
- Nutrition Training for County Aging Programs
- One-Stop Partners Quarterly Meeting Presentation
- Personal Options
- Person-Centered Planning
- Person-Centered Planning for Personal Care Providers
- Practical Ethics for Ombudsmen
- Proactive Legal Planning for West Virginia Seniors
- Quality Training, from the ADW Quality Improvement Council
- Quarterly Provider Meetings for ADW and PC Providers
- Safe Banking for Seniors
- Senior Medicare Patrol (SMP) Outreach and Educational Sessions
- Services Available Through the West Virginia Bureau of Senior Services

- SHIP Annual Training
- SHIP Medicare APS Presentations
- SHIP Medicare Open Enrollment Presentations
- SHIP Program Overview and Appropriate Referral Presentations
- SHIP Understanding Medicare Workshops
- Social Security In-Service Medicare Presentations
- Spam/Scam Avoidance
- The Road Ahead
- Title V Educational Workshops for Enrollees
- West Virginia ABLE training for SHIP/SMP counselors

Elder Abuse Awareness Day: Strengthening Our Community: Advocating for Older Adults (hosted by the Bureau; presented by Bureau staff and partner agencies)

- Fraud Watch Network
- Substance Use Disorder: Treatment Options for Our Aging Veteran Population
- Elder Justice Act, COVID and Adult Protective Services
- Elder Fraud
- Residents' Rights
- A Collaborative Effort to End Maltreatment

COLLABORATIONS & PARTNERSHIPS

Every year, the WV Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau. In Fiscal Year 2021, the Bureau collaborated with and/or partnered with the following to serve seniors and individuals with disabilities to the fullest extent possible:

- AARP West Virginia
- Access and Functional Needs (AFN) Threat Preparedness Workgroup
- Administration for Community Living
- Administration for Community Living – COVID-19 Collaboration on OAA Policy
- Adult Protective Services (APS)
- ADVancing States
- Aged and Disabled Waiver Providers
- Aged and Disabled Waiver Quality Improvement Council
- Alzheimer's Association, West Virginia Chapter
- Area Agencies on Aging
- Cabell Huntington Hospital
- Cabin Creek Health Centers
- Camden Clark Hospital – Lifetime Partners
- Centers for Disease Control and Prevention
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Area Medical Center
- Charleston/Kanawha Housing Authority
- Charleston Town Center
- Committee on Quality Improvement
- Continuous Quality Improvement (CQI) Council
- Coordinating Council for Independent Living
- County Aging Providers
- Disability Rights WV
- Edgewood Summit
- Elder Abuse Awareness Day
- Facing Hunger Foodbank
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Services
- Gospel Lighthouse Church, Naoma, WV
- Governor Jim Justice
- Herbert Henderson Office of Minority Affairs
- Highmark Health
- Interagency Collaborative Team
- Kanawha-Charleston Health Department
- KEPRO

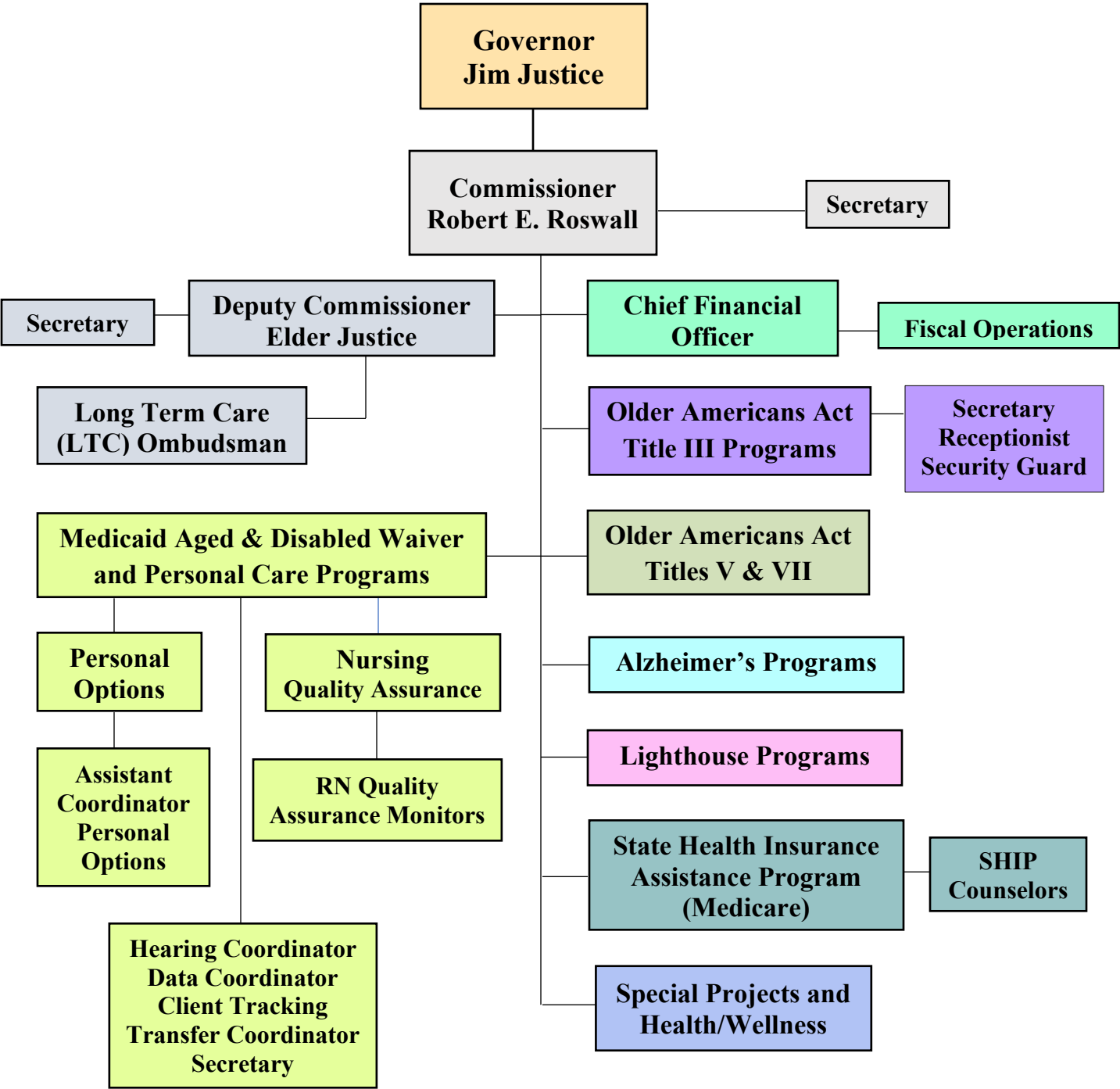
- Legal Aid of West Virginia
- Lewis County Family Resource Network
- Marion County Family Resource Network
- Meals on Wheels Association of America (MOWAA)
- Medicaid Fraud Control Unit
- Medicaid Personal Care Providers
- Mission West Virginia, Relatives as Parents Program
- Mountaineer Foodbank
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Council on Aging (NCOA)
- National Long-Term Care Ombudsman Resource Center
- Nursing Home Advisory Council
- Office of Technology & DHHR, Incident Management System
- Office of Technology, Learning Management Center
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Rape and Domestic Violence Center
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- Senior Corps Advisory Council
- Senior Medicare Patrol (SMP) National Resource Center
- Senior Olympics
- Sexual Assault Response Team, Monongalia County
- Silver Haired Legislature (SHL)
- Social Security Administration (SSA)
- State Health Insurance Assistance Program (SHIP) Technical Assistance (TA) Center
- State Nutritionist Collaboration Group
- Statewide Independent Living Council (SILC)
- STOP the Violence Project
- Take Me Home, West Virginia, Quality Council
- The Manahan Group
- Union Mission Food Drive
- WellSky
- West Virginia ABLE
- West Virginia Access to Justice Commission
- West Virginia Army National Guard
- West Virginia Attorney General's Office
- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families
- West Virginia Bureau for Children and Families QI Council
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health

- West Virginia CARES Faith Initiative
- West Virginia CARES Faith and Dementia Advisory Council
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Center on Budget and Policy
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmer's Market Nutrition Program
- West Virginia Department of Health and Human Resources
- West Virginia Department of Health and Human Resources County Offices
- West Virginia Developmental Disabilities Council
- West Virginia Directors of Senior and Community Services
- West Virginia Division of Emergency Management (WVEM)
- West Virginia Division of Personnel
- West Virginia Equal Employment Opportunity Office
- West Virginia Geriatric Society
- West Virginia Health Care Authority
- West Virginia Interactive
- West Virginia Library Association
- West Virginia Network of Ethics Committees
- West Virginia Northern Library Network
- West Virginia Office of the Insurance Commissioner
- West Virginia Senior Legal Aid
- West Virginia Serious Illness Coalition
- West Virginia State University Healthy GrandFamilies Program
- West Virginia Statewide Independent Living Council (SILC)
- West Virginia United Methodist Conference
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Health Sciences Center
- West Virginia University Rockefeller Neurosciences Institute
- West Virginia Voluntary Organizations Active in Disasters (VOAD)
- West Virginia Workforce Development Board
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)

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, FY2021 State/Federal Funding
Exhibit E	Bureau of Senior Services, FY2021 Area Agencies on Aging Operational Funding Source by Agency
Exhibit F	Bureau of Senior Services, FY2021 Regional Funding Allocations All Funds
Exhibit G	County Aging Providers, FY2021 Funding Allocations
Exhibit H	West Virginia Long-Term Care Ombudsman Regions
Exhibit I	West Virginia Aging & Disability Resource Centers
Exhibit J	West Virginia Aging & Disability Resource Centers, FY2021 Budgets by Site
Exhibit K	West Virginia Aging & Disability Resource Centers, FY2021 Total Contacts by Site
Exhibit L	Bureau of Senior Services, FY2021 Appropriations by Program
Exhibit M	Bureau of Senior Services, FY2021 Expenditures by Funding Source
Exhibit N	Bureau of Senior Services Grants, FY2021 Detailed Expenditures

West Virginia Bureau of Senior Services
Organizational Chart

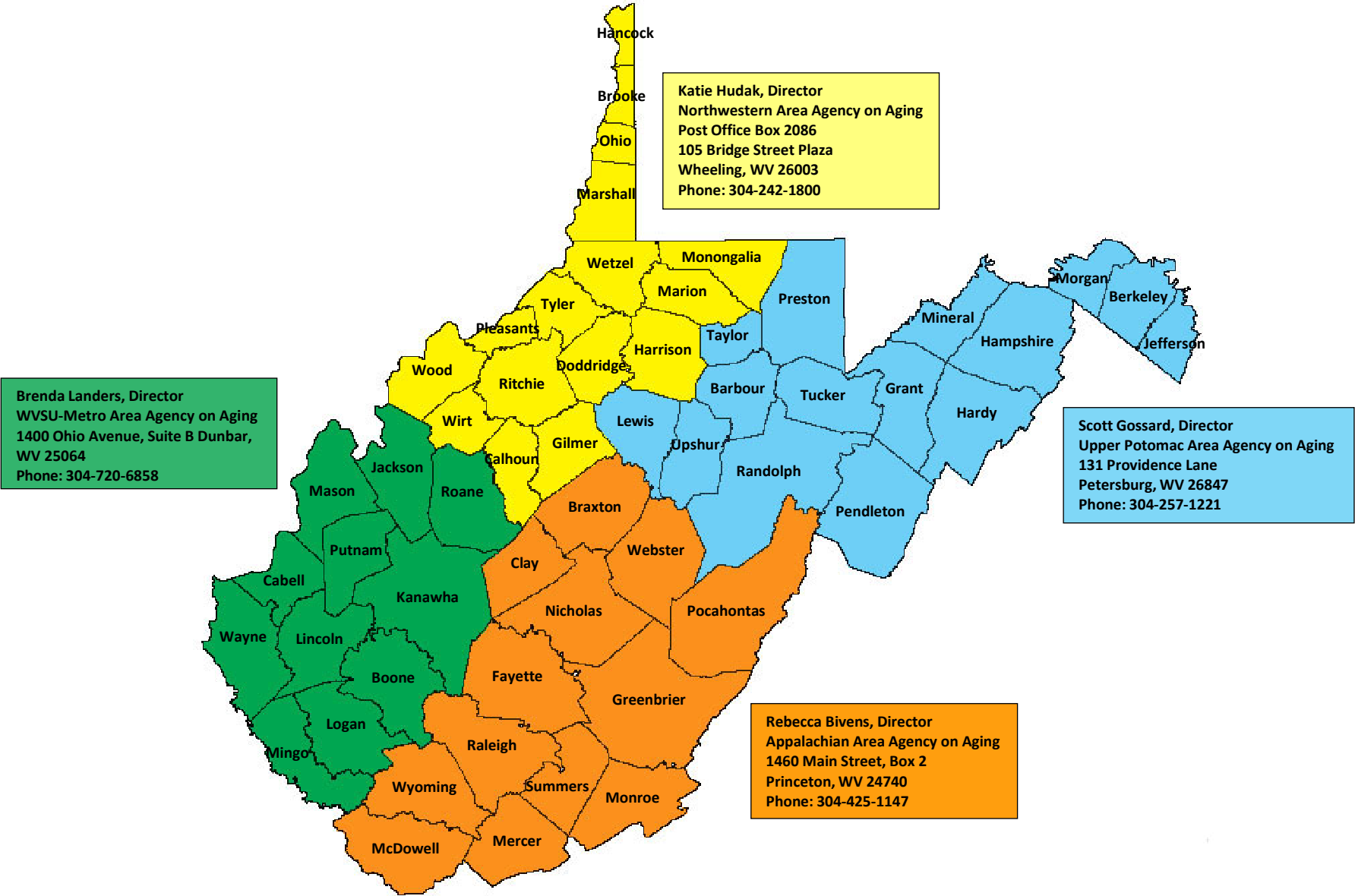


**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

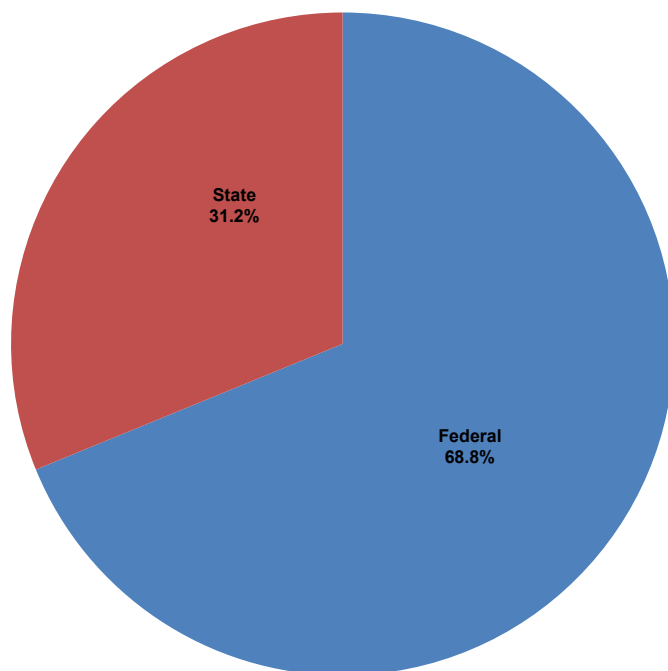
- Barbour County Senior Center, Inc.
- Berkeley Senior Services
- Bi-County Nutrition (Doddridge and Harrison nutrition)
- Boone County Community Organization
- Braxton County Senior Citizens Center, Inc.
- Brooke County Committee on Aging
- Cabell County Community Services Organization, Inc.
- Calhoun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

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

AREA AGENCIES ON AGING



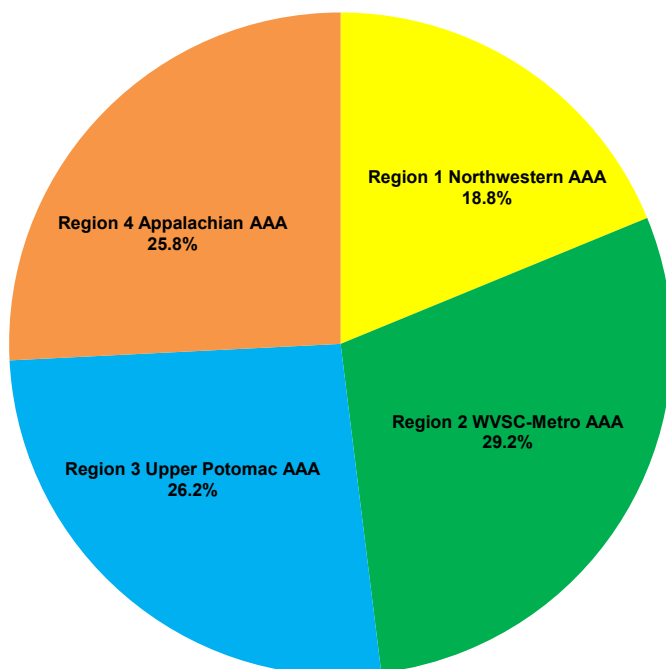
**BUREAU OF SENIOR SERVICES
FY2021 AREA AGENCIES on AGING OPERATIONAL
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
FY 2021 AAA FUNDING**

Federal	68.8%	919,607
State	31.2%	416,808
TOTAL	100.00%	1,336,415
Region 1	18.80%	251,202
Region 2	29.24%	390,804
Region 3	26.17%	349,702
Region 4	25.79%	344,707
	100.00%	1,336,415

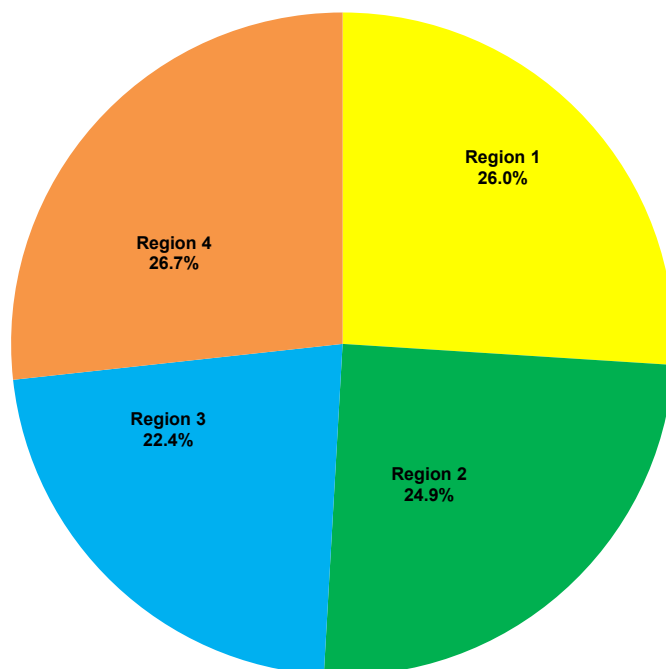
**BUREAU OF SENIOR SERVICES
FY2021 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY 2021 AAA FUNDING**

Region 1 Northwestern AAA	18.8%	251,202
Region 2 WVSC-Metro AAA	29.2%	390,804
Region 3 Upper Potomac AAA	26.2%	349,702
Region 4 Appalachian AAA	25.8%	344,707
TOTAL	100.00%	1,336,415

**BUREAU OF SENIOR SERVICES
FY2021 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY 2021 REGIONAL ALLOCATIONS**

Region 1	26.01%	9,834,008
Region 2	24.89%	9,409,953
Region 3	22.37%	8,457,177
Region 4	26.73%	10,104,676
TOTAL	100.00%	37,805,814

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

FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SMP	FY 2021
REGION 1:										
BROOKE	\$98,742	\$182,217	\$30,810	\$293,140	\$0	\$13,704	\$33,660	\$0	\$0	\$652,273
BI-COUNTY	\$0	\$22,529	\$0	\$442,296	\$0	\$0	\$19,517	\$0	\$0	\$484,342
CALHOUN	\$99,510	\$186,771	\$25,925	\$86,790	\$0	\$5,706	\$15,857	\$0	\$5,000	\$425,559
DODDRIDGE	\$160,906	\$187,956	\$26,270	\$67,415	\$0	\$4,090	\$29,390	\$0	\$0	\$476,027
GILMER	\$132,431	\$186,588	\$25,220	\$94,867	\$1,054	\$5,276	\$12,461	\$0	\$5,000	\$462,897
HANCOCK	\$92,078	\$186,233	\$35,469	\$0	\$2,104	\$19,092	\$32,548	\$0	\$5,000	\$372,524
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$202,405	\$190,425	\$66,250	\$0	\$5,500	\$42,021	\$75,909	\$0	\$0	\$582,510
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	\$269,179	\$191,990	\$55,925	\$269,987	\$0	\$34,801	\$73,611	\$1,300	\$3,000	\$899,793
MARSHALL	\$168,849	\$182,933	\$33,415	\$0	\$0	\$18,045	\$36,538	\$0	\$0	\$439,780
MONONGALIA	\$231,249	\$207,092	\$49,744	\$200,661	\$3,875	\$28,745	\$62,939	\$0	\$3,000	\$787,305
OHIO	\$72,368	\$262,856	\$53,026	\$402,564	\$4,271	\$29,687	\$78,323	\$0	\$0	\$903,095
PLEASANTS	\$20,133	\$176,267	\$25,329	\$70,645	\$0	\$3,499	\$15,644	\$0	\$5,000	\$316,517
RITCHIE	\$131,102	\$180,711	\$26,481	\$96,436	\$0	\$5,859	\$21,535	\$0	\$5,000	\$467,124
TYLER	\$151,986	\$176,901	\$26,129	\$78,987	\$989	\$5,166	\$17,842	\$0	\$0	\$458,000
WETZEL	\$170,698	\$186,493	\$27,742	\$73,800	\$1,382	\$10,002	\$12,642	\$0	\$3,000	\$485,759
WIRT	\$112,890	\$186,070	\$24,918	\$82,057	\$0	\$2,913	\$12,530	\$0	\$0	\$421,378
WOOD	\$156,179	\$211,810	\$53,340	\$294,684	\$5,816	\$41,772	\$71,094	\$0	\$3,000	\$837,695
REGION 1	\$2,270,705	\$3,105,842	\$585,993	\$2,554,329	\$24,991	\$270,378	\$622,040	\$1,300	\$37,000	\$9,472,578

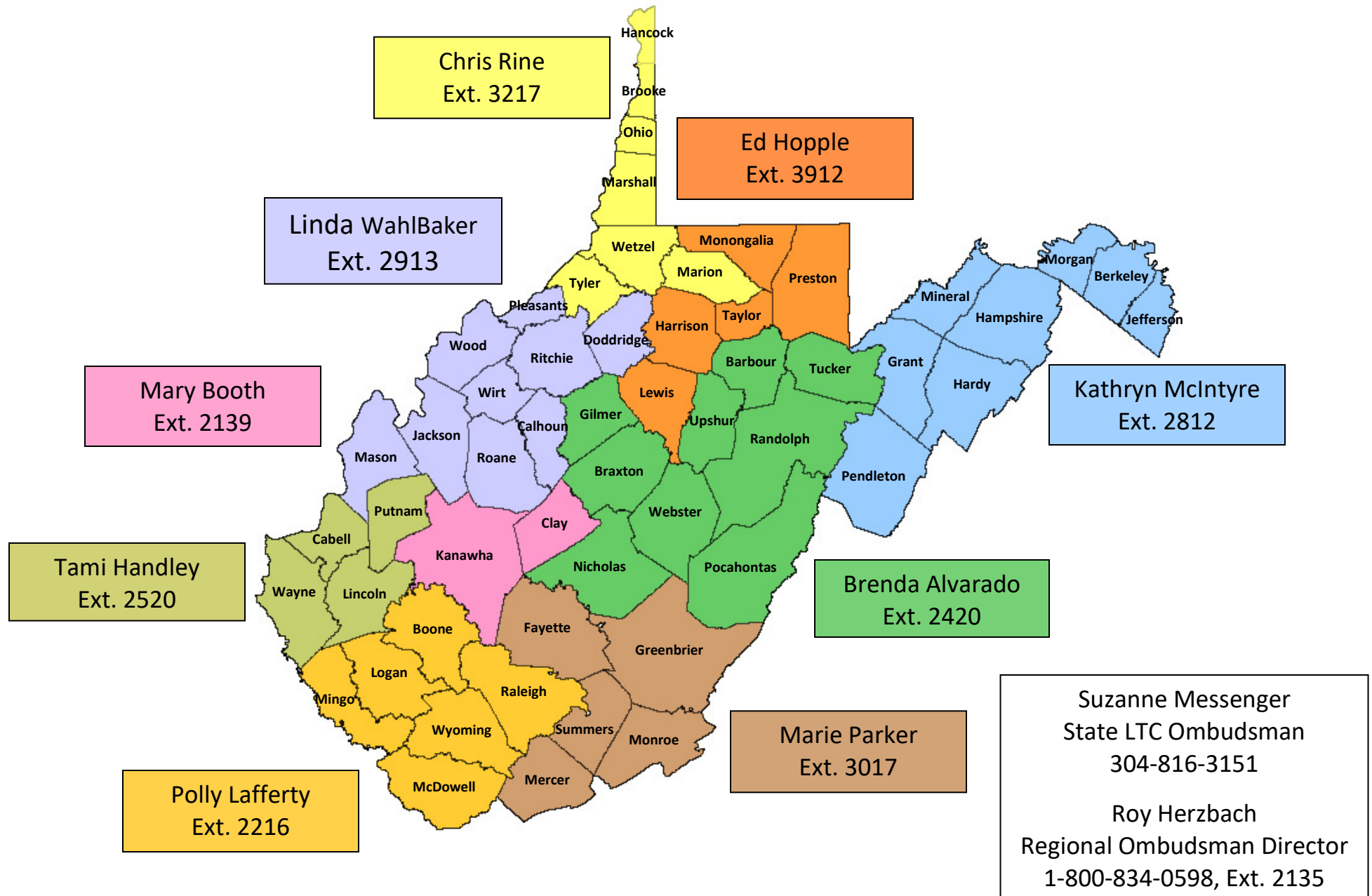
FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SMP	FY 2021
REGION 2:										
BOONE	\$182,270	\$179,682	\$30,724	\$206,356	\$2,196	\$11,756	\$36,026	\$0	\$4,000	\$653,010
CABELL	\$193,474	\$216,975	\$79,578	\$419,090	\$0	\$57,291	\$113,393	\$0	\$0	\$1,079,801
JACKSON	\$155,602	\$195,509	\$31,760	\$201,985	\$0	\$13,128	\$42,371	\$0	\$0	\$640,355
KANAWHA	\$656,956	\$261,759	\$130,782	\$818,117	\$14,608	\$123,634	\$192,625	\$0	\$59,100	\$2,257,581
LINCOLN	\$314,977	\$179,231	\$29,784	\$346,339	\$2,096	\$10,732	\$33,085	\$0	\$59,100	\$975,344
LOGAN by Lincoln	\$81,840	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$81,840
LOGAN-PRIDE	\$167,854	\$183,240	\$37,035	\$231,599	\$3,659	\$24,022	\$49,875	\$0	\$3,000	\$700,284
MASON	\$113,292	\$180,712	\$31,268	\$200,370	\$2,392	\$12,730	\$27,783	\$0	\$4,000	\$572,547
MINGO	\$164,969	\$180,262	\$31,356	\$205,332	\$2,609	\$14,973	\$36,369	\$0	\$3,000	\$638,870
PUTNAM	\$170,950	\$203,950	\$37,952	\$256,002	\$2,797	\$18,016	\$57,612	\$0	\$0	\$747,279
PUTNAM by Kanawha	\$12,073	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,073
ROANE	\$47,318	\$178,426	\$28,743	\$109,996	\$0	\$8,665	\$20,891	\$0	\$0	\$394,039
WAYNE by Lincoln/Mir	\$258,905	\$184,462	\$37,904	\$0	\$8,863	\$20,946	\$50,704	\$0	\$0	\$561,784
REGION 2	\$2,520,480	\$2,144,208	\$506,886	\$2,995,186	\$39,220	\$315,893	\$660,734	\$0	\$132,200	\$9,314,807

FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SMP	FY 2021
REGION 3:										
BARBOUR	\$158,517	\$188,362	\$23,971	\$147,734	\$0	\$9,492	\$27,082	\$0	\$0	\$555,158
BERKELEY	\$285,032	\$201,558	\$45,052	\$159,626	\$4,299	\$31,419	\$43,020	\$0	\$5,000	\$775,006
GRANT	\$143,803	\$185,805	\$26,269	\$95,191	\$0	\$6,558	\$19,613	\$0	\$5,000	\$482,239
HAMPSHIRE	\$129,716	\$192,941	\$28,635	\$122,767	\$1,597	\$10,565	\$26,477	\$0	\$5,000	\$517,698
HARDY	\$99,223	\$185,946	\$26,546	\$122,737	\$1,012	\$7,556	\$21,733	\$0	\$5,000	\$469,753
JEFFERSON	\$205,727	\$193,885	\$37,697	\$143,907	\$2,446	\$21,022	\$34,928	\$0	\$5,000	\$644,612
LEWIS	\$276,249	\$188,547	\$30,676	\$125,590	\$0	\$9,666	\$26,807	\$0	\$5,000	\$662,535
MINERAL	\$253,641	\$194,564	\$31,754	\$158,928	\$0	\$14,437	\$29,048	\$0	\$5,000	\$687,372
MORGAN	\$169,755	\$187,578	\$29,151	\$91,342	\$0	\$7,825	\$24,868	\$0	\$3,000	\$513,519
PENDLETON	\$73,509	\$189,834	\$25,867	\$94,582	\$1,500	\$5,795	\$18,690	\$0	\$5,000	\$414,777
PRESTON	\$192,297	\$193,925	\$45,821	\$202,987	\$2,248	\$14,958	\$47,408	\$0	\$3,000	\$702,644
RANDOLPH	\$186,689	\$203,267	\$38,889	\$209,680	\$2,218	\$14,821	\$36,759	\$0	\$59,100	\$751,423
TAYLOR	\$165,060	\$183,949	\$32,297	\$139,994	\$0	\$8,929	\$34,149	\$0	\$4,000	\$568,378
TUCKER	\$209,090	\$186,545	\$25,493	\$103,752	\$0	\$4,389	\$22,075	\$0	\$0	\$551,344
UPSHUR	\$105,735	\$193,367	\$32,600	\$106,420	\$2,000	\$11,400	\$29,574	\$0	\$0	\$481,096
REGION 3	\$2,654,043	\$2,870,073	\$480,718	\$2,025,237	\$17,320	\$178,832	\$442,231	\$0	\$109,100	\$8,777,554

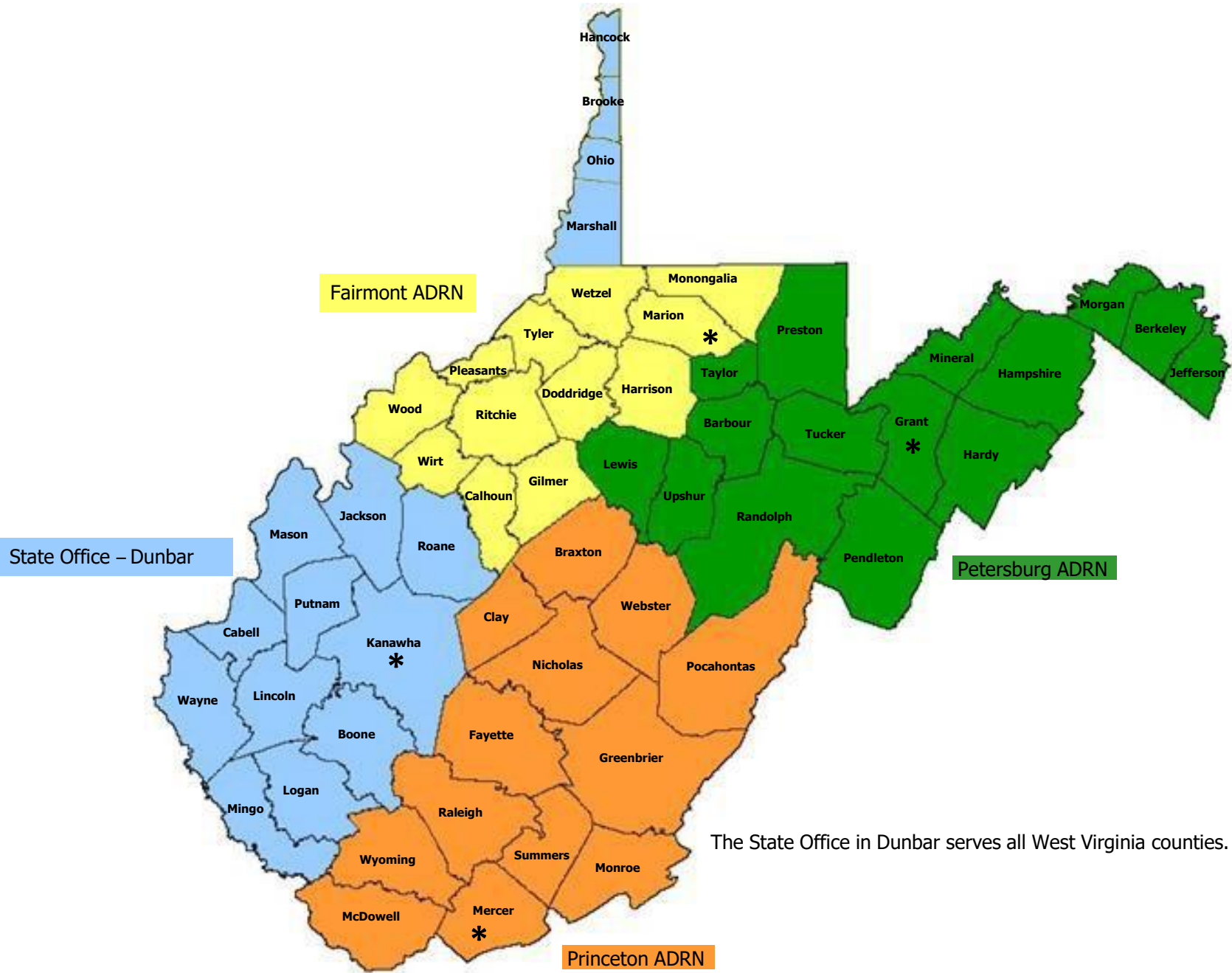
FY 2021 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SMP	FY 2021
REGION 4:										
BRAXTON	\$184,609	\$189,249	\$28,157	\$129,260	\$1,580	\$9,465	\$21,252	\$0	\$59,100	\$622,672
CLAY	\$118,904	\$176,704	\$26,430	\$89,804	\$0	\$6,250	\$26,548	\$0	\$0	\$444,640
FAYETTE by Raleigh	\$147,027	\$192,035	\$53,982	\$0	\$5,262	\$34,727	\$66,669	\$0	\$0	\$499,702
FAYETTE by Putnam	\$89,419	\$0	\$0	\$380,101	\$0	\$0	\$0	\$0	\$0	\$469,520
GREENBRIER	\$67,501	\$185,851	\$48,301	\$202,811	\$3,749	\$24,787	\$55,785	\$0	\$0	\$588,785
MCDOWELL	\$246,208	\$192,426	\$39,318	\$233,878	\$4,937	\$32,909	\$48,443	\$0	\$0	\$798,119
MERCER	\$351,519	\$197,109	\$52,985	\$357,343	\$6,601	\$44,446	\$72,797	\$0	\$5,000	\$1,087,800
MONROE	\$62,355	\$188,913	\$29,990	\$197,457	\$1,442	\$8,725	\$41,141	\$0	\$0	\$530,023
NICHOLAS	\$206,192	\$196,800	\$30,796	\$272,262	\$2,153	\$13,713	\$29,551	\$600	\$0	\$752,067
POCAHONTAS	\$157,728	\$185,625	\$26,721	\$116,992	\$1,162	\$6,606	\$23,299	\$0	\$0	\$518,133
RALEIGH	\$521,039	\$197,115	\$62,721	\$432,136	\$7,620	\$52,513	\$84,939	\$2,100	\$3,000	\$1,363,183
SUMMERS	\$102,157	\$184,654	\$38,603	\$108,282	\$1,701	\$10,352	\$42,164	\$0	\$0	\$487,913
WEBSTER	\$205,528	\$188,224	\$26,536	\$134,556	\$0	\$6,297	\$21,623	\$0	\$0	\$582,764
WYOMING	\$227,485	\$179,601	\$38,639	\$187,237	\$2,054	\$12,755	\$46,462	\$0	\$59,100	\$753,333
REGION 4	\$2,687,671	\$2,454,306	\$503,179	\$2,842,119	\$38,261	\$263,545	\$580,673	\$2,700	\$126,200	\$9,498,654

TOTAL	\$10,132,899	\$10,574,429	\$2,076,776	\$10,416,871	\$119,792	\$1,028,648	\$2,305,678	\$4,000	\$404,500	\$37,063,593
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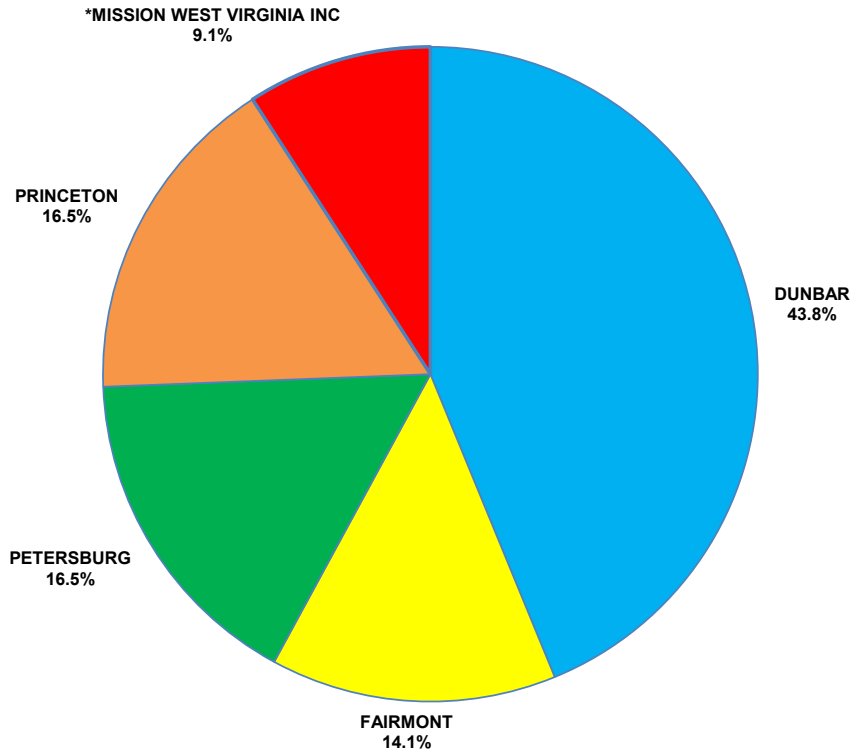
WEST VIRGINIA
LONG-TERM CARE OMBUDSMAN REGIONS
1-800-834-0598



AGING & DISABILITY RESOURCE CENTER OFFICES



**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2021 BUDGETS BY SITE**



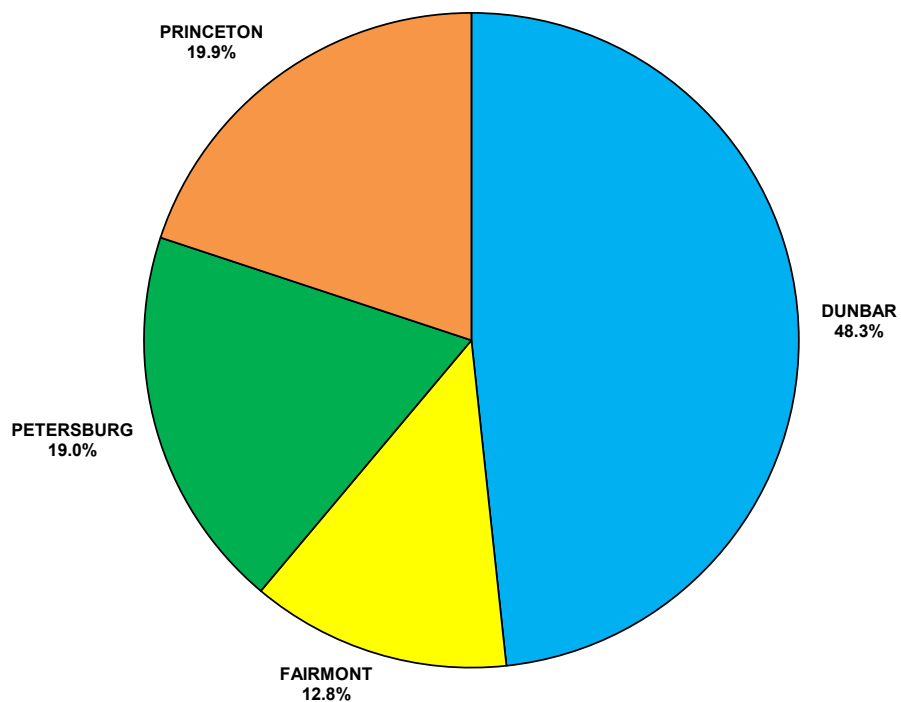
**ADRC'S
SITE BUDGETS**

DUNBAR	43.80%	\$186,150
FAIRMONT	14.12%	\$60,000
PETERSBURG	16.47%	\$70,000
PRINCETON	16.47%	\$70,000
*MISSION WEST VIRGINIA INC	9.14%	\$38,850
**TOTAL	100.00%	\$425,000

* Mission West Virginia Inc Relatives as parents Program (RAPP)

**State funded from Lottery Appropriations

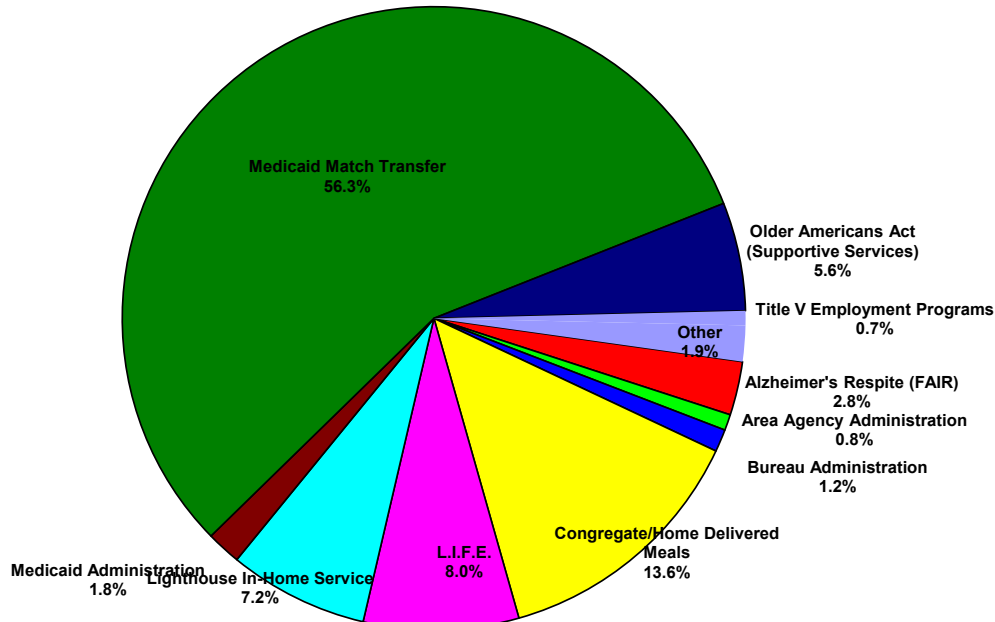
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2021 CONTACTS BY SITE**



**ADRC'S
CONTACTS**

DUNBAR	48.30%	5,566
FAIRMONT	12.82%	1,478
PETERSBURG	18.96%	2,185
PRINCETON	19.92%	2,296
TOTAL	100.00%	11,525

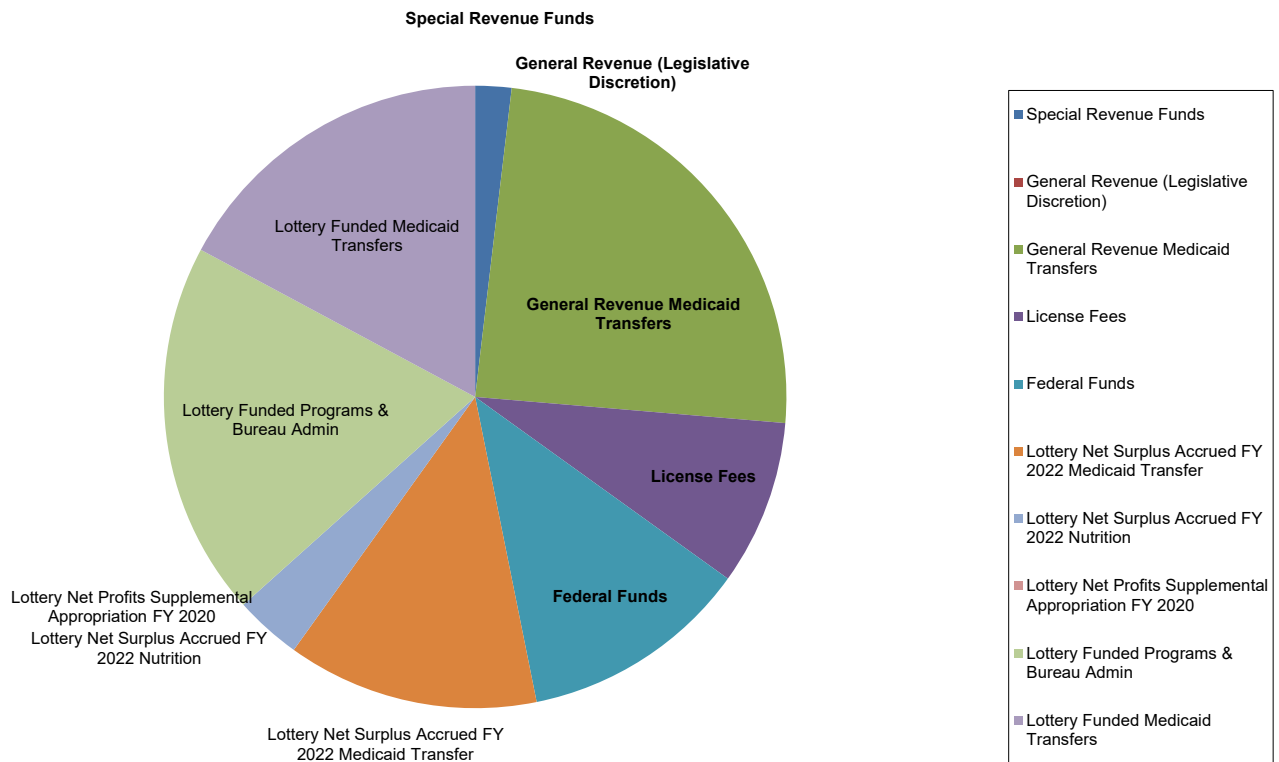
**BUREAU OF SENIOR SERVICES
FY2021 APPROPRIATIONS BY PROGRAMS**



**BUREAU OF SENIOR SERVICES
FY 2021 PROGRAMS BY REVENUE**

Alzheimer's Respite (FAIR)	2.79%	\$3,317,455
Area Agency Administration	0.83%	\$984,712
Bureau Administration	1.16%	\$1,382,975
Congregate/Home Delivered Meals	13.60%	\$16,177,479
L.I.F.E.	8.05%	\$9,574,527
Lighthouse In-Home Service	7.25%	\$8,623,118
Medicaid Administration	1.79%	\$2,130,000
Medicaid Match Transfer	56.30%	\$66,966,528
Older Americans Act (Supportive)	5.62%	\$6,690,795
Title V Employment Programs	0.75%	\$889,511
Other	1.86%	\$2,211,792
TOTAL	100.00%	\$118,948,892
Other		
Special Projects	0.05%	\$63,500
Aging & Disability Resource Centers	0.36%	\$425,000
Ombudsman	0.61%	\$723,292
Bureau Administration (Legislative)	0.00%	\$0
Transportation	0.84%	\$1,000,000
	1.86%	\$2,211,792

BUREAU OF SENIOR SERVICES FY2021 REVENUES BY SOURCE



BUREAU OF SENIOR SERVICES FY 2021 REVENUES BY SOURCE

Special Revenue Funds	1.93%	\$2,300,000
General Revenue (Legislative Discretion)	0.00%	\$0
General Revenue Medicaid Transfers	25.18%	\$29,950,955
License Fees	8.84%	\$10,509,593
Federal Funds	12.26%	\$14,582,217
Lottery Net Surplus Accrued FY 2022 Medicaid Transfer	13.45%	\$16,000,000
Lottery Net Surplus Accrued FY 2022 Nutrition	3.57%	\$750,000
Lottery Net Profits Supplemental Appropriation FY 2020	0.00%	\$0
Lottery Funded Programs & Bureau Admin	20.04%	\$23,840,554
Lottery Funded Medicaid Transfers	17.67%	\$21,015,573
TOTAL	100.00%	\$118,948,892

**BUREAU OF SENIOR SERVICES GRANTS
PROVIDER TOTALS FY 2021**

AGING PROVIDERS SERVICE AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$260,341
BARBOUR CO SENIOR CENTER INC	\$166,086
BERKELEY SENIOR SERVICES	\$292,663
BOONE CO COMMUNITY ORG	\$186,779
BRAXTON CO SENIOR CITIZENS CENTER INC	\$256,384
BROOKE CO COMMITTEE ON AGING	\$102,269
CABELL CO COMMUNITY SERVICES	\$197,442
CALHOUN CO COMMITTEE ON AGING	\$107,348
CLAY SENIOR & COMMUNITY SERVICES INC	\$121,175
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$195,862
COMMISSION ON AGING FAMILY SERVICES INC	\$137,180
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$94,364
COMMITTEE ON AGING FOR RANDOLPH COUNTY INC	\$250,820
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$362,053
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$143,717
COUNCIL OF SENIOR TYLER COUNTIANS	\$148,937
COUNCIL ON AGING INC	\$287,182
DODDRIDGE CO SENIOR CITIZENS INC	\$160,784
FAMILY SERVICE UPPER OHIO VALLEY	\$73,398
GREENBRIER CO COMM ON AGING	\$69,484
HAMPSHIRE CO COMM ON AGING	\$135,869
HARDY CO COMMITTEE ON AGING	\$102,494
HARRISON CO SENIOR CITIZENS CTR INC	\$207,469
JACKSON COUNTY COMMISSION ON AGING INC	\$161,240
JEFFERSON CO COUNCIL ON AGING	\$214,179
KANAWHA VALLEY SENIOR SERVICES	\$736,608
LEWIS CO SENIOR CITIZENS CENTER INC	\$283,088
LINCOLN CO OPPORTUNITY CO	\$677,537
MARION CO SENIOR CITIZENS	\$269,795
MARSHALL CO COMMITTEE ON AGING	\$167,548
MASON CO ACTION GROUP INC	\$118,665
MCDOWELL COUNTY COMMISSION ON AGING INC	\$252,653
MONROE CO COUNCIL ON AGING INC	\$64,078
NICHOLAS CO COMMISSION	\$6,728
NICHOLAS COMMUNITY ACTION PARTNERSHIP INC	\$204,290
PENDLETON SENIOR & FAMILY SVS	\$70,664
PLEASANTS CO COMMISSION	\$28,216
POCAHONTAS CO SENIOR CITIZENS	\$157,563
PRESTON COUNTY SENIOR CITIZENS INC	\$908,052
PRIDE COMMUNITY SERVICES INC	\$177,484
PUTNAM CO AGING PROGRAM INC	\$258,275
RALEIGH CO COMMISSION ON AGING INC	\$655,638
RITCHIE CO INTEGRATED FAMILY SVS	\$138,469
ROANE COUNTY COMMITTEE ON AGING INC	\$51,489
SENIOR LIFE SERVICES OF MORGAN CO	\$162,002
SENIOR MONONGALIANS INC	\$234,245
SUMMERS COUNTY COUNCIL ON AGING INC	\$105,099
TAYLOR CO SENIOR CITIZENS INC	\$172,385
TUCKER CO SENIOR CITIZENS INC	\$206,939
UPSHUR CO SR CITIZEN OPP CTR INC	\$520,774
WEBSTER CO COMM OF SENIOR CITIZENS	\$207,069
WETZEL CO COMMITTEE ON AGING	\$167,770

WIRT CO COMMITTEE ON AGING	\$115,967
WOOD CO SENIOR CITIZENS ASSOCIATION INC	\$162,321

AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS

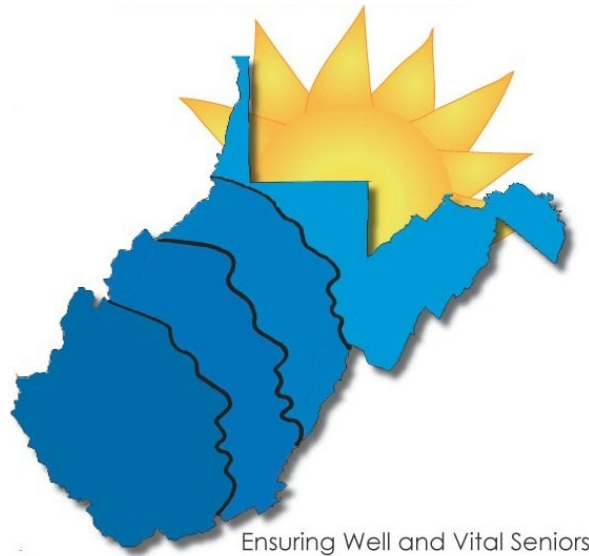
APPALACHIAN AREA AGENCY ON AGING	\$10,104,676
BELOMAR REGIONAL COUNCIL	\$9,834,008
REGION VIII PLANNING & DEV COUNCIL	\$8,457,177
WVSU METRO AREA AGENCY ON AGING INC	\$9,409,953

AGING NETWORK INITIATIVES

ALZHEIMERS ASSOCIATION	\$45,000
GOOD SHEPHERD INTERFAITH VOLUNTEER CAREGIVERS INC	\$4,000
INSTITUTE FOR GERI OLYMPICS AND ACTIVE LIVING INCORPORATED	\$13,000
LEGAL AID OF WEST VIRGINIA INC	\$735,000
MEALS ON WHEELS OF RANDOLPH CO INC	\$9,000
MISSION WEST VIRGINIA INC	\$33,791
ROSEDALE SENIOR CITIZEN CENTER INC	\$3,500
SHEPHERD OF THE HILLS MISSION	\$23,500
TYLER MTN CROSS LANES COMMUNITY SERVICES LTD	\$26,000
UPPER MASON PARISH	\$3,500
WEST VIRGINIA STATE UNIVERSITY RESEARCH AND DEVELOPMENT CORP	\$30,000

\$50,449,029

WEST VIRGINIA BUREAU OF SENIOR SERVICES



ANNUAL REPORT

State Fiscal Year 2022
July 1, 2021–June 30, 2022



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2022 Annual Report

July 1, 2021–June 30, 2022

COMMISSIONER
Robert E. Roswall

Mailing address:
1900 Kanawha Blvd. East
Charleston, WV 25305

Location:
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Charleston, WV

Phone: (304) 558-3317
Toll-Free: (877) 987-3646
Fax: (304) 558-5609
www.wvseniorservices.gov

Mission

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

This report is available online at:

www.wvseniorservices.gov

and

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

**WEST VIRGINIA BUREAU OF SENIOR SERVICES
STATE FISCAL YEAR 2022 ANNUAL REPORT
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From Robert E. Roswall, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2022 Annual Report. The Bureau's Provider Network of 65 providers served our West Virginia seniors well in 2022, with 4.17 million units of service to 40,190 seniors in West Virginia. Our seniors contributed more than \$3 million in cost share for the services they received, allowing more seniors to be served.

SUCSESSES

On December 7, 2021, Governor Jim Justice announced Do It for BabyDog – Senior Edition. Senior citizens who had been fully vaccinated and chose to receive their booster shot during one of several upcoming COVID-19 booster shot clinics at senior centers across the state would be eligible to receive a \$50 prepaid VISA gift card as an additional incentive to continue protecting themselves from COVID-19.



Gov. Jim Justice and BabyDog pose with Lisa Martin, executive director of Senior Monongalians.

County senior centers distributed 353,000 Grab and Go meals to seniors who have not yet returned to the senior centers following the pandemic. (In Fiscal Year 2021, 581,707 Grab and Go meals were served.)

The Summer Feeding Program was created by Governor Jim Justice in June 2020 to reach seniors with shelf stable meals, and that program continued into 2022. This program provided 491,000 shelf stable meals to eligible seniors, household members, and grandfamilies.

ONGOING PROJECTS

After being approved by the Administration for Community Living in July 2021, the West Virginia State Plan on Aging took effect for the Federal Fiscal Year beginning October 1, 2021, and continues through September 2025. The new Intrastate Funding Formula will be effective October 1, 2022, through September 30, 2025.

The Bureau is developing processes for services to be delivered to seniors via a person-centered concept and personal options. Services will be provided based on each senior's needs and personal choices.

The Bureau has begun a pilot home accessibility and modification program to assist seniors to stay in their homes and age well in West Virginia. This program will be administered by the Aging and Disability Resource Center. The program will address grab bars, ramps, doorways, or other potential barriers to seniors remaining in their homes.

STRUCTURE

The West Virginia Bureau of Senior Services is the Cabinet level agency, recognized by the Administration for Community Living as the State Unit on Aging.

The Bureau contracts with four Area Agencies on Aging (AAAs) to sub-contract with provider agencies in their respective areas. The four AAAs divide the state with two northern AAAs and two southern AAAs. Populations within AAAs are close to equal. Provider agencies under the AAAs vary from eleven county providers to sixteen county providers. Of our 57 contracted providers, 54 are multipurpose agencies providing all Older Americans Act (OAA) Services.

The Bureau maintains and updates, as needed, a Program Operations Manual, which is a step-by-step guide for managing Older Americans Act Programs and West Virginia Lottery Programs. This manual drives delivery of services and reporting of services provided.

See Exhibit A for the Bureau's staff organizational chart.

ADDRESSING COVID-19 AND GOING FORWARD

The County Aging Provider Network used the Bureau's guidance to develop COVID-19 policies regarding temporarily closing activities and centers and reopening of senior centers, center activities and operations.

All provider agencies developed their own county-based opening policies, approved by their boards of directors and reviewed by their local county health departments.

This process has worked very well in the operations of centers and programs. Local decisions were made on suspending services temporarily to address COVID-19 issues in the local community and throughout counties and on reopening centers and programs.

Most senior centers reopened by July 2021. Attendance at most centers has not returned to the 2020 pre-Covid center attendance.

The Bureau, via the Area Agencies on Aging and their local county aging programs, continues to provide transportation to vaccination events and testing. Home testing kits will be available for seniors into Fiscal Year 2023.

PROGRAMS

OLDER AMERICANS ACT FEDERALLY FUNDED PROGRAMS

Overview

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

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

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

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

- Through Older Americans Act programs, 32,292 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 20% were age 85+; 32% were 75-84; 44% were 60-74
 - 38% lived in poverty; 49% lived alone; 45% were at high nutritional risk.

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over through a contract with West Virginia Senior Legal Aid, Inc. (WVSLA). WVSLA targets those seniors with the greatest economic and social need, including disabled, rural, minority, LGBTQ, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaid.org; and outreach visits to individual senior centers and partners. WVSLA published frequent posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com and on our Facebook page, including emerging federal benefits issues, scams, and state legal issues like evictions, LGBTQ rights, new options in settling small estates, and long-term care Medicaid estate recovery. WVSLA continued to participate in the statewide Financial Exploitation Task Force, Rape and Domestic Violence Information Center's (RDVIC's) Sexual Assault Response Team, Monongalia/Preston County's STOP Violence Team, and the National Association of Senior Legal Hotlines. WVSLA also partnered in an ad hoc stakeholders group with other justice groups in the state to help develop and implement collaborative advocacy strategies in quick response to COVID-19 related legal issues impacting WV seniors, including evictions, foreclosures, debt collection, food access, voting access, and landlord abuses. In conjunction with the WV Access to Justice Foundation this year, they worked with the Consumer Committee implementing a series of initiatives to support seniors in consumer matters, including identifying trigger points and their corresponding partners, where timely relevant financial literacy information could prevent costly mistakes.

WVSLA served a total of 689 seniors across 53 counties, providing 1258.5 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. One important service is transportation for seniors to senior centers, grocery stores, doctors, and pharmacies. County aging providers are often the primary public transportation in many of West Virginia's rural counties. Other services may include personal care, health screenings, and exercise programs. For seniors who are homebound, some providers offer chore and housekeeping services, assistance with shopping, and telephoning/visiting assurance programs. Additional services included under Supportive Services are adult daycare, assisted transportation, client support and outreach. Services vary by county.

In State FY 2022, 17,454 seniors received 266,146 hours of Supportive Services.

- 17% were age 85+; 31% were 75-84; 47% were 60-74
- 37% lived in poverty; 50% lived alone; 40% were at high nutritional risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 Congregate Meals are served in senior centers and their satellite sites throughout West Virginia. These meals meet federally-mandated nutrition requirements and a minimum of 1/3 of the Dietary Reference Intakes. Eating at the centers also offer an opportunity for seniors to socialize. IIIC-2 Home-Delivered Meals, which also meet nutrition requirements, are delivered directly to seniors who have difficulty leaving their homes for various reasons. Meals are served in 134 locations, 250 days a year throughout the state. Due to COVID-19, by Executive Order 39-20, senior centers and congregate sites closed effective March 2020 and began reopening in May 2021.



- In State Fiscal Year 2022, 24,087 West Virginia seniors received 2,559,377 meals, either in their homes (11,897 seniors, 1,866,571 home-delivered meals) or at county nutrition sites (8,690 seniors, 310,649 congregate meals).
- The average collected for home-delivered meals was \$.61, and for congregate \$2.01. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:
 - o 21% were age 85+; 34% were 75-84; 43% were 60-74
 - o 41% lived in poverty; 50% lived alone; 50% were at high nutritional risk
- For home-delivered meals:
 - o 27% were age 85+; 34% were 75-84; 37% were 60-74
 - o 52% lived in poverty; 57% lived alone; 73% were at high nutritional risk
- For congregate meals:
 - o 15% were age 85+; 37% were 75-84; 46% were 60-74
 - o 31% lived in poverty; 47% lived alone; 28% were at high nutritional risk



Grab and Go Meals

County senior centers were forced to close in March 2020 due to the pandemic and began reopening in May 2021. To serve those seniors who participated in congregate meals at the senior centers, county aging providers began handing out Grab and Go meals. Seniors were able to stay safe in their vehicles and pick these meals up curbside.

Title III-D Evidence-Based Wellness Programs

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

- Due to COVID-19, guidelines have been developed for virtual III-D classes.
- Bureau staff collaborated with health promotion programs to provide education materials and information on mini-grants and as a referral source to county aging providers. These programs include Mountains of Hope Comprehensive Cancer Coalition, West Virginia Asthma Coalition, Osteoporosis/Arthritis Advisory Council, Change the Future, Suicide Prevention, WV Falls Prevention/WVU Falls Prevention, Retire WV, Tai Chi Health Institute, National Diabetes Prevention Program (West Virginia Bureau for Public Health), and Geri-Olympics.
- The Bureau sponsors and staff assist with Aging and Family Services of Mineral County's Annual Senior Olympics, but due to COVID-19, the event was cancelled for 2022.
- The Bureau facilitates the paid certification of county aging providers to have staff certified in evidence-based programs.
- The Bureau contracts with Master Trainers to accommodate county aging programs for Title III-D services.

Title III-E National Family Caregiver Support Program

The Bureau receives funding and provides services through Title III-E, the National Family Caregiver Support Program (NFCSP). This Older Americans Act program provides grants to states to fund a range of supports that assist family and other informal caregivers to care for their older loved ones at home for as long as possible. NFCSP services include respite care (in-home or congregate), information about services, help in accessing services, counseling, support groups, and family caregiver training. Some of these services are available in each West Virginia county. They vary by county. A partner program is FAIR (Family Alzheimer's In-Home Respite).

In State Fiscal Year 2022, 71,416 units of service were provided to 941 families caring for older individuals or persons of any age with dementia. These numbers increased from the same period last year. That is especially worthy of note, since some families indefinitely suspended in-home services during the COVID-19 pandemic.

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

education and information sessions for grandparents and includes three months of follow-up services with a social worker. Healthy GrandFamilies is primarily funded by the West Virginia Legislature.

Title V Senior Community Service Employment Program (SCSEP)



The Bureau receives funding and provides services through Title V. The SCSEP is a training program that provides older West Virginians with the needed skills to obtain employment. Targeting those age 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 (NCOA).

- Preston County Senior Citizens provided support to 95 people, with one achieving unsubsidized employment in the second quarter after exit, and one achieving unsubsidized employment in the fourth quarter after exit. During enrollees' on-the-job training, they provided 48,768 hours to community service organizations, non-profits or state organizations, with an additional 12,693 hours to senior specific groups.
- The Federal funds expenditure was \$786,241, and non-Federal funds were \$65,410.
- There were 93 authorized positions and 77 modified positions with 26 active host agencies in eleven counties – Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming.
- Enrollees in the program provided 61,461 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding for and provides Long-Term Care Ombudsman Program services in accordance with Title VII of the Older Americans Act; West Virginia Code 16-5L; and accompanying regulations and rules. The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the Ombudsman Program is to enhance the quality of life, improve level of care, protect individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives and providers about residents' rights. Long-term care ombudsmen also investigate complaints made

by, or on behalf of, long-term care residents and conduct routine, unannounced monitoring in long-term care facilities. The Long-Term Care Ombudsman Program is a statewide program comprised of the State Long-Term Care Ombudsman and the Regional Long-Term Care Ombudsman Program operated by Legal Aid of West Virginia. (See Exhibit H for a map of Long-term Care Ombudsman regions.) In FY2022, the Regional Program consisted of a program director, nine regional ombudsmen, and a communications/training specialist.

The ombudsmen continued to be flexible and creative to safely remain effective resident advocates throughout the COVID emergency. This required frequent modifications to the in-person visitation plan as outbreaks ebbed and flowed in West Virginia's long-term care facilities and communities. The ombudsmen worked diligently to assure that residents continued to receive quality person-centered care and had access to their ombudsman. Ombudsmen must be physically present in facilities to build trust and rapport with residents for them to confidently entrust the ombudsman with their concerns. On-site visits provide residents with routine access to the ombudsman and allow the ombudsman to personally identify areas of concern that should be addressed.

In FY2022, the Ombudsman Program made 877 in-person visits and conducted 542 monitoring visits in 191 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes) --- more than triple the in-person/monitoring visits of FY2021.

- The ombudsmen investigated 840 complaints made by or on behalf of long-term care residents. Sixty-seven percent (67%) of those complaints were verified. Seventy-three percent (73%) of the complaints opened were resolved or partially resolved to the satisfaction of the resident and/or complainant.
- The ombudsmen worked with resident councils 333 times; participated in twenty-six community education sessions; conducted ten training sessions for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors and the ombudsman program.
- The ombudsmen provided 2,323 telephone consultations to individuals in the community and facility staff.
- The program operated within a total general budget of \$1,139,805. This was comprised of \$144,159 Federal Older Americans Act, Title VII, Chapter 2 funds; \$187,774 Federal Older Americans Act, Title III funds; \$327,226 State funds; \$42,667 Local funds; and \$437,979 other Federal funds. These other Federal funds consisted of \$220,000 Medicaid; \$128,940 Coronavirus Aid, Relief, and Economic Security (CARES); \$25,531 Coronavirus Response & Relief Supplemental Appropriations (CRRSAA); and \$63,508 American Rescue Plan (ARPA). The CARES, CRRSAA, and ARPA funds are time-limited single

appropriations which must be used to provide Long-Term Care Ombudsman services in response to the Coronavirus emergency. The ombudsmen developed a plan that includes special projects, promotional materials and education to assure that West Virginia's long-term care residents receive the maximum benefit from these additional dollars.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$36,650,147 from the West Virginia Lottery to fund in-home services, transportation, meals, provider operations and Bureau administration.

Family Alzheimer's In-Home Respite (FAIR)

Caring for someone with Alzheimer's disease or a related dementia may be very rewarding. It is also difficult. That is why the Family Alzheimer's In-Home Respite (FAIR) Program is such a valuable resource for family caregivers. FAIR, a state-funded program available in all fifty-five counties through county aging providers, was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff. Trained workers from county senior centers give family caregivers a break from caregiving responsibilities and, at the same time, provide companionship and individualized activities for their loved ones with dementia. FAIR is monitored by Bureau staff to ensure that program guidelines are followed.



In FY2022:

- For a second year, FAIR was significantly impacted by COVID-19, either because families continued to put services on hold to protect loved ones or because of a shortage of workers or both. Still, FAIR workers provided 168,921 hours of service to 691 families (1,382 caregivers and individuals with Alzheimer's or a related dementia).
- Direct care workers are to be commended for continuing to provide FAIR throughout the pandemic.
- FAIR clients (family caregivers) statewide averaged 43 hours of service each month. That's about ten hours each week to do the kinds of things most of us take for granted – run errands, keep appointments, visit friends, buy groceries, take a walk, etc.
- FAIR manual training was provided to sixteen new county FAIR coordinators.

FAIR services are provided on a sliding fee scale, based on 200% of the federal poverty guidelines, considering income minus all medical expenses of the care receiver (and spouse, when there is a spouse). In FY2022, Lighthouse and FAIR fees collected statewide totaled \$826,651, which is used to provide additional hours of service in these two programs in the counties where the fees were collected. For each hour of service in FY2022, county aging providers collected an average of \$1.30.

Of the total number of caregivers who received FAIR services:

- 9% were age 85+; 17% were 75-84; 36% were 60-74 (Note: There are no age restrictions for the FAIR program. The remainder of FAIR family caregivers were under the age of sixty.)
- 17% lived in poverty; 12% lived alone; 11% were at high nutritional risk.

Lighthouse Program

The Lighthouse Program is a personal care service designed to assist seniors with 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 worker 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. 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 State Fiscal Year 2022, 1,972 seniors received 467,483 hours of service.
- The average number of Lighthouse clients in any given month was 1,175. The average total hours of Lighthouse per month was 43,458. The average hours of service a Lighthouse client received each month was 33.2.

Of the total number of seniors who received Lighthouse services:

- 40% were age 85+; 36% were 75-84; 24% were 60-74
- 31% lived in poverty; 54% lived alone; 61% were at high nutritional risk

As with FAIR, payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), minus medical expenses. Fees collected are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$826,651. The fees collected averaged \$1.30 per hour of service.

Lighthouse services during the pandemic were affected by decreased number of direct care workers in almost all counties. Lighthouse Program number of hours, unduplicated clients, and total hours per month all decreased.

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 assist with operational costs in their county. Funds are allocated evenly to all counties. Additional funds are allocated to the original in-home service providers from the Department of Health and Human Resources (old Title XX Homemaker program). County aging providers may budget these funds based on the individual county's priority needs.

- 13,435 individuals received 142,879 separate occurrences of transportation or other services through LIFE funds.
- 1,269 individuals received 35,650 trips (transportation services); 438 received 9,649 trips under Assisted (hands on) Transportation, and 910 received 26,001 trips under Transportation.
- 520 individuals received 27,691 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 2,427 individuals received 6,360 units of client support.
- 57,939 sessions or contacts were made to 9,748 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in FY 2022
 - 21% were age 85+; 32% were 75-84; 43% were 60-74
 - 42% lived in poverty; 51% lived alone; 48% were at high nutritional risk

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care, they need access to information to help them make those choices. Care decisions should reflect an individual's personal goals, values, and beliefs and should be discussed with appropriate family members. Advance directives give individuals control over end-of-life treatments and care and protect family members from having to make those hard decisions. Advance directives allow individuals to name the person they want to carry out their wishes and make decisions for them, if it is determined they cannot make those decisions for themselves. In FY2022, 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 wishes, as well as medical needs. Five Wishes meets the legal requirements for an advance directive in most states, including West Virginia.
- ***End-of-Life: Helping with Comfort and Care*** provides “guidance and help in understanding the unfamiliar territory of death” and gives “an overview of issues faced by people caring for someone nearing the end of life.” There are examples of real-life experiences, practical information for end-of-life care and resources for additional help.

Aging and Disability Resource Centers (ADRCs)

(www.wvnavigate.org)



West Virginia's Aging and Disability Resource Centers (ADRCs) are “one-stop shops” for long-term care access. They raise visibility about the full range of available options; provide objective information, advice, and assistance; empower people to make informed decisions about their long-term services and supports; and help people access public and private programs.

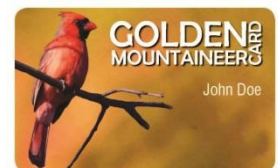
Consumers receive a comprehensive needs assessment that helps determine which services best suit their individual long-term care needs. The ADRC is the designated agency to screen and complete referrals to the state's Money Follows the Person (MFP), Take Me Home Transition Program and is also designated as a Community Partner with WV DHHR's PATH (People's Access to Help) site to assist consumers to apply for Medicaid, SNAP, Medicare Savings Programs and other related benefits. Most recently in WV, the ADRC has established a partnership with the Social Security Administration to be a Community Partner with their SSA Vulnerable Populations Outreach, which includes being able to refer directly to SSA or complete SSI applications.

Currently, there are three regional ADRC offices operated by the state's Area Agencies on Aging, and the statewide ADRC operated by the WVSU Metro Area Agency on Aging. The ADRC offices are state-funded through the Bureau of Senior Services. The ADRC has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code. (See Exhibit I for a map of ADRC locations, Exhibit J for FY 2022 budgets by site, and Exhibit K for FY 2022 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Centers.
- ADRC had 11,028 total contacts and assisted 4,928 individuals with their long-term care services and supports.

Golden Mountaineer Card

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



Seniors and merchants can enroll in the program online at www.goldenmountaineer.wv.gov. The website is user friendly, and seniors can search for participating merchants by name, service type or county. Links to participating merchants' websites and Facebook pages are also available. This is both a great service to West Virginia seniors and a marketing tool for local businesses. Information can also be obtained by calling the Bureau's toll-free number, 1-877-987-3646.

Medicaid Operation Agency

The WV Bureau for Medical Services (BMS) contracts with the Bureau of Senior Services to act as the Operating Agency for the Aged and Disabled Waiver (ADW) Program and the Medicaid Personal Care Services (PC) Program. Duties of the Operating Agency include operational oversight, initial and continuing certification, retrospective provider/personnel reviews and provision of technical assistance to ADW and PC providers. The Bureau operates a toll-free complaint and/or issues telephone line to address inquiries by 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 placed in a long-term care facility (LTCF).

The program is focused on providing services that are person-centered and that promote choice, independence, participant direction, respect, dignity, and community integration. The seven 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, Personal Emergency Response Systems (PERS) and Non-Medical Transportation. The Aged and Disabled Waiver program has two service delivery models, the Traditional (Agency) Model and the Participant-Directed Model known as Personal Options.

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

To be medically eligible for Aged and Disabled Waiver services, Medicaid recipients must have five 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 Bureau of Senior Services conducts quality provider monitoring and annual continuing certification reviews of personnel for both the Aged and Disabled Waiver and Personal Care providers. Provider monitoring includes records review, site and policy review, validation of staff qualifications and compliance with ADW and Personal Care policy. The Bureau conducts initial certification and opening of all new provider agency applicants with a verification of certification to the Bureau for Medical Services claims management contractor for Medicaid enrollment to ensure providers meet certification standards. In addition, the Bureau implements the ADW Quality Improvement Advisory Council, which develops an annual Quality Work Plan and ongoing quality improvement projects with Advisory Council and stakeholder input.

Medicaid Personal Care (PC)

Personal Care Services is a State Plan Medicaid program to assist each eligible Medicaid recipient 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 FY2022, 5,864 Personal Care recipients were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.



To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living.

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

Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau of Senior Services, in cooperation with the West Virginia Bureau for Medical

Services, developed a self-directed component in the Medicaid Aged and Disabled Waiver Program, offering participants an additional service model from which to choose (i.e., participants can choose to be served by a traditional service provider agency, or they can elect to hire their workers directly). Enrollment for the program, titled Personal Options, began in May 2007.

Additional Bureau of Senior Services data:

- 12,186 Aged and Disabled Waiver and Personal Care technical assistance and other contacts were conducted with providers and outside entities.
- Annual ADW Quality Provider Monitoring was conducted by monitoring staff for 138 providers who served ADW members. This included records review, validation of provider and staff qualifications and training certification requirements. (Monitoring was conducted via desk reviews due to COVID-19.)
- Annual Personal Care provider monitoring was conducted by monitoring staff of 58 providers who served Personal Care members. This included records review, validation of provider and staff qualifications and training certification requirements. (Monitoring was conducted via desk reviews due to COVID-19.)
- At year-end, 1,479 ADW Members were receiving services through the Personal Options model.
- 1,391 member transfers were conducted per ADW policy “member rights,” which includes the member’s right to transfer Case Management or Personal Attendant agencies at any time.
- 236 Personal Care transfers were conducted per policy “member rights,” which includes the member right to transfer Personal Care provider agencies at any time.
- Quarterly provider trainings were conducted on 08/18/21, 11/17/21, 02/16/22 and 05/18/22, which included statewide provider agencies for both ADW and Personal Care.
- Monthly COVID-19 provider conference calls were conducted throughout FY2022 for all ADW and Personal Care provider agencies to provide clarification or technical assistance.
- Two new Personal Attendant agency sites were opened in FY2022.
- Fifty-two Take Me Home WV (Money Follows the Person) participants were transitioned from nursing homes or other long-term-care facilities back into the community.
- An additional 1,795 applicants were activated on the ADW Program, increasing service access to home and community-based services (factored in the total below).
- There were 7,236 ADW active members and 8,434 members served as of June 30, 2022 (LOCHRA Report).

OTHER FEDERALLY FUNDED PROGRAMS

(Non-Older Americans Act)

Health Insurance Marketplace

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



West Virginia Senior Medicare Patrol (SMP)

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



- SMP reached more than 3,100 Medicare beneficiaries through individual interactions. SMP also provided more than 380 group outreach and education events, reaching more than 10,700 people, and provided over 200 media outreach and education events.
- WV SMP had 61 active SMP team members during the past year located within county aging provider offices, Aging and Disability Resource Centers, 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 provider offices, Area Agencies on Aging, and Aging and Disability Resource Centers, as well as at the Bureau and partner volunteer agencies. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums, co-pays and prescription costs through Medicare Improvements for Patients and Providers Act (MIPPA) funding.



- SHIP served more than 13,000 Medicare beneficiaries and provided over 650 public and media events statewide, with more than 11,400 reached through Group Outreach and almost 143,000 reached through Media Outreach. SHIP provided low-income assistance and preventive service education to over 9,500 beneficiaries and assisted in completing more than 650 applications for low-income assistance on Medicare costs through MIPPA funding.
- WV SHIP had a total of 80 registered counselors/volunteers statewide, most of whom are local counselors located within the county aging provider offices and Aging and Disability Resource Centers.
- 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, SHIP National Technical Assistance Center, and National Council on Aging.

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 Home and Community-Based Focus, Minority Health Month, Workforce Partners State Plan, Juneteenth Freedom Day, Medicare Programs, and Long-Term Care Ombudsman Program.

Robert W. Jackson Senior Conference and Fortieth Silver Haired Legislature (SHL)

Both events were canceled due to COVID-19.

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, to recognize June 15, 2022, as World Elder Abuse Awareness Day. Due to COVID-19, this one-day event was held virtually with 187 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention. Dr. Toni P. Miles, University of Georgia, was the keynote speaker. Her presentation contained new information and approaches to bereavement care of patients, families and health care workers. Also, a panel of representatives from various agencies conducted a Collaborative Effort in Ending Maltreatment to discuss real-live situations from the perspective of each agency.

The Ron Nestor Award is presented annually to an individual who has advocated to end elder abuse and helped raise awareness of elder abuse in West Virginia. **The 2022 Ronald Nestor Award recipient, announced during the event, was Boone County Deputy Evan Gibson.**

Deputy Gibson is 32 years old and started his career as a correctional officer at the Southwestern Regional Jail, where he was employed for approximately four years. He made the transition to the Boone County Sheriff's Department in 2018, where he is currently employed as a Deputy Sheriff.

Deputy Gibson has gone above and beyond his duties as deputy sheriff. One example: He has helped an elderly woman in a wheelchair for months on his own time – cleaning

and grocery shopping for her several times each month and working to get in-home services restored for her. Deputy Gibson is truly one of a kind and a blessing to many in Boone County.

West Virginia Senior Farmers' Market Program



In July and August 2022, 16,800 vouchers (totaling \$504,000) were distributed to senior center agencies for distribution to eligible seniors. Each senior could get six \$5.00 vouchers equaling \$30. A total of 262 farmers participated in the program.

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$42.9 million, of which \$21 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$21.9 million for Bureau services.
- General Revenue appropriations totaled \$30 million, of which the full amount was also transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors;
- License fee appropriations from casino license fees in the amount of \$10.5 million fund FAIR, Lighthouse, meals, and transportation;
- Federal appropriations in the amount of \$14.5 million;
- Special Revenue appropriations totaling \$2.4 million; and
- Project Income collected by providers in FY2022 totaling \$3 million (Title III \$2.2 million, In-Home Services \$.8 million). These funds are used to provide additional services.
- The Bureau received \$1,551,372 in Family First Coronavirus Response Act (FFRCA) funding; and \$5,630,547 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding; \$1,072,295 from the Consolidated Appropriation Act for nutrition; various Expanding Access to COVID-19 Vaccine grants; and \$8,962,240 from the American Rescue Plan. Those grants total approximately \$17.8 million.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2022 expenditures by program and funding source. Also included in these figures is funding re-appropriated from prior fiscal years. Exhibit N lists the Bureau's grants/detailed expenditures for FY2022.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 103,146 visitors, and its pages received more than 1.3 million 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. The page has more than 3,400 "Likes." The Bureau uses Facebook to share activities at local senior centers, news of note, and photographs.
- The Bureau launched a Silver Haired Legislature (SHL) Facebook page, <https://bit.ly/2OaBdZj>, in October 2012. The page is used to share photographs, SHL position papers, and other information regarding SHL with members and the public.

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

- The website, www.wvship.org, had 36,953 visitors to the website, and its pages received 294,701 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page, <https://bit.ly/32LmWHQ>, was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

The West Virginia Bureau of Senior Services offers workshops and trainings and collaborates with other agencies throughout the state to meet the education needs of seniors, family caregivers, health care providers, other professional agencies and organizations, consumers and the public. While opportunities were somewhat limited in fiscal 2022 and the format was often virtual, Bureau staff still provided or arranged for other qualified trainers to provide the following workshops, trainings and presentations:

- Adult Abuse/Neglect/Exploitation Identification* (see details at end of list)
- Aging and Disability Resource Center (ADRC) Presentation to ADW and PC Providers
- Alzheimer's Overview
- Best Practices for Collaboration between Ombudsman Program and Adult Protective Services
- Bi-weekly calls with ADW, TBIW and PC Providers regarding COVID-19 and policy updates
- Communicating Effectively with a Person Who Has Dementia
- Concord University training on "Older Adults and Mental Health; Warning Signs, Explanation and Practice Skills" for ADW, TBIW and PC Providers
- County aging provider/Area Agency on Aging Quarterly Meetings
- COVID-19 Ethical Challenges
- Dealing with Dementia (in partnership with West Virginia CARES about People with Dementia)
- Dr. Clay Marsh, VP and Executive Dean for Health Sciences, WVU – Presentation to ADW, TBIW and PC Providers regarding COVID-19
- Ethical Considerations for Discharge AMA
- FAIR Manual training
- Financial Exploitation and Abuse in Long-Term Care
- Health & Employee Benefits Fairs
- HIPAA
- Kepro CareConnection training for ADW and PC providers
- Learning Management System training for ADW and PC providers
- Lighthouse Manual training
- Long-Term Care Ombudsman Program
- 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
- Nutrition Training for County Aging Programs
- One-Stop Partners Quarterly Meeting Presentation
- Personal Options with a Case Manager training

- Pre-Retiree Medicare Seminar
- Proactive Legal Planning for West Virginia Seniors
- Quarterly Provider Meetings for ADW and PC Providers
- Recognizing/Preventing Transfer Trauma
- Resident Rights in Assisted Living Residences
- Safe Banking for Seniors
- Senior Medicare Patrol (SMP) Outreach and Educational Sessions
- Services Available Through the West Virginia Bureau of Senior Services
- SHIP Annual Training
- SHIP Medicare APS Presentations
- SHIP Medicare Open Enrollment Presentations
- SHIP Program Overview and Appropriate Referral Presentations
- SHIP Understanding Medicare Workshops
- Social Security In-Service Medicare Presentations
- Spam/Scam Avoidance
- The Road Ahead
- Title V Educational Workshops for Enrollees
- Trauma-Informed Care for Nursing Homes
- Understanding Medicare
- West Virginia ABLE training for SHIP/SMP counselors
- West Virginia University Center for Excellence in Disabilities – Assistive Technology presentation
- West Virginia University Medicine – Population Health
- Workshop Innovation and Opportunity Act Partner Conference and West Virginia Division of Rehabilitation Services Conference

*Elder Abuse Awareness Day: (hosted by the Bureau; presented by Bureau staff and partner agencies)

Topics:

- Fraud Watch Network
- Substance Use Disorder: Treatment Options for Our Aging Veteran Population
- Elder Justice Act, COVID and Adult Protective Services
- Elder Fraud
- Residents' Rights
- A Collaborative Effort to End Maltreatment

COLLABORATIONS & PARTNERSHIPS

Every year, the West Virginia Bureau of Senior Services works with many other agencies and organizations to advance the work of the Bureau. In Fiscal Year 2022, the Bureau collaborated with and/or partnered with the following to serve seniors and individuals with disabilities to the fullest extent possible:

- AARP West Virginia
- Access and Functional Needs (AFN) Threat Preparedness Workgroup
- Administration for Community Living
- Administration for Community Living – COVID-19 Collaboration on OAA Policy
- Administration for Community Living, Office of Health Care Information and Counseling
- Adult Protective Services (APS)
- ADVancing States
- Aged and Disabled Waiver Providers
- Aged and Disabled Waiver Quality Improvement Council
- Alzheimer's Association, West Virginia Chapter
- Area Agencies on Aging
- Cabin Creek Health Centers
- Camden Clark Hospital – Lifetime Partners
- Centers for Disease Control and Prevention
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Town Center
- Committee on Quality Improvement
- Concord University School of Social Work and Sociology
- Continuous Quality Improvement (CQI) Council
- Coordinating Council for Independent Living
- County aging providers
- Dementia-Friendly Faith Communities Steering Committee
- Disability Rights WV
- Elder Abuse Awareness Day Committee
- Enterprise Resource Planning Board
- Facing Hunger Foodbank
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Services
- Fresenius Dialysis Center
- Geri-Olympics
- Gospel Lighthouse Church, Naoma, WV
- Governor Jim Justice
- Herbert Henderson Office of Minority Affairs
- Interagency Collaborative Team

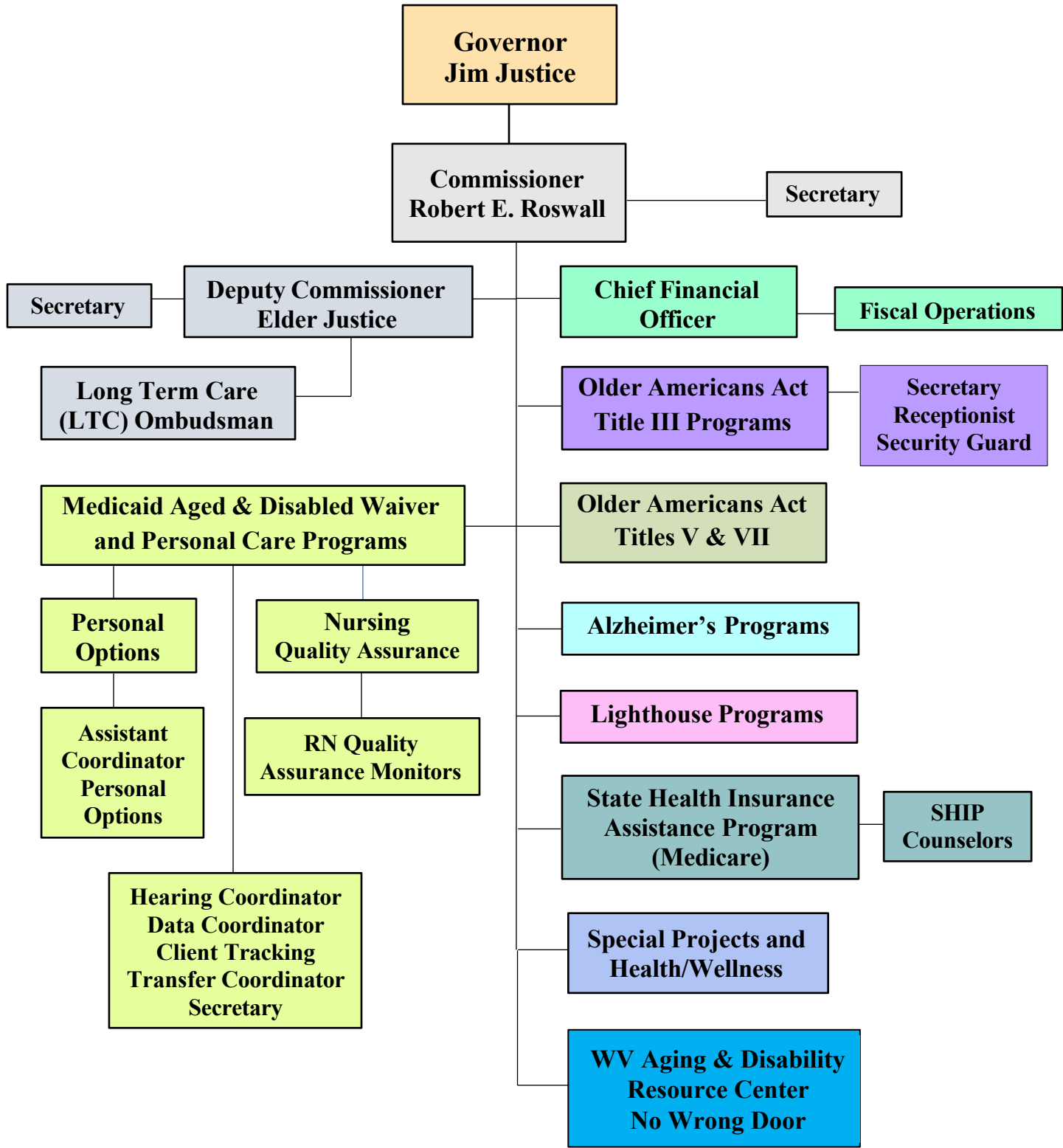
- KEPRO
- Legal Aid of West Virginia
- Lewis County Family Resource Network
- Marion County Family Resource Network
- Meals on Wheels Association of America (MOWAA)
- Medicaid Fraud Control Unit
- Medicaid Personal Care Providers
- Mission West Virginia, Relatives as Parents Program
- Mountaineer Foodbank
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Center on Advancing Person-Centered Practices and Systems (NCAPPS) Learning Collaboration
- National Council on Aging (NCOA)
- National Council on Aging MIPPA Resource Center
- National Long-Term Care Ombudsman Resource Center
- Nursing Home Advisory Council
- Office of Technology & DHHR, Incident Management System
- Office of Technology, Learning Management Center
- Older Americans Month activity partners
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Rape and Domestic Violence Center
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- Senior Corps Advisory Council
- Senior Medicare Patrol (SMP) National Resource Center
- Sexual Assault Response Team, Monongalia County
- Social Security Administration (SSA)
- State Health Insurance Assistance Program (SHIP) National Technical Assistance Center
- State Nutritionist Collaboration
- Statewide Independent Living Council (SILC)
- STOP the Violence Project
- Take Me Home, West Virginia, Quality Council
- The Manahan Group
- United Methodist Annual Conference
- WellSky
- West Virginia ABLE
- West Virginia Access to Justice Commission
- West Virginia Army National Guard
- West Virginia Attorney General's Office
- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families

- West Virginia Bureau for Children and Families QI Council
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health
- West Virginia CARES Faith Initiative
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Center on Budget and Policy
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmers' Market Nutrition Program
- West Virginia Department of Health and Human Resources
- West Virginia Department of Health and Human Resources county offices
- West Virginia Developmental Disabilities Council
- West Virginia Direct Care Task Force
- West Virginia Directors of Senior and Community Services
- West Virginia Division of Personnel
- West Virginia Geriatric Society
- West Virginia Health Care Association
- West Virginia Health Care Authority
- West Virginia Interactive
- West Virginia Library Association
- West Virginia Network of Ethics Committees
- West Virginia Northern Library Network
- West Virginia Office of Equal Opportunity
- West Virginia Office of the Insurance Commissioner
- West Virginia Senior Legal Aid
- West Virginia Serious Illness Coalition
- West Virginia State Auditor's Office
- West Virginia State University Healthy GrandFamilies Program
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Geriatric Education Center
- West Virginia University Health Sciences Center
- West Virginia University Office of Health Affairs
- West Virginia University Rockefeller Neurosciences Institute
- West Virginia Voluntary Organizations Active in Disasters (VOAD)
- West Virginia Workforce Development Board
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)

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, FY2022 State/Federal Funding
Exhibit E	Bureau of Senior Services, FY2022 Area Agencies on Aging Operational Funding Source by Agency
Exhibit F	Bureau of Senior Services, FY2022 Regional Funding Allocations All Funds
Exhibit G	County Aging Providers, FY2022 Funding Allocations
Exhibit H	West Virginia Long-Term Care Ombudsman Regions
Exhibit I	West Virginia Aging & Disability Resource Centers
Exhibit J	West Virginia Aging & Disability Resource Centers, FY2022 Budgets by Site
Exhibit K	West Virginia Aging & Disability Resource Centers, FY2022 Total Contacts by Site
Exhibit L	Bureau of Senior Services, FY2022 Appropriations by Program
Exhibit M	Bureau of Senior Services, FY2022 Expenditures by Funding Source
Exhibit N	Bureau of Senior Services Grants, FY2022 Detailed Expenditures

West Virginia Bureau of Senior Services
Organizational Chart

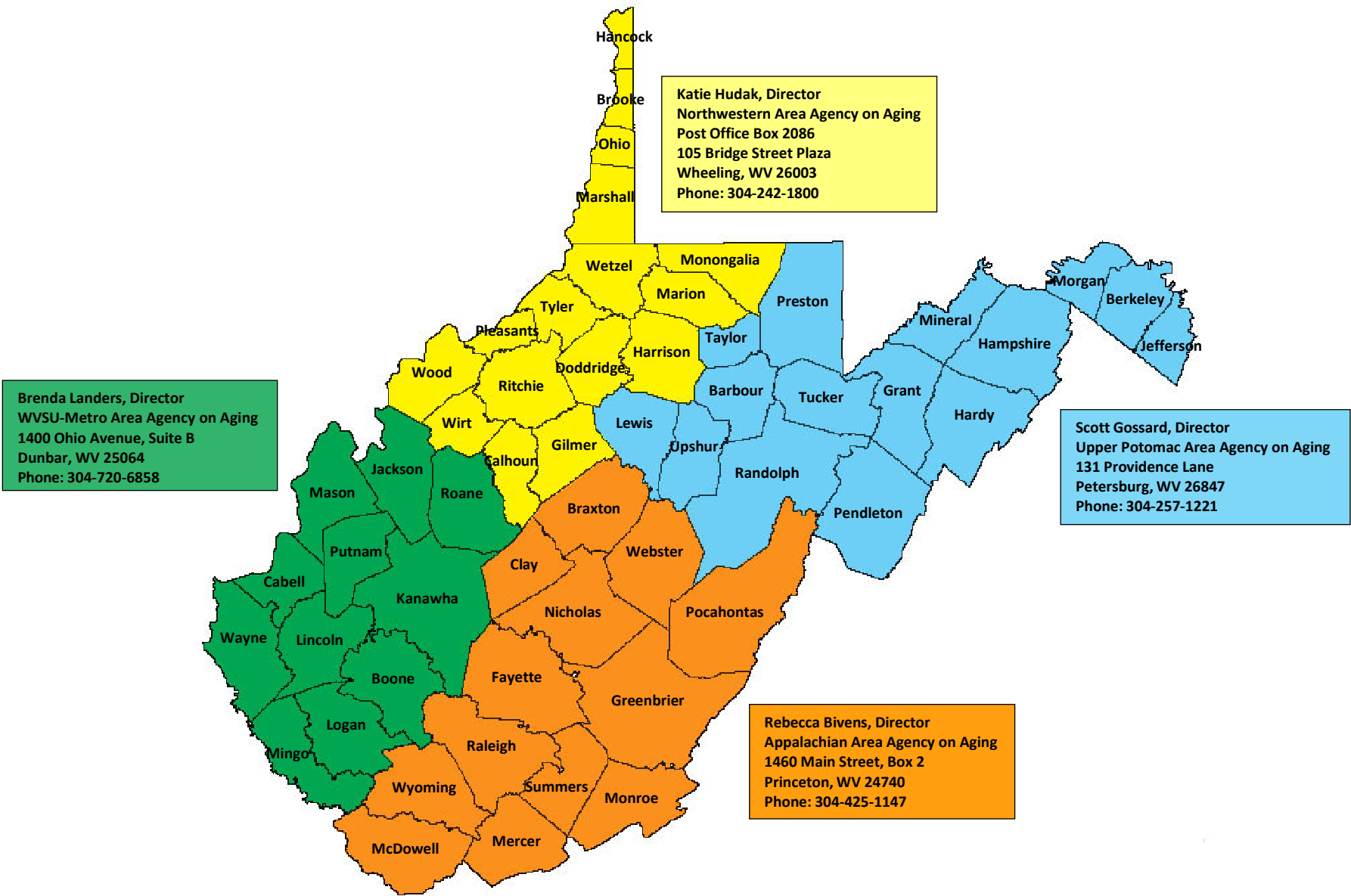


**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

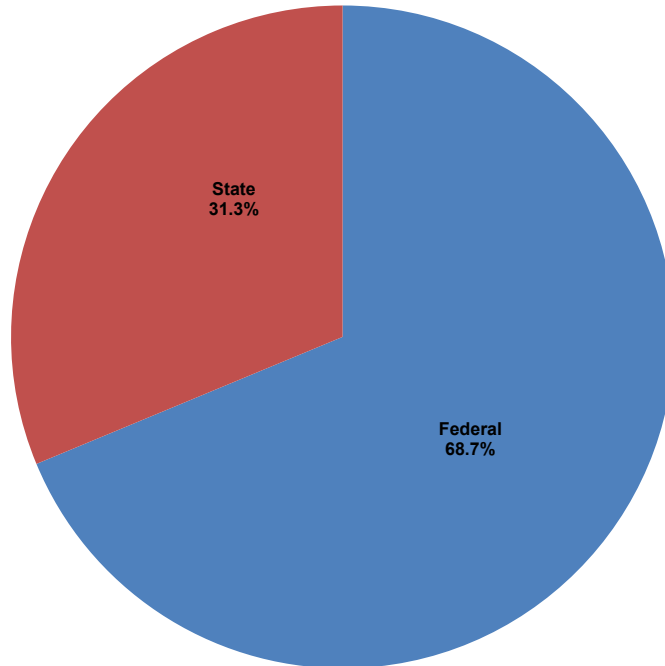
- Barbour County Senior Center, Inc.
- Berkeley Senior Services
- Bi-County Nutrition (Doddridge and Harrison nutrition)
- Boone County Community Organization
- Braxton County Senior Citizens Center, Inc.
- Brooke County Committee on Aging
- Cabell County Community Services Organization, Inc.
- Calhoun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

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

AREA AGENCIES ON AGING



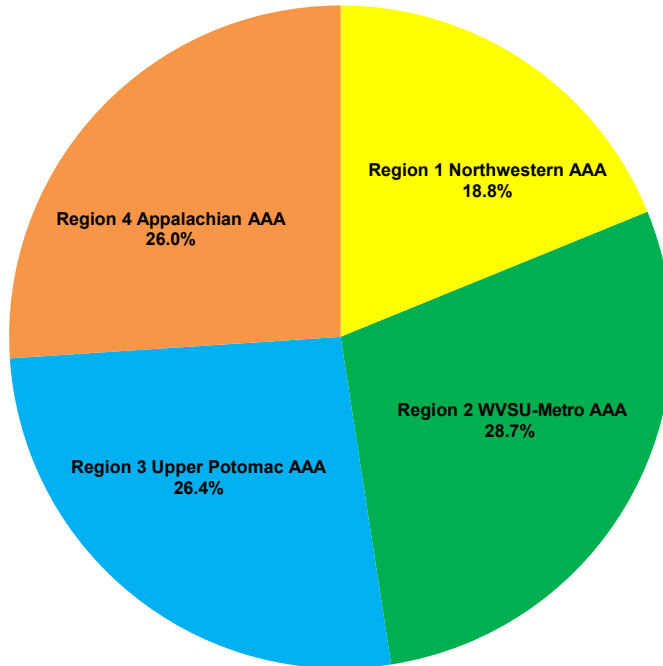
**BUREAU OF SENIOR SERVICES
FY2022 AREA AGENCIES on AGING OPERATIONAL
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
FY 2022 AAA FUNDING**

Federal	68.7%	916,580
State	31.3%	416,808
TOTAL	100.00%	1,333,388
Region 1	18.84%	251,202
Region 2	28.72%	382,982
Region 3	26.41%	352,102
Region 4	26.03%	347,102
	100.00%	1,333,388

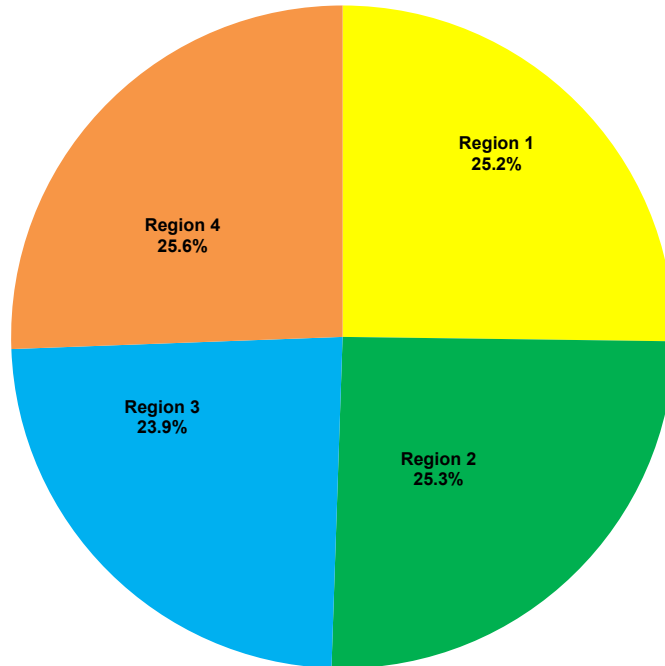
**BUREAU OF SENIOR SERVICES
FY2022 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY 2022 AAA FUNDING**

Region 1 Northwestern AAA	18.8%	251,202
Region 2 WVSU-Metro AAA	28.7%	382,982
Region 3 Upper Potomac AAA	26.4%	352,102
Region 4 Appalachian AAA	26.0%	347,102
TOTAL	100.00%	1,333,388

**BUREAU OF SENIOR SERVICES
FY2022 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY 2022 REGIONAL ALLOCATIONS**

Region 1	25.21%	9,788,148
Region 2	25.32%	9,831,374
Region 3	23.88%	9,271,918
Region 4	25.58%	9,933,056
TOTAL	100.00%	38,824,496

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 2022 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		Total Funding	
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2022
REGION 1:										
BROOKE	\$98,742	\$182,217	\$31,406	\$294,392	\$0	\$13,671	\$32,520	\$0	\$0	\$652,948
BI-COUNTY	\$0	\$22,529	\$0	\$436,927	\$0	\$0	\$19,517	\$0	\$0	\$478,973
CALHOUN	\$99,510	\$186,771	\$26,516	\$88,078	\$0	\$5,976	\$15,934	\$0	\$7,500	\$430,285
DODDRIDGE	\$160,906	\$187,956	\$26,874	\$72,199	\$0	\$4,367	\$29,475	\$0	\$0	\$481,777
GILMER	\$132,431	\$186,588	\$25,013	\$94,133	\$1,054	\$4,983	\$11,641	\$0	\$6,000	\$461,843
HANCOCK	\$92,078	\$186,233	\$36,033	\$0	\$2,104	\$18,762	\$30,274	\$0	\$5,000	\$370,484
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$202,405	\$190,425	\$66,302	\$0	\$5,500	\$40,633	\$70,282	\$0	\$0	\$575,547
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	\$269,179	\$191,990	\$59,613	\$277,863	\$0	\$36,378	\$73,663	\$1,300	\$0	\$909,986
MARSHALL	\$168,849	\$182,933	\$34,936	\$0	\$0	\$18,510	\$35,816	\$0	\$0	\$441,044
MONONGALIA	\$231,249	\$207,092	\$55,698	\$214,094	\$3,875	\$31,792	\$65,026	\$0	\$2,000	\$810,826
OHIO	\$72,368	\$262,856	\$56,019	\$401,994	\$4,271	\$30,949	\$78,294	\$0	\$0	\$906,751
PLEASANTS	\$20,133	\$176,267	\$25,745	\$71,521	\$0	\$3,667	\$15,612	\$0	\$7,500	\$320,445
RITCHIE	\$131,102	\$180,711	\$27,492	\$98,710	\$0	\$6,371	\$21,867	\$0	\$6,000	\$472,253
TYLER	\$151,986	\$176,901	\$26,514	\$79,722	\$989	\$5,269	\$17,604	\$0	\$0	\$458,985
WETZEL	\$170,698	\$186,493	\$28,645	\$73,713	\$1,382	\$10,323	\$12,393	\$0	\$0	\$483,647
WIRT	\$112,890	\$186,070	\$25,413	\$83,171	\$0	\$3,165	\$12,698	\$0	\$0	\$423,407
WOOD	\$156,179	\$211,810	\$58,888	\$306,580	\$5,816	\$44,175	\$71,297	\$0	\$3,000	\$857,745
REGION 1	\$2,270,705	\$3,105,842	\$611,107	\$2,593,097	\$24,991	\$278,991	\$613,913	\$1,300	\$37,000	\$9,536,946

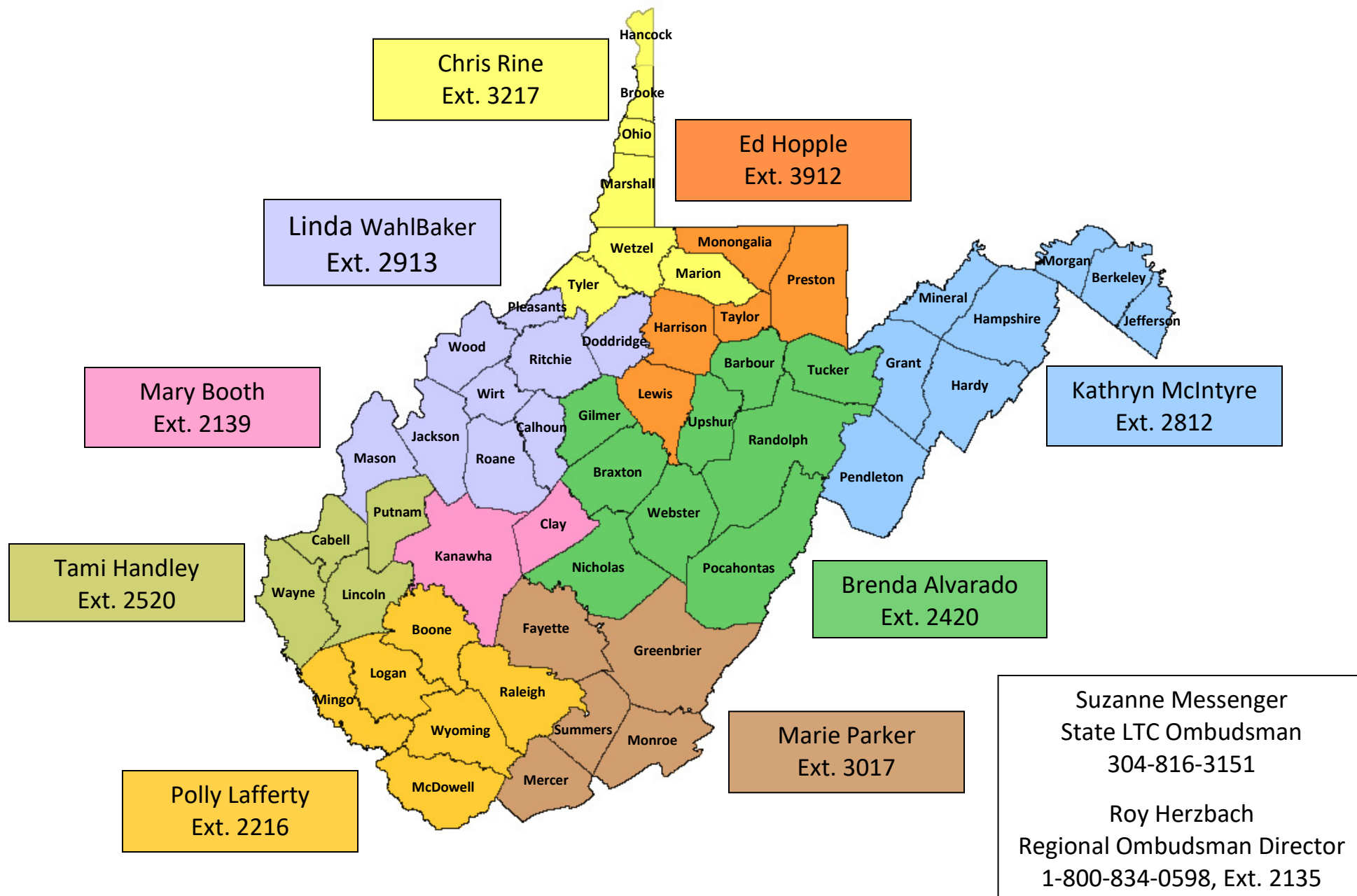
FY 2022 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		Total Funding	
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2022
REGION 2:										
BOONE	\$182,270	\$179,682	\$32,478	\$210,239	\$2,196	\$12,602	\$36,437	\$0	\$4,000	\$659,904
CABELL	\$193,474	\$216,975	\$83,772	\$427,278	\$0	\$58,546	\$111,305	\$0	\$0	\$1,091,350
JACKSON	\$155,602	\$195,509	\$34,037	\$207,026	\$0	\$14,226	\$42,897	\$0	\$0	\$649,297
KANAWHA	\$656,956	\$261,759	\$143,650	\$845,327	\$14,608	\$128,942	\$192,038	\$0	\$60,100	\$2,303,380
LINCOLN	\$314,977	\$179,231	\$31,003	\$354,396	\$2,096	\$11,244	\$33,068	\$0	\$62,100	\$988,115
LOGAN by Lincoln	\$81,840	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$81,840
LOGAN-PRIDE	\$167,854	\$183,240	\$39,310	\$236,437	\$3,659	\$24,980	\$49,848	\$0	\$0	\$705,328
MASON	\$113,292	\$180,712	\$33,156	\$204,489	\$2,392	\$13,598	\$28,051	\$0	\$4,000	\$579,690
MINGO	\$164,969	\$180,262	\$33,393	\$209,867	\$2,609	\$15,973	\$36,914	\$0	\$3,000	\$646,987
PUTNAM	\$170,950	\$203,950	\$43,017	\$267,627	\$2,797	\$20,747	\$59,938	\$0	\$0	\$769,026
PUTNAM by Kanawha	\$12,073	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,073
ROANE	\$47,318	\$178,426	\$29,448	\$111,382	\$0	\$8,882	\$20,565	\$0	\$0	\$396,021
WAYNE by Lincoln/Mir	\$258,905	\$184,462	\$40,477	\$0	\$8,863	\$22,024	\$50,650	\$0	\$0	\$565,381
REGION 2	\$2,520,480	\$2,144,208	\$543,741	\$3,074,068	\$39,220	\$331,764	\$661,711	\$0	\$133,200	\$9,448,392

FY 2022 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		Total Funding	
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2022
REGION 3:										
BARBOUR	\$158,517	\$188,362	\$24,823	\$149,474	\$0	\$9,800	\$26,868	\$0	\$0	\$557,844
BERKELEY	\$285,032	\$201,558	\$55,628	\$184,248	\$4,299	\$37,364	\$48,855	\$0	\$6,000	\$822,984
GRANT	\$143,803	\$185,805	\$27,594	\$98,207	\$0	\$7,254	\$20,149	\$0	\$7,500	\$490,312
HAMPSHIRE	\$129,716	\$192,941	\$30,797	\$127,615	\$1,597	\$11,650	\$27,147	\$0	\$6,000	\$527,463
HARDY	\$99,223	\$185,946	\$28,411	\$127,073	\$1,012	\$8,599	\$22,741	\$0	\$6,000	\$479,005
JEFFERSON	\$205,727	\$193,885	\$42,537	\$154,942	\$2,446	\$23,580	\$36,946	\$0	\$6,000	\$666,063
LEWIS	\$276,249	\$188,547	\$31,510	\$127,266	\$0	\$9,948	\$26,524	\$0	\$6,000	\$666,044
MINERAL	\$253,641	\$194,564	\$33,467	\$162,494	\$0	\$15,103	\$28,809	\$0	\$6,000	\$694,078
MORGAN	\$169,755	\$187,578	\$30,946	\$95,383	\$0	\$8,738	\$25,473	\$0	\$0	\$517,873
PENDLETON	\$73,509	\$189,834	\$26,206	\$95,175	\$1,500	\$5,848	\$18,331	\$0	\$6,000	\$416,403
PRESTON	\$192,297	\$193,925	\$48,644	\$209,341	\$2,248	\$16,393	\$48,357	\$0	\$0	\$711,205
RANDOLPH	\$186,689	\$203,267	\$40,669	\$213,416	\$2,218	\$15,537	\$36,602	\$0	\$60,600	\$758,998
TAYLOR	\$165,060	\$183,949	\$33,049	\$141,443	\$0	\$9,141	\$33,720	\$0	\$7,500	\$573,862
TUCKER	\$209,090	\$186,545	\$25,749	\$104,179	\$0	\$4,414	\$21,745	\$0	\$0	\$551,722
UPSHUR	\$105,735	\$193,367	\$34,030	\$109,419	\$2,000	\$11,972	\$29,437	\$0	\$0	\$485,960
REGION 3	\$2,654,043	\$2,870,073	\$514,060	\$2,099,675	\$17,320	\$195,341	\$451,704	\$0	\$117,600	\$8,919,816

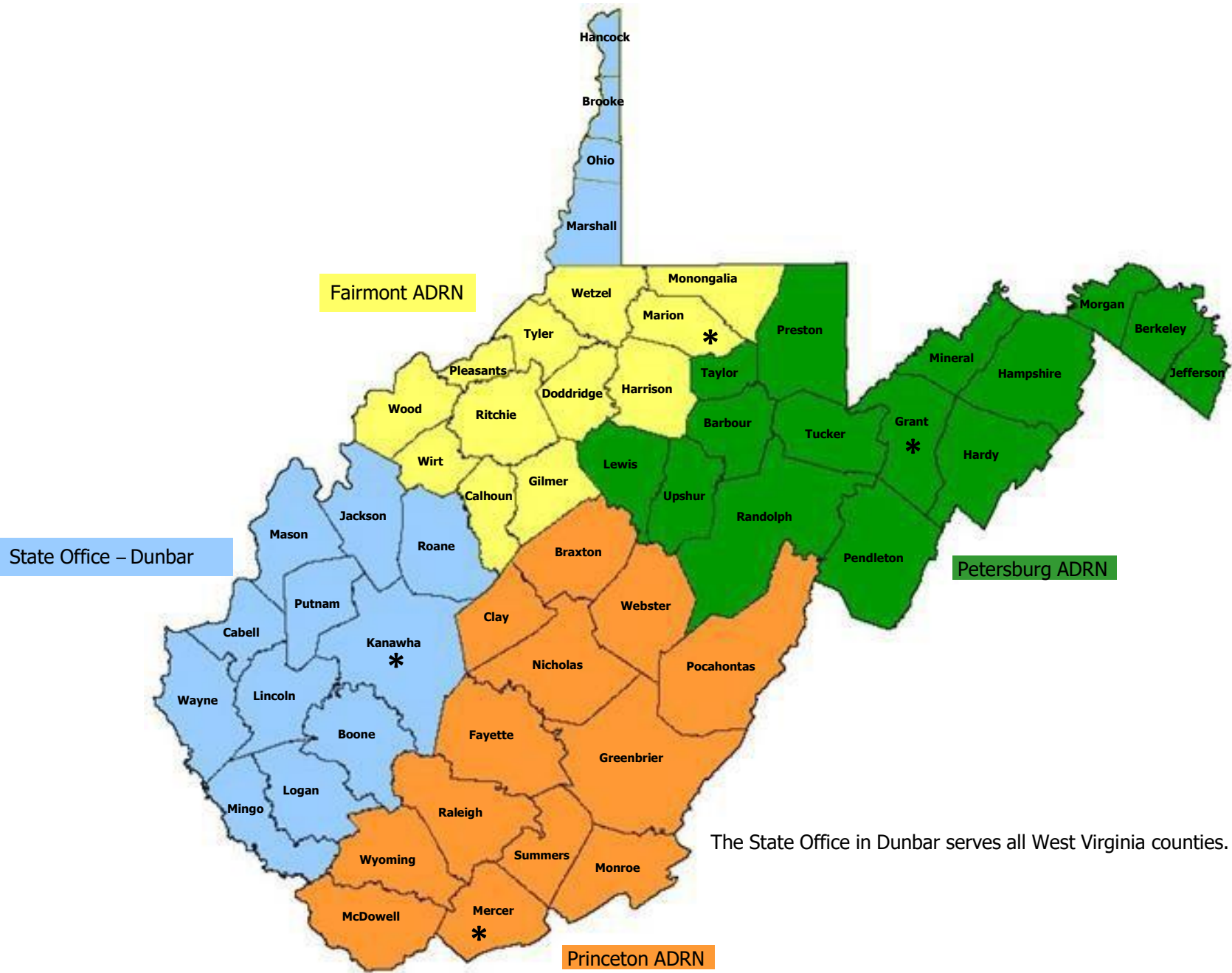
FY 2022 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm						TITLE VII		Total Funding	
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY	ELDER ABUSE	SHIP/MIPPA/ SMP	FY 2022
REGION 4:										
BRAXTON	\$184,609	\$189,249	\$29,621	\$132,564	\$1,580	\$10,214	\$21,765	\$0	\$60,600	\$630,202
CLAY	\$118,904	\$176,704	\$27,017	\$91,065	\$0	\$6,505	\$26,574	\$0	\$0	\$446,769
FAYETTE by Raleigh	\$147,027	\$192,035	\$56,761	\$0	\$5,262	\$35,749	\$66,045	\$0	\$0	\$502,879
FAYETTE by Putnam	\$89,419	\$0	\$0	\$385,800	\$0	\$0	\$0	\$0	\$0	\$475,219
GREENBRIER	\$67,501	\$185,851	\$50,935	\$208,367	\$3,749	\$25,864	\$55,625	\$0	\$0	\$597,892
MCDOWELL	\$246,208	\$192,426	\$39,336	\$233,147	\$4,937	\$32,378	\$46,293	\$0	\$0	\$794,725
MERCER	\$351,519	\$197,109	\$56,869	\$365,318	\$6,601	\$45,881	\$71,952	\$0	\$7,500	\$1,102,749
MONROE	\$62,355	\$188,913	\$31,262	\$200,278	\$1,442	\$9,342	\$41,449	\$0	\$0	\$535,041
NICHOLAS	\$206,192	\$196,800	\$33,197	\$277,662	\$2,153	\$14,929	\$30,340	\$600	\$0	\$761,873
POCAHONTAS	\$157,728	\$185,625	\$27,301	\$118,208	\$1,162	\$6,838	\$23,242	\$0	\$0	\$520,104
RALEIGH	\$521,039	\$197,115	\$67,479	\$441,818	\$7,620	\$54,211	\$83,664	\$2,100	\$0	\$1,375,046
SUMMERS	\$102,157	\$184,654	\$39,600	\$110,386	\$1,701	\$10,760	\$42,105	\$0	\$0	\$491,363
WEBSTER	\$205,528	\$188,224	\$27,305	\$136,257	\$0	\$6,667	\$21,800	\$0	\$0	\$585,781
WYOMING	\$227,485	\$179,601	\$40,977	\$192,589	\$2,054	\$14,006	\$47,499	\$0	\$62,100	\$766,311
REGION 4	\$2,687,671	\$2,454,306	\$527,660	\$2,893,459	\$38,261	\$273,344	\$578,353	\$2,700	\$130,200	\$9,585,954

TOTAL	\$10,132,899	\$10,574,429	\$2,196,568	\$10,660,299	\$119,792	\$1,079,440	\$2,305,681	\$4,000	\$418,000	\$37,491,108
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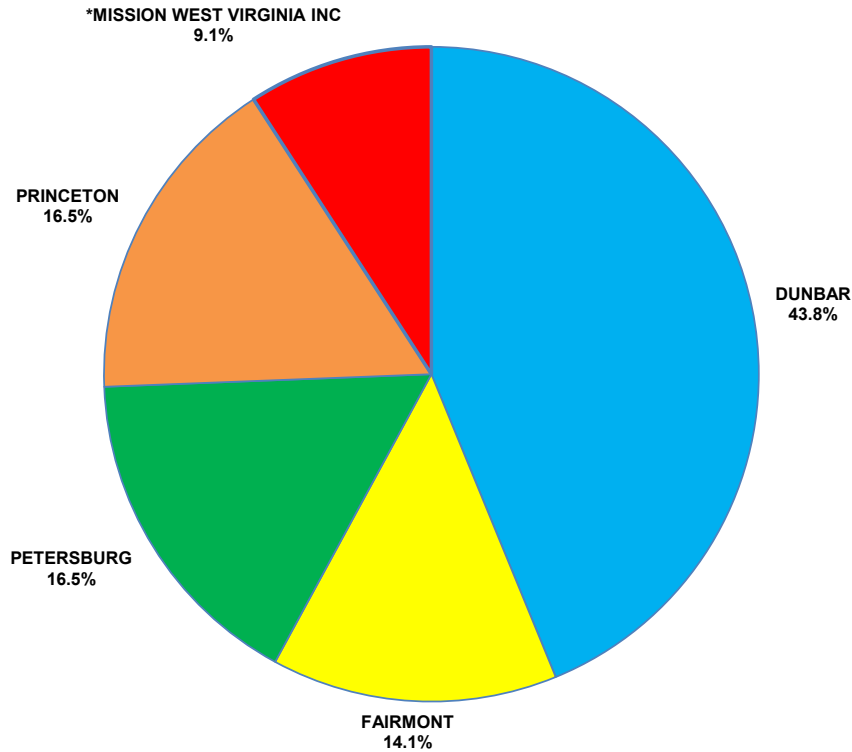
WEST VIRGINIA
LONG-TERM CARE OMBUDSMAN REGIONS
1-800-834-0598



AGING & DISABILITY RESOURCE CENTER OFFICES



**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2022 BUDGETS BY SITE**



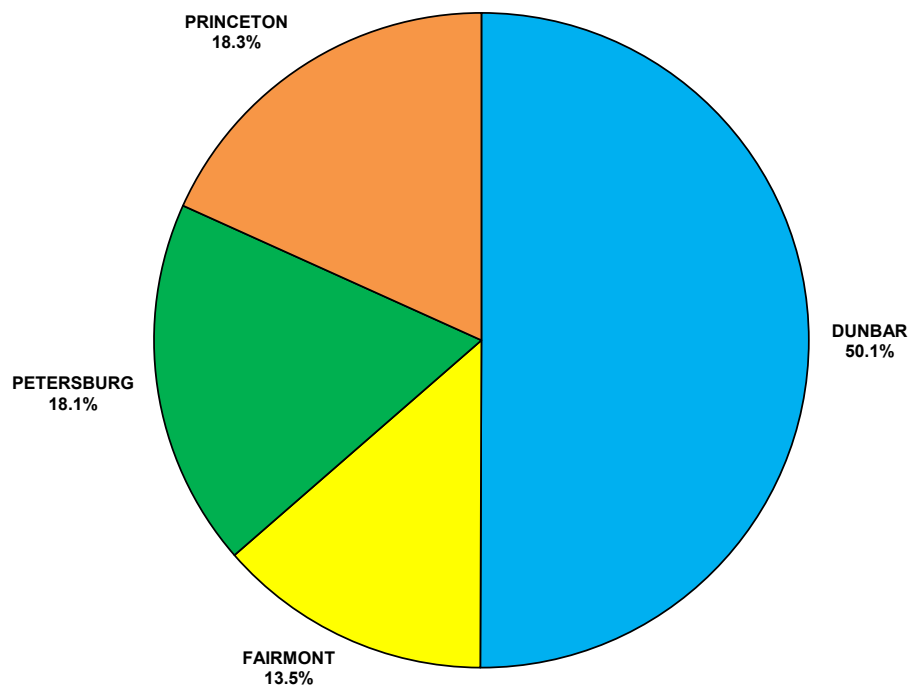
**ADRC
SITE BUDGETS**

DUNBAR	43.80%	\$186,150
FAIRMONT	14.12%	\$60,000
PETERSBURG	16.47%	\$70,000
PRINCETON	16.47%	\$70,000
*MISSION WEST VIRGINIA INC	9.14%	\$38,850
**TOTAL	100.00%	\$425,000

* Mission West Virginia Inc Relatives as Parents Program (RAPP)

**State funded from Lottery Appropriations

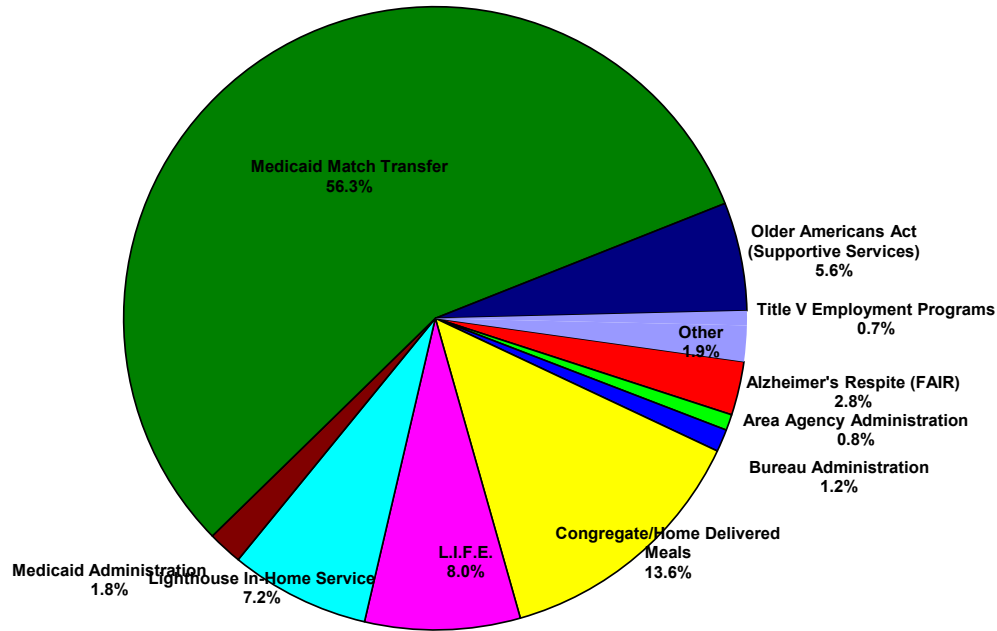
**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2022 CONTACTS BY SITE**



**ADRC
CONTACTS**

DUNBAR	50.05%	5,520
FAIRMONT	13.55%	1,494
PETERSBURG	18.14%	2,001
PRINCETON	18.25%	2,013
TOTAL	100.00%	11,028

**BUREAU OF SENIOR SERVICES
FY2022 APPROPRIATIONS BY PROGRAMS**

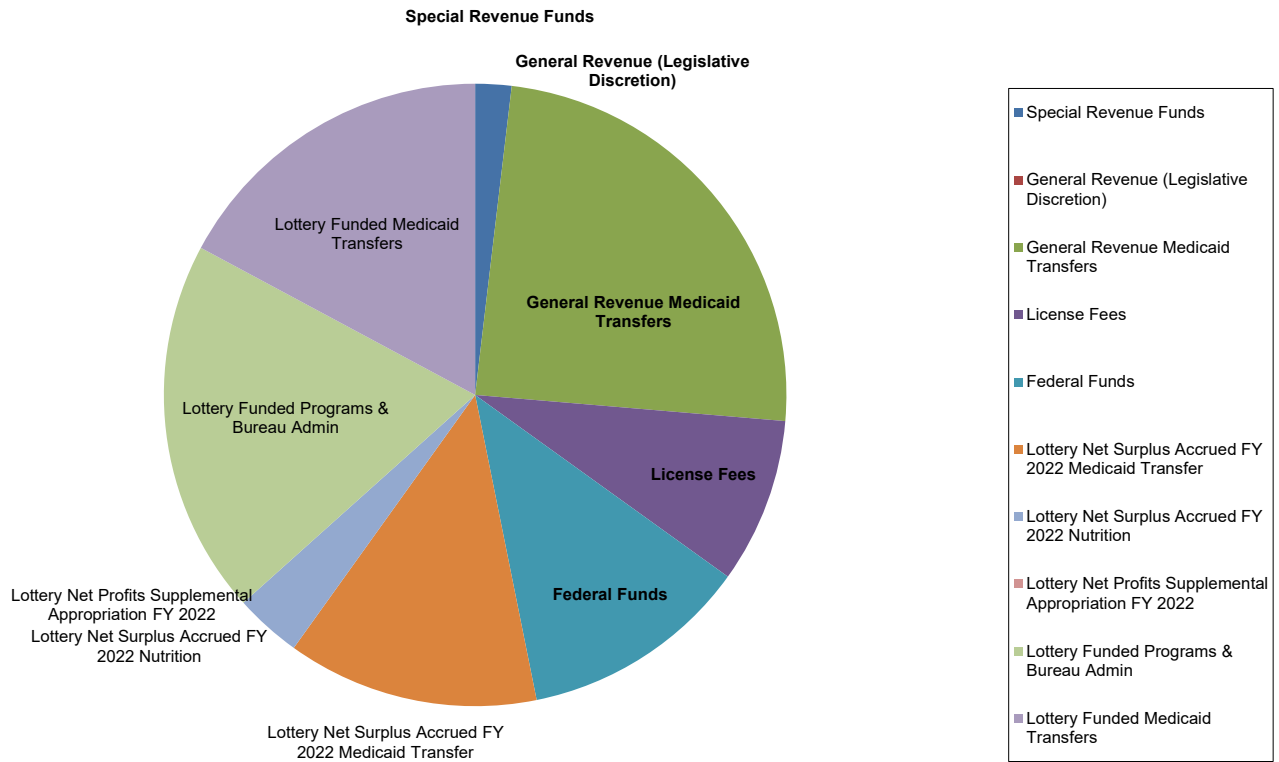


**BUREAU OF SENIOR SERVICES
FY 2022 PROGRAMS BY REVENUE**

Alzheimer's Respite (FAIR)	2.79%	\$3,317,455
Area Agency Administration	0.83%	\$984,712
Bureau Administration	1.16%	\$1,382,975
Congregate/Home Delivered Meals	13.60%	\$16,177,479
L.I.F.E.	8.05%	\$9,574,527
Lighthouse In-Home Service	7.25%	\$8,623,118
Medicaid Administration	1.79%	\$2,130,000
Medicaid Match Transfer	56.30%	\$66,966,528
Older Americans Act (Supportive Services)	5.62%	\$6,690,795
Title V Employment Programs	0.75%	\$889,511
Other	1.86%	\$2,211,792
TOTAL	100.00%	\$118,948,892

Other		
Special Projects	0.05%	\$63,500
Aging & Disability Resource Centers	0.36%	\$425,000
Ombudsman	0.61%	\$723,292
Bureau Administration (Legislative)	0.00%	\$0
Transportation	0.84%	\$1,000,000
	1.86%	\$2,211,792

BUREAU OF SENIOR SERVICES FY2022 REVENUES BY SOURCE



BUREAU OF SENIOR SERVICES FY 2022 REVENUES BY SOURCE

Special Revenue Funds	1.93%	\$2,300,000
General Revenue (Legislative Discretion)	0.00%	\$0
General Revenue Medicaid Transfers	25.18%	\$29,950,955
License Fees	8.84%	\$10,509,593
Federal Funds	12.26%	\$14,582,217
Lottery Net Surplus Accrued FY 2022 Medicaid Transfer	13.45%	\$16,000,000
Lottery Net Surplus Accrued FY 2022 Nutrition	3.57%	\$750,000
Lottery Net Profits Supplemental Appropriation FY 2022	0.00%	\$0
Lottery Funded Programs & Bureau Admin	20.04%	\$23,840,554
Lottery Funded Medicaid Transfers	17.67%	\$21,015,573
TOTAL	100.00%	\$118,948,892

**BUREAU OF SENIOR SERVICES GRANT
PROVIDER TOTALS FY 2022**

AGING PROVIDERS SERVICE AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$289,771
BARBOUR CO SENIOR CENTER INC	\$101,627
BERKELEY SENIOR SERVICES	\$334,003
BOONE CO COMMUNITY ORG	\$179,407
BRAXTON CO SENIOR CITIZENS CENTER INC	\$214,346
BROOKE CO COMMITTEE ON AGING	\$69,562
CABELL CO COMMUNITY SERVICES	\$170,297
CALHOUN CO COMMITTEE ON AGING	\$85,429
CLAY SENIOR & COMMUNITY SERVICES INC	\$144,732
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$214,929
COMMISSION ON AGING FAMILY SERVICES INC	\$125,681
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$52,540
COMMITTEE ON AGING FOR RANDOLPH COUNTY INC	\$203,295
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$359,891
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$150,315
COUNCIL OF SENIOR TYLER COUNTIANS	\$154,631
COUNCIL ON AGING INC	\$309,779
DODDRIDGE CO SENIOR CITIZENS INC	\$63,712
DODDRIDGE COUNTY SENIOR CITIZENS CENTER INC	\$72,358
FAMILY SERVICE UPPER OHIO VALLEY	\$53,830
GREENBRIER CO COMM ON AGING	\$53,396
HAMPSHIRE CO COMM ON AGING	\$125,687
HARDY CO COMMITTEE ON AGING	\$122,269
HARRISON CO SENIOR CITIZENS CTR INC	\$219,436
JACKSON COUNTY COMMISSION ON AGING INC	\$203,450
JEFFERSON CO COUNCIL ON AGING	\$191,752
KANAWHA VALLEY SENIOR SERVICES	\$597,127
LEWIS CO SENIOR CITIZENS CENTER INC	\$280,500
LINCOLN CO OPPORTUNITY CO	\$585,890
MARION CO SENIOR CITIZENS	\$327,078
MARSHALL CO COMMITTEE ON AGING	\$218,071
MASON CO ACTION GROUP INC	\$112,577
MCDOWELL COUNTY COMMISSION ON AGING INC	\$231,200
MONROE CO COUNCIL ON AGING INC	\$60,022
NICHOLAS COMMUNITY ACTION PARTNERSHIP INC	\$211,256
PENDLETON SENIOR & FAMILY SVS	\$85,092
PLEASANTS CO COMMISSION	\$34,740
POCAHONTAS CO SENIOR CITIZENS	\$111,623
PRESTON COUNTY SENIOR CITIZENS INC	\$885,277
PRIDE COMMUNITY SERVICES INC	\$136,244
PUTNAM CO AGING PROGRAM INC	\$287,260
RALEIGH CO COMMISSION ON AGING INC	\$677,964
RITCHIE CO INTEGRATED FAMILY SVS	\$92,537
ROANE COUNTY COMMITTEE ON AGING INC	\$31,512
SENIOR LIFE SERVICES OF MORGAN CO	\$149,977
SENIOR MONONGALIANS INC	\$233,388
SUMMERS COUNTY COUNCIL ON AGING INC	\$103,711
TAYLOR CO SENIOR CITIZENS INC	\$163,496
TUCKER CO SENIOR CITIZENS INC	\$198,563
UPSHUR CO SR CITIZEN OPP CTR INC	\$499,869
WEBSTER CO COMM OF SENIOR CITIZENS	\$213,675
WETZEL CO COMMITTEE ON AGING	\$200,150
WIRT CO COMMITTEE ON AGING	\$125,419
WOOD CO SENIOR CITIZENS ASSOCIATION INC	\$152,697

AREA AGENCY ON AGING CONTRACTED PROVIDER AWARDS

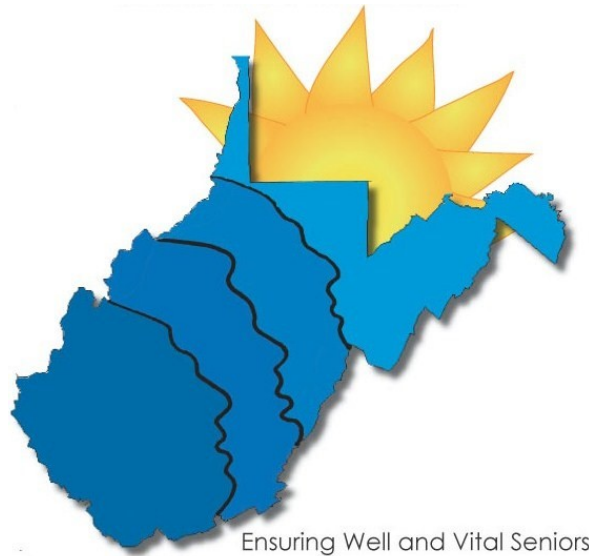
APPALACHIAN AREA AGENCY ON AGING	\$9,436,263
BELOMAR REGIONAL COUNCIL	\$9,348,584
REGION VIII PLANNING & DEV COUNCIL	\$8,690,270
WVSU METRO AREA AGENCY ON AGING INC	\$10,545,925

AGING NETWORK INITIATIVES

ALZHEIMERS ASSOCIATION	\$45,000
CITY OF WESTOVER	\$10,000
CLAY BATTELLE AREA SENIOR CITIZENS INC	\$10,000
IGO LLC	\$13,000
LEGAL AID OF WEST VIRGINIA INC	\$551,250
MEALS ON WHEELS OF RANDOLPH CO INC	\$10,000
MISSION WEST VIRGINIA INC	\$28,615
SHEPHERD OF THE HILLS MISSION	\$22,750
UPPER MASON PARISH	\$3,500
WEST VIRGINIA STATE UNIVERSITY RESEARCH AND DEVELOPMENT CORP	\$29,900

\$50,018,100

WEST VIRGINIA BUREAU OF SENIOR SERVICES



ANNUAL REPORT

State Fiscal Year 2023
July 1, 2022–June 30, 2023



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2023 Annual Report

July 1, 2022–June 30, 2023

COMMISSIONER
Denise R. Worley

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Location:
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Charleston, WV

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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.

WEST VIRGINIA BUREAU OF SENIOR SERVICES

STATE FISCAL YEAR 2023 ANNUAL REPORT

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From Denise R. Worley, Commissioner



I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2023 Annual Report. The Bureau's Provider Network of 57 providers served our West Virginia seniors well in 2023, with 4.4 million units of service to 43,077 seniors in West Virginia. Our seniors contributed more than \$3 million in cost share for the services they received, allowing more seniors to be served.

SUCSESSES

On December 7, 2021, Governor Jim Justice announced Do It for BabyDog – Senior Edition. Senior citizens who had been fully vaccinated and chose to receive their booster shot during one of several COVID-19 booster shot clinics at senior centers across the state were eligible to receive a \$50 prepaid VISA gift card as an additional incentive to continue protecting themselves from COVID-19.



Gov. Jim Justice and BabyDog pose with Lisa Martin, executive director of Senior Monongalians.

County senior centers distributed 349,416 Grab and Go meals to seniors who had not yet returned to the senior centers following the pandemic. (In Fiscal Year 2022, 353,000 Grab and Go meals were served.)

The Summer Feeding Program was created by Governor Jim Justice in June 2020 to reach seniors with shelf stable meals, and that program continued into 2023. In State Fiscal Year

2023, this program provided 526,747 shelf stable meals to eligible seniors, household members, and grandfamilies.

ONGOING PROJECTS

After being approved by the Administration for Community Living in July 2021, the West Virginia State Plan on Aging took effect for the Federal Fiscal Year beginning October 1, 2021, and continues through September 2025. The new Intrastate Funding Formula is effective October 1, 2022, through September 30, 2025.

The Bureau is developing processes for services to be delivered to seniors via a person-centered concept and personal options. Services will be provided based on each senior's needs and personal choices.

The Bureau has begun a pilot home accessibility and modification program to assist seniors to stay in their homes and age well in West Virginia. This program is being administered by the Aging and Disability Resource Center. The program addresses needs such as grab bars, ramps, doorways, or other potential barriers to seniors remaining in their homes.

STRUCTURE

The West Virginia Bureau of Senior Services is the Cabinet level agency, recognized by the Administration for Community Living as the State Unit on Aging.

The Bureau contracts with four Area Agencies on Aging (AAAs) to sub-contract with provider agencies in their respective areas. The four AAAs divide the state with two northern AAAs and two southern AAAs. Populations within AAAs are close to equal. Provider agencies under the AAAs vary from eleven county providers to sixteen county providers. Of our 57 contracted providers, 54 are multipurpose agencies providing all Older Americans Act (OAA) Services.

The Bureau maintains and updates, as needed, a Program Manual, which is a step-by-step guide for managing Older Americans Act Programs and West Virginia Lottery Programs. This manual drives delivery of services and reporting of services provided.

See Exhibit A for the Bureau's staff organizational chart.

ADDRESSING COVID-19 AND GOING FORWARD

The County Aging Provider Network used the Bureau's guidance to develop COVID-19 policies regarding temporarily closing activities and centers and reopening of senior centers, center activities and operations.

All provider agencies developed their own county-based opening policies, approved by their boards of directors and reviewed by their local county health departments.

This process has worked very well in the operations of centers and programs. Local decisions were made on suspending services temporarily to address COVID-19 issues in the local community and throughout counties and on reopening centers and programs.

Most senior centers were able to reopen in July 2021. In the beginning, attendance was very low as the seniors had health and safety concerns related to returning to a congregate setting. Senior centers have done an excellent job to ease those concerns and now many senior centers have returned to pre-pandemic levels of attendance at their centers for both congregate meals and activity programs.

Home testing kits were available for seniors into Fiscal Year 2023.

PROGRAMS

OLDER AMERICANS ACT FEDERALLY FUNDED PROGRAMS

Overview

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

- Title III-B – Legal Assistance, Supportive Services
- Title IIIC-1 – Congregate Meals
- Title IIIC-2 – Home-Delivered Meals
- Title III-D – Evidence-Based Disease Prevention and Health Promotion 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 Provider Network (see Exhibit G) for in-home care and respite services. There is no charge to seniors or their families for OAA services, although a confidential donation for services provided or a cost share is encouraged.

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

- Through Older Americans Act programs, 34,879 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 19% were age 85+; 33% were 75-84; 45% were 60-74
 - 38% lived in poverty; 49% lived alone; 46% were at high nutritional risk

Title III-B Legal Assistance

Legal services are available to West Virginians age 60 and over in all 55 counties 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, LGBTQ, very elderly, and low-income seniors statewide. WVSLA's client access points include a toll-free number, 1-800-229-5068; their website, www.seniorlegalaid.org; and outreach visits to individual senior centers and partners. WVSLA published frequent posts on its award-winning Aging and Law in West Virginia blog at www.seniorlegalaid.blogspot.com and on our Facebook page, including emerging federal benefits issues, scams, and state legal issues like evictions, LGBTQ rights, new options in settling small estates, and long-term care Medicaid estate recovery.

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. One important service is transportation for seniors to senior centers, grocery stores, doctors, and pharmacies. County aging providers are often the primary public transportation in many of West Virginia's rural counties. Other services may include personal care, health screenings, and exercise programs. For seniors who are homebound, some providers offer chore and housekeeping services, assistance with shopping, and telephoning/ visiting assurance programs. Additional services included under Supportive Services are adult daycare, assisted transportation, client support and outreach. Services vary by county.

In State FY2023, 18,346 seniors received 276,775 hours of Supportive Services.

- 16% were age 85+; 32% were 75-84; 48% were 60-74
- 40% lived in poverty; 51% lived alone; 43% were at high nutritional risk

Titles IIIC-1 and IIIC-2 Senior Nutrition Services

Title IIIC-1 Congregate Meals are served in senior centers and their satellite sites throughout West Virginia. These meals meet federally-mandated nutrition requirements and a minimum of 1/3 of the Dietary Reference Intakes. Eating at the centers also offers an opportunity for seniors to socialize. IIIC-2 Home-Delivered Meals, which also meet nutrition requirements, are delivered to seniors who have difficulty leaving their homes for various reasons. Meals are served in 133 locations, a minimum of 250 days a year throughout the state.



- In State Fiscal Year 2023, 26,155 West Virginia seniors received 2,685,717 meals, either in their homes (11,881 seniors, 1,908,348 home-delivered meals) or at county nutrition sites (11,073 seniors, 427,953 congregate meals).
- The average collected for home-delivered meals was \$.60, and for congregate \$1.89. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:
 - 20% were age 85+; 34% were 75-84; 43% were 60-74
 - 40% lived in poverty; 50% lived alone; 50% were at high nutritional risk
- For home-delivered meals:
 - 27% were age 85+; 34% were 75-84; 36% were 60-74
 - 52% lived in poverty; 58% lived alone; 75% were at high nutritional risk
- For congregate meals:
 - 15% were age 85+; 36% were 75-84; 47% were 60-74
 - 30% lived in poverty; 46% lived alone; 29% were at high nutritional risk



Grab and Go Meals

Grab and Go meals became a meal option implemented by the Administration for Community Living for states to utilize in response to the COVID-19 pandemic. This is an optional service delivery type that includes pick-up, carry-out, drive-through or other similar meals.

- In State Fiscal Year 2023, 8,059 seniors received 349,416 Grab and Go Meals.

Title III-D Evidence-Based Wellness Programs

The Administration for Community Living's definition of evidence-based is the following: Demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability and/or injury among older adults; proven effective with older adult population, using experimental or quasi-experimental design; research

results published in a peer-review journal; fully translated in one or more community site(s); and developed dissemination products available to the public.

- The Bureau sponsors and helps with Aging and Family Services of Mineral County's Annual Senior Olympics.
- The Bureau coordinates training for County Aging Providers staff to receive certification for 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

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 frail loved ones over age 60 or with a diagnosis of Alzheimer's disease or a related dementia at home for as long as possible. NFCSP services include respite care (in-home or congregate), information and assistance about services, help in accessing services, counseling, support groups, and family caregiver training. Services vary by county. A partner program is FAIR (Family Alzheimer's In-Home Respite).

In State Fiscal Year 2023, 68,943 units of service were provided to 534 families caring for older individuals or 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 age 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 (NCOA).

- Preston County Senior Citizens provided support to 108 people, with a total of 7 achieving unsubsidized employment at the end of the program year.

- The Federal funds expenditure was \$741,079, and non-Federal funds were \$72,665.
- There were 93 authorized positions and 77 modified positions with 29 active host agencies in 10 counties – Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, and Taylor.
- Enrollees in the program provided 64,451 hours of support to a variety of non-profit organizations.

Title VII Long-Term Care Ombudsman Program

The Bureau receives funding for and provides Long-Term Care Ombudsman Program services in accordance with Title VII of the Older Americans Act; West Virginia Code 16-5L; and accompanying regulations and rules. The Long-Term Care Ombudsman Program advocates for residents of long-term care facilities—nursing homes, assisted living residences, legally unlicensed homes, and similar care homes. The mission of the Ombudsman Program is to enhance the quality of life, improve level of care, protect individual rights, and promote the dignity of each long-term care resident. This often involves educating residents, their families and/or legal representatives and providers about residents' rights. Long-term care ombudsmen also investigate complaints made by, or on behalf of, long-term care residents and conduct routine, unannounced monitoring in long-term care facilities. The Long-Term Care Ombudsman Program is a statewide program comprised of the State Long-Term Care Ombudsman and the Regional Long-Term Care Ombudsman Program operated by Legal Aid of West Virginia. (See Exhibit H for a map of Long-term Care Ombudsman regions.) In FY2023, the Regional Program consisted of a program director, nine regional ombudsmen, and a communications/training specialist.

The ombudsmen continued to be flexible and creative to safely remain effective resident advocates throughout the COVID emergency. This required frequent modifications to the in-person visitation plan as outbreaks ebbed and flowed in West Virginia's long-term care facilities and communities. Now that the public health emergency has ended, the ombudsmen continue to work diligently to assure that residents continued to receive quality person-centered care and had access to their ombudsman. Ombudsmen must be physically present in facilities to build trust and rapport with residents for them to confidently entrust the ombudsman with their concerns. On-site visits provide residents with routine access to the ombudsman and allow the ombudsman to personally identify areas of concern that should be addressed.

In FY2023, the Ombudsman Program made 989 in-person visits and conducted 605 monitoring visits in 200 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes).

The ombudsmen investigated 924 complaints made by or on behalf of long-term care residents. Seventy-three percent (73%) of those complaints were verified. Seventy-two percent (72%) of the complaints that were opened were resolved or partially resolved to the satisfaction of the resident and/or complainant.

- The ombudsmen worked with resident councils 355 times; participated in twenty-two community education sessions; conducted fifteen training sessions for facility staff on the topics of abuse and abuse reporting, resident rights, dealing with difficult behaviors and the ombudsman program.
- The ombudsmen provided 2,054 telephone consultations to individuals in the community and facility staff.
- The program operated within a total general budget of \$1,147,194. This was comprised of \$151,548 Federal Older Americans Act, Title VII, Chapter 2 funds; \$187,774 Federal Older Americans Act, Title III funds; \$327,226 State funds; \$42,667 Local funds; and \$437,979 other Federal funds. These other Federal funds consisted of \$220,000 Medicaid; \$128,940 Coronavirus Aid, Relief, and Economic Security (CARES); \$25,531 Coronavirus Response & Relief Supplemental Appropriations (CRRSAA); and \$63,508 American Rescue Plan (ARPA). The CARES, CRRSAA, and ARPA funds are time-limited single appropriations which must be used to provide Long-Term Care Ombudsman services in response to the Coronavirus emergency. The approved spending plan includes several special projects to assure that West Virginia's long-term care residents receive the maximum benefit from these additional dollars. One will focus on developing and distributing promotional materials and education to enable long-term care residents to identify and prevent abuse, neglect, and exploitation. The second project will pilot the use of volunteer long-term care ombudsmen in assisted living residences.

STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$35,123,416 from the West Virginia Lottery to fund in-home services, transportation, meals, provider operations and Bureau administration.

Family Alzheimer's In-Home Respite (FAIR)

Caring for someone with Alzheimer's disease or a related dementia can be very rewarding. It is also difficult. That is why the Family Alzheimer's In-Home Respite (FAIR) Program is such a valuable resource for family caregivers. FAIR, a state-funded program available in all fifty-five counties through county aging providers, was created by the West Virginia Legislature in 2006 and is funded through the West Virginia Lottery. It provides up to sixteen hours of respite per week, based on caregiver need and availability of hours and staff. Trained workers employed by county aging providers give family caregivers a break from caregiving responsibilities and, at the same time, provide companionship and individualized activities for their loved ones with dementia. FAIR is monitored by Bureau staff to ensure compliance with program guidelines.



In FY2023:

- FAIR was still impacted by COVID-19, either because families continued to put services on hold or, more often, because of a shortage of workers. Still, FAIR workers provided 160,541 hours of service to 647 families (1,294 caregivers and individuals with Alzheimer's or a related dementia).
- FAIR clients (family caregivers) statewide received an average of 43.3 hours of service each month. They used those hours to run errands, keep appointments, shop for groceries, visit family or friends, volunteer take a walk – activities most of us can do whenever we choose.
- FAIR manual training was provided to twenty new county FAIR coordinators to help them understand the program, so that they can oversee quality services for families in their counties.

FAIR hours of service are provided on a sliding fee scale, based on 200% of the federal poverty guidelines, considering income minus all medical expenses for the care receiver (and spouse, when there is a spouse). In FY2023, Lighthouse and FAIR fees collected statewide totaled \$861,531, which is used to provide additional hours of service in these two programs in the counties where the fees were collected. For each hour of FAIR service provided in FY2023, county aging providers collected an average of \$1.35.

Of the total number of caregivers who received FAIR services:

- 7% were age 85+; 19% were 75-84; 39% were 60-74 (Note: There are no age restrictions for the FAIR program. The remainder of FAIR family caregivers were under the age of sixty.)
- 15% lived in poverty; 10% lived alone; 12% were at high nutritional risk.

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 2023, 1,899 seniors received 476,675 hours of service.
- The average number of Lighthouse clients in any given month was 1,160. The average total hours of Lighthouse per month was 39,723. The average number of Lighthouse clients served by each county in any given month was 33. The average number of hours of service a Lighthouse client received each month was 34.

Of the total number of seniors who received Lighthouse services:

- 39% were age 85+; 38% were 75-84; 22% were 60-74
- 30% lived in poverty; 53% lived alone; 62% were at high nutritional risk

As with FAIR, payment for Lighthouse services is on a sliding fee scale, based on the income of the service recipient (and spouse), and funds are used to provide additional hours of service in the county where they are collected. This year's Lighthouse/FAIR contributions totaled \$861,531. The fees collected for services averaged \$1.35 per hour of service.

Lighthouse Program number of hours increased, unduplicated clients decreased, and total hours/month increased. Most of the counties are still reporting difficulty in hiring direct care workers.

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 assist with operational costs in their county. Funds are allocated evenly to all counties. Additional funds are allocated to the original in-home service providers from the Department of Health and Human Resources (old Title XX Homemaker program). County aging providers may budget these funds based on the individual county's priority needs.

- 13,522 individuals received 152,399 separate occurrences of transportation or other services through LIFE funds.
- 1,372 individuals received 39,498 trips (transportation services); 446 received 11,124 trips under Assisted (hands on) Transportation, and 1,015 received 28,374 trips under Transportation.
- 508 individuals received 25,376 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 2,557 individuals received 6,221 units of client support.
- 39,908 sessions or contacts were made to 8,413 individuals for information and assistance, nutrition education or outreach services.
- Of the seniors who received LIFE services in FY2023
 - 20% were age 85+; 33% were 75-84; 44% were 60-74
 - 42% lived in poverty; 52% lived alone; 50% were at high nutritional risk

OTHER PROGRAMS AND GRANTS

Advance Care Planning

For individuals and families to make informed choices about end-of-life care (advance directives), they need access to accurate, objective information to help them make those choices. 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 FY2023, the Bureau continued to make the following information available free of charge to all who requested it:

- ***Advance Directives for Health Care Decision-Making in West Virginia***, which answers the most frequently asked questions about end-of-life care decisions and contains advance directive forms recognized by West Virginia law to implement those decisions – Medical Power of Attorney, Living Will, and the Combined Medical Power of Attorney/Living Will. This publication is also available for download on the West Virginia Center for End-of-Life Care website, www.wvendoflife.org.
- ***Five Wishes***, a product of Aging with Dignity, a living will that allows individuals to determine how they would wish to be treated if they were seriously ill. It includes choices related to spiritual, personal, and emotional wishes, as well as medical needs. Five Wishes meets the legal requirements for an advance directive in most states, including West Virginia.
- ***End-of-Life: Helping with Comfort and Care***, which provides “guidance and help in understanding the unfamiliar territory of death” and gives “an overview of issues faced by people caring for someone nearing the end of life.” There are examples of real-life experiences, practical information for end-of-life care and resources for additional help.

Aging and Disability Resource Centers (ADRCs)

(www.wvnavigate.org)



West Virginia’s Aging and Disability Resource Centers (ADRCs are “one-stop shops” for long-term care access. They raise visibility about the full range of available options; provide objective information, advice, and assistance; empower people to make informed decisions about their long-term services and supports; and help people access public and private programs. Consumers receive a comprehensive needs assessment

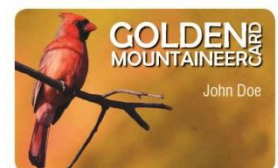
that helps determine which services best suit their individual long-term care needs. The ADRC is the designated agency to screen and complete referrals to the state's Money Follows the Person (MFP), Take Me Home Transition Program and is also designated as a Community Partner with WV DHHR's PATH (People's Access to Help) site to assist consumers to apply for Medicaid, SNAP, Medicare Savings Programs and other related benefits. Most recently in WV, the ADRC has assisted in building the State's first No Wrong Door system. The system went live June 1, 2023 and has the functionality to link with multiple agencies across the state. The ADRCs will serve as a single point of contact allowing consumer to make one call to access multiple resources resulting in more streamlined access, more efficient assistance and reduced frustration for the consumer.

Currently, there are three regional ADRC offices operated by the state's Area Agencies on Aging, and the statewide ADRC operated by the WVSU Metro Area Agency on Aging. The ADRC offices are state-funded through the Bureau of Senior Services. The ADRC has a statewide toll-free number, 1-866-981-2372, and a website that contains a comprehensive resource directory searchable by service in a specific county or zip code. (See Exhibit I for a map of ADRC locations, Exhibit J for FY2023 budgets by site, and Exhibit K for FY2023 total contacts by site.)

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Centers.
- ADRC had 12,061 total contacts and assisted 5,237 individuals with their long-term care services and supports.

Golden Mountaineer Card

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



Seniors and merchants can enroll in the program online at www.goldenmountaineer.wv.gov. The website is user friendly, and seniors can search for participating merchants by name, service type or county. Links to participating merchants' websites and Facebook pages are also available. This is both a great service to West Virginia seniors and a marketing tool for local businesses. Information can also be obtained by calling the Bureau's toll-free number, 1-877-987-3646.

Medicaid Operation Agency

West Virginia Medicaid program is administered in agreement with Title XIX of the Social Security Act and Chapter 9 of the West Virginia Code. The WV Bureau for Medical Services (BMS) is the single State agency responsible for administering the program and BMS contracts with the Bureau of Senior Services (Bureau) to act as the Operating Agency for the Aged and Disabled Waiver (ADW) Program and the Medicaid Personal Care Services (PC) Program. Duties of the Operating Agency include operational oversight, initial and continuing certification, retrospective provider/personnel reviews and provision of technical assistance to ADW and PC providers. The Bureau operates a toll-free complaint and/or issues telephone line to address inquiries by 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 placed in a Long-Term Care facility (LTCF).



The program is focused on providing services that are person-centered and that promote choice, independence, member direction, respect, dignity, and community integration. The nine 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, Personal Emergency Response Systems (PERS), Environmental Accessibility Adaptations for Home & Vehicle, Medical Adult Daycare and Non-Emergency 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.

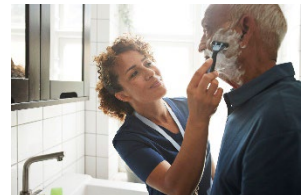
- ADW members who choose the Traditional Model receive their services from trained employees of a certified provider agency based on their assessed level of need.
- ADW members who choose Personal Options can hire, train, supervise, and terminate their own employees and are allocated a monthly budget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

To be medically eligible for Aged and Disabled Waiver services, Medicaid recipients must have five 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 such as eating, bathing, dressing, grooming, walking, etc.

The Bureau of Senior Services conducts quality provider monitoring and annual continuing certification reviews of personnel for both Aged and Disabled Waiver and Personal Care providers. Provider monitoring includes records review, site and policy review, validation of staff qualifications/training and compliance with ADW and Personal Care policy. The Bureau conducts initial certification and opening of all new provider agency applicants. Verification is then sent to the Bureau for Medical Services claims management contractor for Medicaid enrollment to ensure providers have met certification standards. In addition, the Bureau implements the ADW Quality Improvement Advisory Council, which develops an annual Quality Work Plan and ongoing quality improvement projects with Advisory Council and stakeholder input.

Medicaid Personal Care (PC)

Personal Care Services is a State Plan Medicaid program to assist each eligible Medicaid recipient 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 and PC members can receive a maximum of 210 hours per month based on assessed need. At State Fiscal Year-end 2023, 5,818 Personal Care recipients were provided assistance with in-home, hands-on, medically necessary activities, such as dressing, personal hygiene, feeding, self-administration of medications, and meal preparation. Other services include environmental support and assistance outside the home to help obtain/retain competitive employment of at least 40 hours per month. Registered nurses at the Bureau provide full-time programmatic monitoring to assure quality services that meet federal and state regulations.



To be medically eligible for Personal Care services, Medicaid recipients must have three deficits as assessed on the Nursing Home Pre-Admission Screening (PAS) and require hands-on assistance/supervision/cueing in activities of daily living/instrumental activities of daily living.

Annual provider monitoring reviews are conducted by the Bureau of Senior Services' Registered Nurse Monitors. Records are reviewed for compliance with Federal and

State program regulations. Validation of staff qualifications/training and annual certification is also conducted.

Medicaid Personal Options

Through a grant from the Robert Wood Johnson Foundation that began in 2004, the Bureau of Senior Services, in cooperation with the West Virginia Bureau for Medical Services, developed a self-directed component in the Medicaid Aged and Disabled Waiver Program, offering members an additional service model from which to choose (i.e., members 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.

Additional Bureau of Senior Services data:

- Annual ADW Quality Provider Monitoring was conducted by monitoring staff for 133 providers who served ADW members. This included records review, validation of provider and staff qualifications and training certification requirements.
- Annual Personal Care provider monitoring was conducted by monitoring staff of 58 providers who served Personal Care members. This included records review, validation of provider and staff qualifications and training certification requirements.
- At year-end, 1,634 ADW Members were receiving services through the Personal Options Self-Directed model.
- 2,840 member transfers were conducted per ADW policy “member rights,” which includes the member’s right to transfer Case Management or Personal Attendant agencies at any time.
- 284 Personal Care transfers were conducted per policy “member rights,” which includes the member right to transfer Personal Care provider agencies at any time.
- Quarterly provider training was conducted on 08/17/22, 11/16/22, 02/15/23 and 05/17/23, which included statewide provider agencies for both ADW and Personal Care. Training on the new ADW policy manual was done on 02/02/23.
- Monthly provider conference calls were conducted throughout FY2023 for all ADW and Personal Care provider agencies to provide clarification or technical assistance. The calls originally began to provide up-to-date information on the national Public Health Emergency, COVID-19, but the calls have continued to include regular updates on policy/technical issues affecting providers and members.

- One additional Personal Attendant agency site was opened in FY2023. Two Personal Attendant agencies and four Case Management agencies closed during the fiscal year.
- Forty-two Take Me Home WV (Money Follows the Person) participants were transitioned from nursing homes or other long-term-care facilities back into the community.
- An additional 1,829 applicants were activated on the ADW Program, increasing service access to home and community-based services (factored in the total below).
- There were 7,607 ADW active members and 8,613. members served as of June 30, 2023 (LOCHRA Report).

OTHER FEDERALLY FUNDED PROGRAMS

(Non-Older Americans Act)

Health Insurance Marketplace

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



West Virginia Senior Medicare Patrol (SMP)



West Virginia SMP is a federal grant that was awarded by the Administration for Community Living to the Bureau of Senior Services in June 2015 to combat Medicare fraud. This is a competitive grant, and the Bureau was approved for the SMP grant for an additional five years starting June 2023. Counselors and volunteers provide outreach and education to help beneficiaries learn how to protect their Medicare information, as well as how to recognize and report suspected Medicare fraud. The SMP program works closely with the WV SHIP program to reach Medicare beneficiaries and their family members in West Virginia. The WV SMP toll-free number is 1-855-254-1720. WV SMP information can be found online at www.wvship.org.

- SMP reached more than 3,100 Medicare beneficiaries through individual interactions. SMP also provided more than 480 group outreach and education events, reaching almost 20,000 people, and provided over 250 media outreach and education events.
- WV SMP had 55 active SMP team members during the past state fiscal year located within county aging provider offices, Aging and Disability Resource Centers, 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 provider offices, Area Agencies on Aging, and Aging and Disability Resource Centers, as well as at the Bureau and partner volunteer agencies. SHIP counselors also provide assistance in applying for programs to help with Medicare premiums, co-pays and prescription costs through Medicare Improvements for Patients and Providers Act (MIPPA) grant funding.



- SHIP served more than 12,000 Medicare beneficiaries and provided over 850 public and media events statewide, with more than 21,000 reached through Group Outreach and almost 350,000 reached through Media Outreach. SHIP provided low-income assistance and preventive service education to over 8,500 beneficiaries and assisted in completing more than 650 applications for low-income assistance on Medicare costs through MIPPA funding.
- WV SHIP had a total of 66 registered counselors/volunteers statewide, most of whom are local counselors located within the county aging provider offices and Aging and Disability Resource Centers.
- 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, SHIP National Technical Assistance Center, and National Council on Aging.

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 Senior and the Public Service Commission, Introduction of the New Commissioner, 2023 Robert W. Jackson Senior Conference, and Senior Community Service Employment Program.

Robert W. Jackson Senior Conference

The annual Robert W. Jackson Senior Conference was held May 23 - 25, 2023, at Cedar Lakes Conference Center in Ripley. Over three hundred (300) seniors participated in a variety of workshops and health and recreational activities that reflected the theme, “Aging Unbound.” Workshops and activities at this year’s conference included:

- Learn to Use Your Smart Phone
- Cupcake Decorating
- Line Dancing
- Crafts
- Sensational Soups: Dry Soup Mixes
- Senior Olympic Competitions
- Exercise Workshops such as Drumball S.A.S., Choga and Tai Chi
- Test Your Trivia Game Show
- Charcuterie Boards on a Budget
- Color Your Way to Calmness
- Bonfire
- Bingo

Forty-First Silver Haired Legislature (SHL)

The Silver Haired Legislature had been on old during the pandemic, however, since senior centers are at normal operations, this program will continue. Funds will be provided to senior centers to assist with off-setting some of the costs that may be associated with connecting seniors to the representatives of their counties.

Examples of this might include but would not be limited to supporting a lunch and learn with representatives of the county or a senior outing day at the Capital.

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, to recognize June 15, 2023, as World Elder Abuse Awareness Day. This one-day event was held virtually with 145 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention including John Hunter, CDP; REMT Care Partner Coaching; Dr. Scott Inghram and Shawn Allen, Concord University; Amy Nofziger, AARP Fraud Watch Network; Michelle Richmond, Legal Aid Long-Term Care Ombudsman and Suzanne Messenger, WV Bureau of Senior Services Long-Term Care Ombudsman.

The Ron Nestor Award is presented annually to an individual who has advocated to end elder abuse and helped raise awareness of elder abuse in West Virginia. The 2023 Ronald Nestor Award recipient, announced during the event, was Roy Herzbach.

After almost 30 years, Legal Aid of West Virginia's Long Term Care Ombudsman Director Roy Herzbach retired in early April. For those years, Roy has been dedicated to ensuring the best for residents on long term care setting. In his role, he has been an outstanding as well as outspoken voice on elder abuse prevention as well as awareness of this most important, yet often overlooked issue.

Roy began working with Charleston Legal Services in 1994 and continued in his role as Ombudsman Program Director after Legal Aid was consolidated into a statewide program in 2002. His duties included oversight and management of a statewide advocacy network that monitors the health and well-being of residents in West Virginia's long-term care facilities.

Roy has a B.A. from the State University of New York at Buffalo, as well as a J Juris Doctorate. from SUNY Buffalo.

West Virginia Senior Farmers' Market Program



The Senior Farmers Market Nutrition Program certified 198 participating farmers to provide fresh fruits and vegetables to senior citizens and WIC recipients. Total booklets sent for distribution to the centers were 17,800, totaling \$50.00 each. An additional 1,000 booklets were available for distribution and the vouchers went from \$30.00 to \$50.00 per eligible participant. A total of \$890,000 in vouchers were distributed from June-October 2023.

FUNDING

Financial Sources

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

- Lottery appropriations amounted to \$62.7 million, of which \$40.1 million was transferred to the Department of Health and Human Resources to match Medicaid funding for services to seniors, leaving \$22.6 million for Bureau services.
- General Revenue appropriations totaled \$10.8 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 \$14.6 million;
- Special Revenue appropriations totaling \$2.4 million; and
- Project Income collected by providers in FY2023 totaling \$3 million (Title III \$2.1 million, In-Home Services \$1 million). These funds are used to provide additional services.
- The Bureau received \$1,551,372 in Family First Coronavirus Response Act (FFRCA) funding; and \$5,630,547 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding; \$1,072,295 from the Consolidated Appropriation Act for nutrition; various Expanding Access to COVID-19 Vaccine grants; and \$8,996,439 from the American Rescue Plan. Those grants total approximately \$17.8 million. These funds were fully expended by the end of FY2023.

Exhibits L and M illustrate the Bureau's actual Fiscal Year 2023 expenditures by program and funding source. Also included in these figures is funding re-appropriated from the prior fiscal year. Exhibit N lists the Bureau's grants/detailed expenditures for FY2023.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 132,601 visitors, and its pages received more than 1.6 million 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. The page has more than 3,500 "Likes." The Bureau uses Facebook to share activities at local senior centers, news of note, and photographs.

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

- The website, www.wvship.org, had 49,683 visitors to the website, and its pages received 569,093 hits.
- The website provides an invaluable service to Medicare beneficiaries and their families.
- The WV SHIP Facebook page, <https://bit.ly/32LmWHQ>, was launched in September 2009. The page is used to share information on Medicare coverage and in-person workshops and events.

WORKSHOPS & TRAININGS

The West Virginia Bureau of Senior Services offers workshops and trainings and collaborates with other agencies throughout the state to meet the education needs of seniors, family caregivers, health care providers, other professional agencies and organizations, consumers and the public. In Fiscal Year 2023, Bureau staff provided or arranged for other qualified trainers to provide, virtually or in-person, the following workshops, trainings and presentations:

- Adult Abuse/Neglect/Exploitation Identification* (see details at end of list)
- Aging and Disability Resource Center (ADRC) Presentation to ADW and PC Providers
- Alzheimer's Overview
- Background Checks – WV CARES
- Bereavement in Long-Term Care
- Communicating Effectively with a Person Who Has Dementia
- Concord University training on "Older Adults and Mental Health; Warning Signs, Explanation and Practice Skills" for ADW, TBIW and PC Providers
- County Aging Provider/Area Agency on Aging Meetings
- Ethical Considerations for Discharge AMA
- FAIR Manual training
- Financial Exploitation and Abuse in Long-Term Care
- Health & Employee Benefits Fairs
- How Can We Help Your Medicare Beneficiaries?
- Human Resources Development Foundation Job Fair – Prepped and Polished
- Learning Management System training for ADW and PC providers
- Legal Service Developers & Long-Term Care Ombudsmen: Opportunities for Collaboration
- Lighthouse Manual training
- Long-Term Care Ombudsman Program
- Medicaid Unwinding
- Medicare and Health Insurance Marketplace
- Medicare Fraud Prevention
- Medicare Minute Presentations
- Medicare Open Enrollment Dedicated Enrollment Events
- Medicare: Protecting Yourself from Fraud and Abuse
- Medicare SHIP Bingo at Senior/Low-Income Housing
- Monthly calls with ADW, TBIW and PC Providers regarding policy updates
- New Director Training
- Nutrition Training for County Aging Programs
- One-Stop Partners Quarterly Meeting Presentation
- Person Comes First: A Practical Approach to Alzheimer's Care
- Person Comes First updates for county aging providers

- Pre-Retiree Medicare Seminar
- Proactive Legal Planning for West Virginia Seniors
- Quarterly Provider Meetings for ADW and PC Providers
- Resident Rights in Assisted Living Residences
- Safe Banking for Seniors
- Senior Medicare Patrol (SMP) Outreach and Educational Sessions
- Services Available Through the West Virginia Bureau of Senior Services
- SHIP and SMP Program Overview
- SHIP Annual Training
- SHIP Medicare APS Presentations
- SHIP Medicare Open Enrollment Presentations
- SHIP Program Overview and Appropriate Referral Presentations
- SHIP Understanding Medicare Workshops
- Social Security In-Service Medicare Presentations
- Spam/Scam Avoidance
- The Road Ahead
- Title V Educational Workshops for Enrollees
- Trauma-Informed Care for Nursing Homes
- Understanding Medicare
- West Virginia ABLE training for SHIP/SMP counselors
- West Virginia Health Right Nutrition Classes
- West Virginia University Center for Excellence in Disabilities – Assistive Technology presentation

*World Elder Abuse Awareness Day: (hosted by the Bureau; presented by Bureau staff and partner agencies)

Topics:

- The Intricacies of Abuse and Dementia
- Electronic Communication and Ethics
- Scams and Fraud Trending in 2023
- Understanding Resident to Resident Elder Mistreatment

COLLABORATIONS & PARTNERSHIPS

Every year, the West Virginia Bureau of Senior Services works with many agencies and organizations to advance the work of the Bureau. In Fiscal Year 2023, the Bureau collaborated or partnered with the following agencies, organizations, businesses and groups to serve seniors and individuals with disabilities to the fullest extent possible:

- AARP West Virginia
- Access and Functional Needs (AFN) Threat Preparedness Workgroup
- Administration for Community Living
- Administration for Community Living, Office of Health Care Information and Counseling
- Adult Protective Services (APS)
- ADVancing States
- Aged and Disabled Waiver Providers
- Aged and Disabled Waiver Quality Improvement Council
- Alzheimer's Association, West Virginia Chapter
- American Red Cross
- Area Agencies on Aging
- Bridging Resources West Virginia (No Wrong Door Initiative)
- Cabin Creek Health Centers
- Cedar Lakes Conference Center
- Centers for Disease Control and Prevention
- Centers for Medicare and Medicaid Services (CMS)
- Charleston Town Center
- Committee on Quality Improvement
- Concord University School of Social Work and Sociology
- Coordinating Council for Independent Living
- County Aging Providers
- Dementia-Friendly Faith Communities Steering Committee
- Direct Care Worker Task Force
- Disability Rights WV
- Dunbar Athletics
- Elder Abuse Awareness Day Committee
- Elizabeth Memorial United Methodist Church – coat drive
- Enterprise Resource Planning Board
- Facing Hunger Foodbank
- Federal Emergency Management Agency (FEMA)
- Financial Exploitation Task Force
- First Choice Services
- Covenant House Food Pantry, Charleston, WV – emergency food drive
- Fresenius Dialysis Center
- Governor Jim Justice

- Herbert Henderson Office of Minority Affairs
- Hospice of Huntington
- Human Resources Development Foundation
- Interagency Collaborative Team – Workforce WV
- KEPRO
- Kingery and Company
- Legal Aid of West Virginia
- Meals on Wheels Association of America (MOWAA)
- Meals on Wheels of Randolph County
- Medicaid Fraud Control Unit
- Medicaid Personal Care Providers
- Medicaid Unwinding Task Force
- Mission West Virginia, Relatives as Parents Program
- Mountaineer Foodbank
- National Association of Social Workers (NASW), WV Chapter
- National Association of State Long-Term Care Ombudsman Programs
- National Council on Aging (NCOA)
- National Council on Aging MIPPA Resource Center
- National Long-Term Care Ombudsman Resource Center
- Office of Technology
- Office of Technology, Learning Management Center
- Older Americans Month activity partners
- Olmstead Council
- Palliative Care Center
- Public Partnerships, LLC
- Rape and Domestic Violence Center
- Region III Workforce Investment Board, Kanawha County – One Stop Partner
- REMT Care Partner Coaching
- Senior Corps Advisory Council
- Senior Medicare Patrol (SMP) National Resource Center
- Sexual Assault Response Team, Monongalia County
- Shepherd of the Hills Mission
- Shepherd University Department of Social Work
- Social Security Administration (SSA)
- State Health Insurance Assistance Program (SHIP) National Technical Assistance Center
- State Nutritionist Collaboration
- Statewide Independent Living Council (SILC)
- STOP the Violence Project
- Take Me Home, West Virginia, Quality Council
- Tyler Mountain Cross Lanes Community Services LTD
- United Healthcare
- United Methodist Annual Conference
- Upper Mason Parish

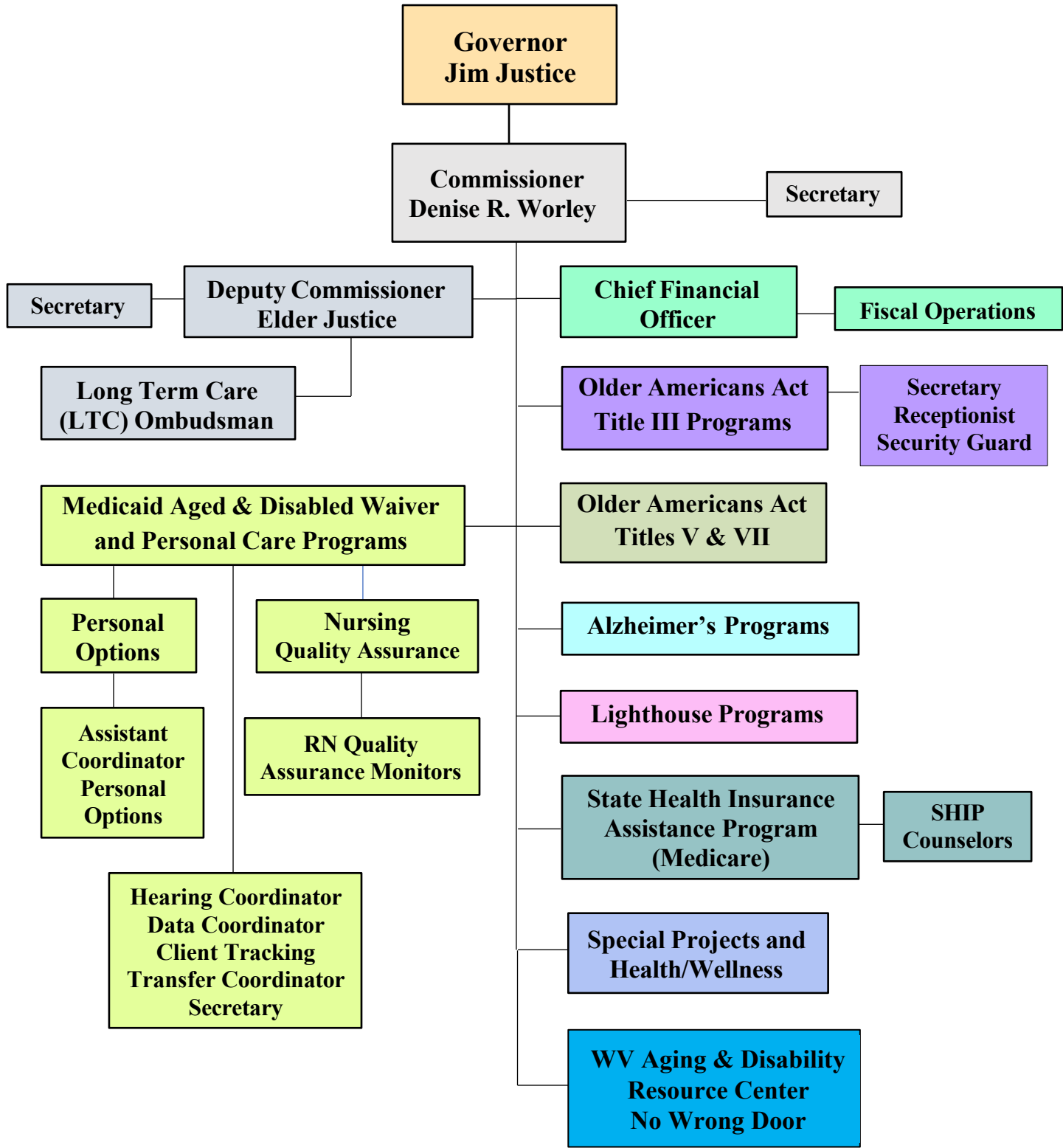
- WellSky
- West Virginia ABLE
- West Virginia Aging and Disability Resource Center
- West Virginia Army National Guard
- West Virginia Attorney General's Office
- West Virginia Bureau for Behavioral Health and Health Facilities
- West Virginia Bureau for Children and Families
- West Virginia Bureau for Medical Services
- West Virginia Bureau for Public Health
- West Virginia Center for End-of-Life Care
- West Virginia Center for Threat Preparedness
- West Virginia Center on Budget and Policy
- West Virginia Coalition Against Domestic Violence
- West Virginia Department of Agriculture, Senior Farmers' Market Nutrition Program
- West Virginia Department of Health and Human Resources
- West Virginia Department of Health and Human Services, Bureau for Social Services
- West Virginia Department of Health and Human Resources County Offices
- West Virginia Department of Transportation
- West Virginia Developmental Disabilities Council
- West Virginia Direct Care Task Force
- West Virginia Directors of Senior and Community Services
- West Virginia Division of Personnel
- West Virginia Geriatric Society
- West Virginia Health Care Association
- West Virginia Health Care Authority
- West Virginia Health Right
- West Virginia Interactive
- West Virginia Library Association
- West Virginia Network of Ethics Committees
- West Virginia Office of Equal Opportunity
- West Virginia of Inspector General
- West Virginia Office of the Insurance Commissioner
- West Virginia Purchasing Division
- West Virginia Senior Legal Aid
- West Virginia Serious Illness Coalition
- West Virginia State Auditor's Office
- West Virginia University Center for Excellence in Disabilities
- West Virginia University Geriatric Education Center
- West Virginia Voluntary Organizations Active in Disasters (VOAD)
- West Virginia Workforce Development Board
- West Virginia's Working Interdisciplinary Networks of Guardianship Stakeholders (WV WINGS)

- West Virginia Clearance for Access: Registry & Employment Screening (WV CARES)

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, FY2023 State/Federal Funding
Exhibit E	Bureau of Senior Services, FY2023 Area Agencies on Aging Operational Funding Source by Agency
Exhibit F	Bureau of Senior Services, FY2023 Regional Funding Allocations All Funds
Exhibit G	County Aging Providers, FY2023 Funding Allocations
Exhibit H	West Virginia Long-Term Care Ombudsman Regions
Exhibit I	West Virginia Aging & Disability Resource Centers
Exhibit J	West Virginia Aging & Disability Resource Centers, FY2023 Budgets by Site
Exhibit K	West Virginia Aging & Disability Resource Centers, FY2023 Total Contacts by Site
Exhibit L	Bureau of Senior Services, FY2023 Appropriations by Program
Exhibit M	Bureau of Senior Services, FY2023 Expenditures by Funding Source
Exhibit N	Bureau of Senior Services Grants, FY2023 Detailed Expenditures

West Virginia Bureau of Senior Services
Organizational Chart



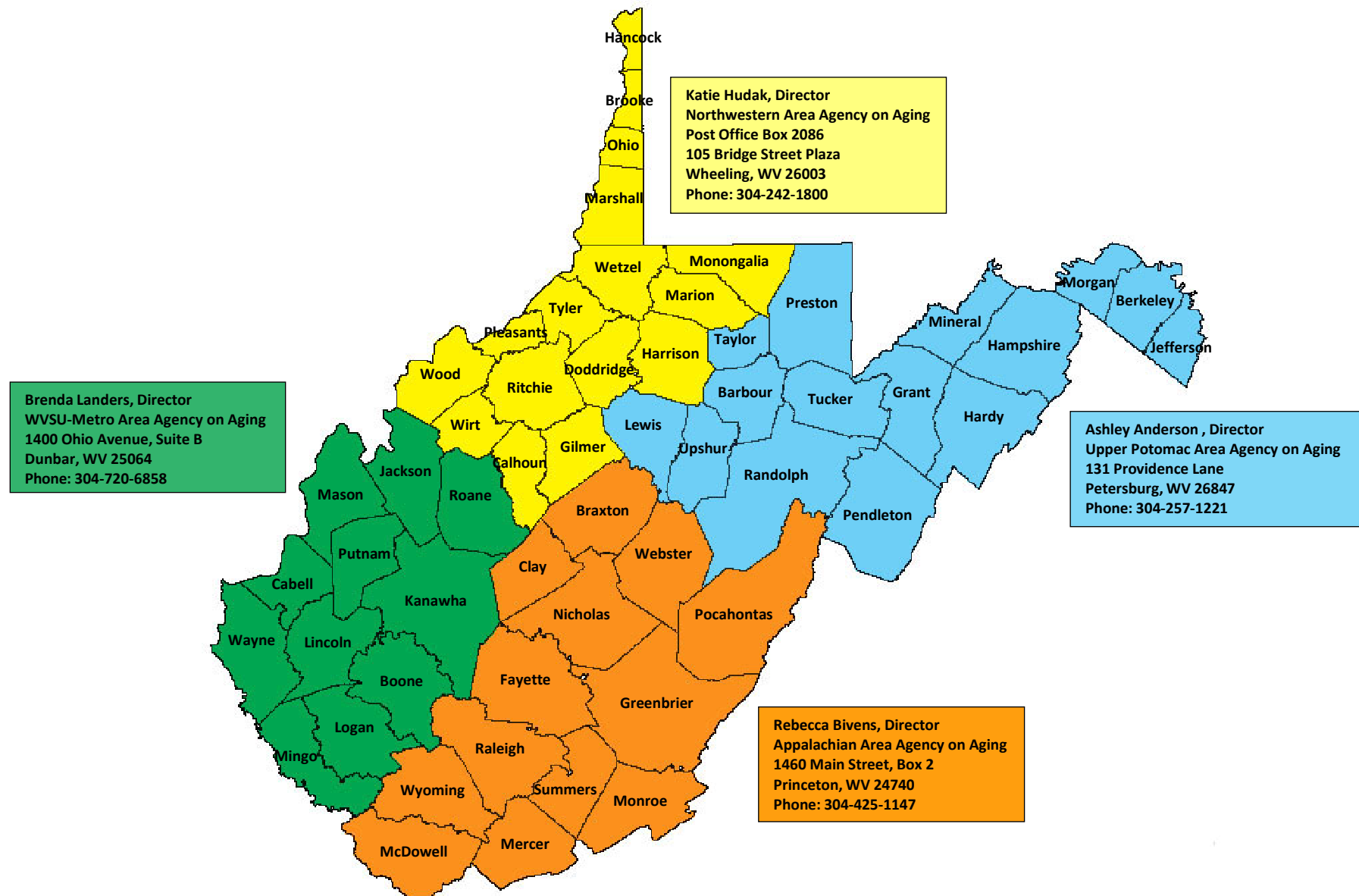
**WEST VIRGINIA BUREAU OF SENIOR SERVICES
COUNTY AGING PROVIDERS**

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

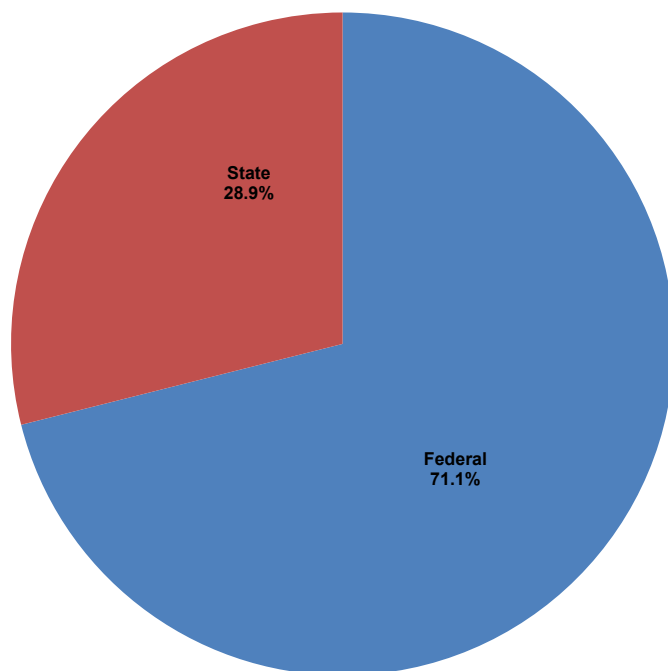
EXHIBIT B

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

AREA AGENCIES ON AGING



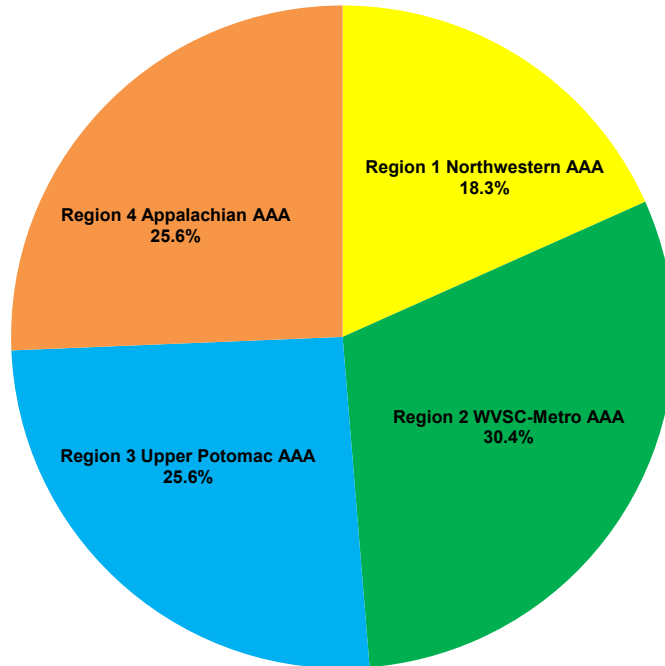
**BUREAU OF SENIOR SERVICES
FY2023 AREA AGENCIES on AGING OPERATIONAL
STATE/FEDERAL FUNDING**



**BUREAU OF SENIOR SERVICES
FY 2023 AAA FUNDING**

Federal	71.1%	1,026,080
State	28.9%	417,568
TOTAL	100.00%	1,443,648
Region 1	18.31%	264,392
Region 2	30.39%	438,672
Region 3	25.65%	370,292
Region 4	25.65%	370,292
	100.00%	1,443,648

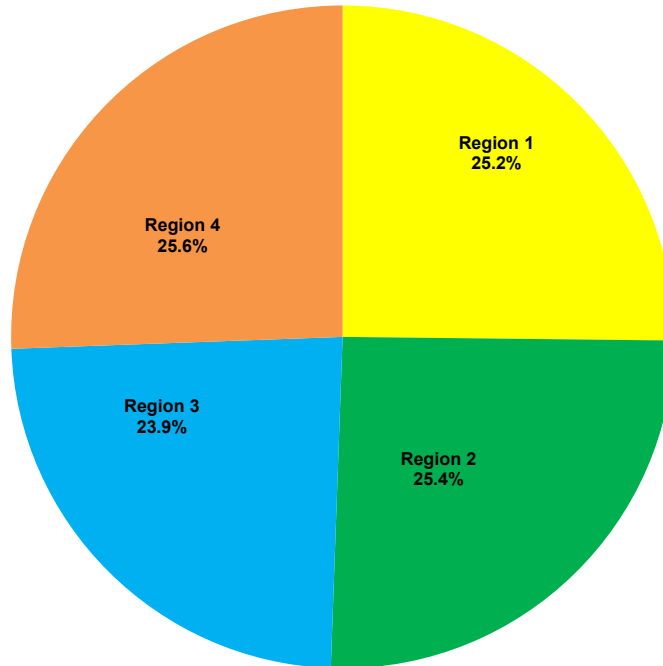
**BUREAU OF SENIOR SERVICES
FY2023 AREA AGENCIES on AGING OPERATIONAL
FUNDING SOURCE by AGENCY**



**BUREAU OF SENIOR SERVICES
FY 2023 AAA FUNDING**

Region 1 Northwestern AAA	18.3%	264,392
Region 2 WVSC-Metro AAA	30.4%	438,672
Region 3 Upper Potomac AAA	25.6%	370,292
Region 4 Appalachian AAA	25.6%	370,292
TOTAL	100.00%	1,443,648

**BUREAU OF SENIOR SERVICES
FY2023 REGIONAL FUNDING ALLOCATIONS ALL FUNDS**



**BUREAU OF SENIOR SERVICES
FY 2023 REGIONAL ALLOCATIONS**

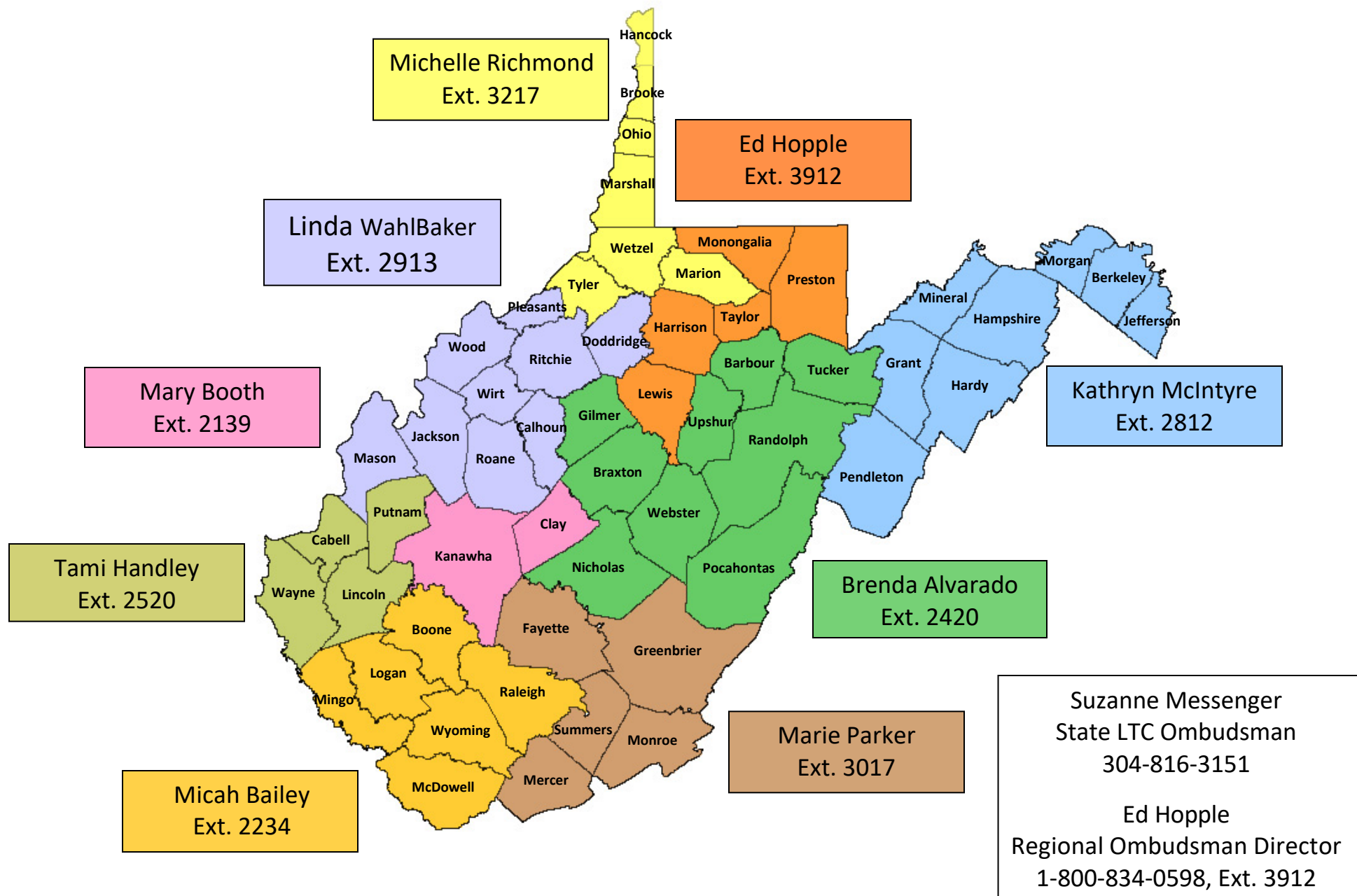
Region 1	25.17%	9,801,338
Region 2	25.39%	9,887,064
Region 3	23.86%	9,290,108
Region 4	25.57%	9,956,246
TOTAL	100.00%	38,934,756

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, minority seniors, and rurality of seniors.

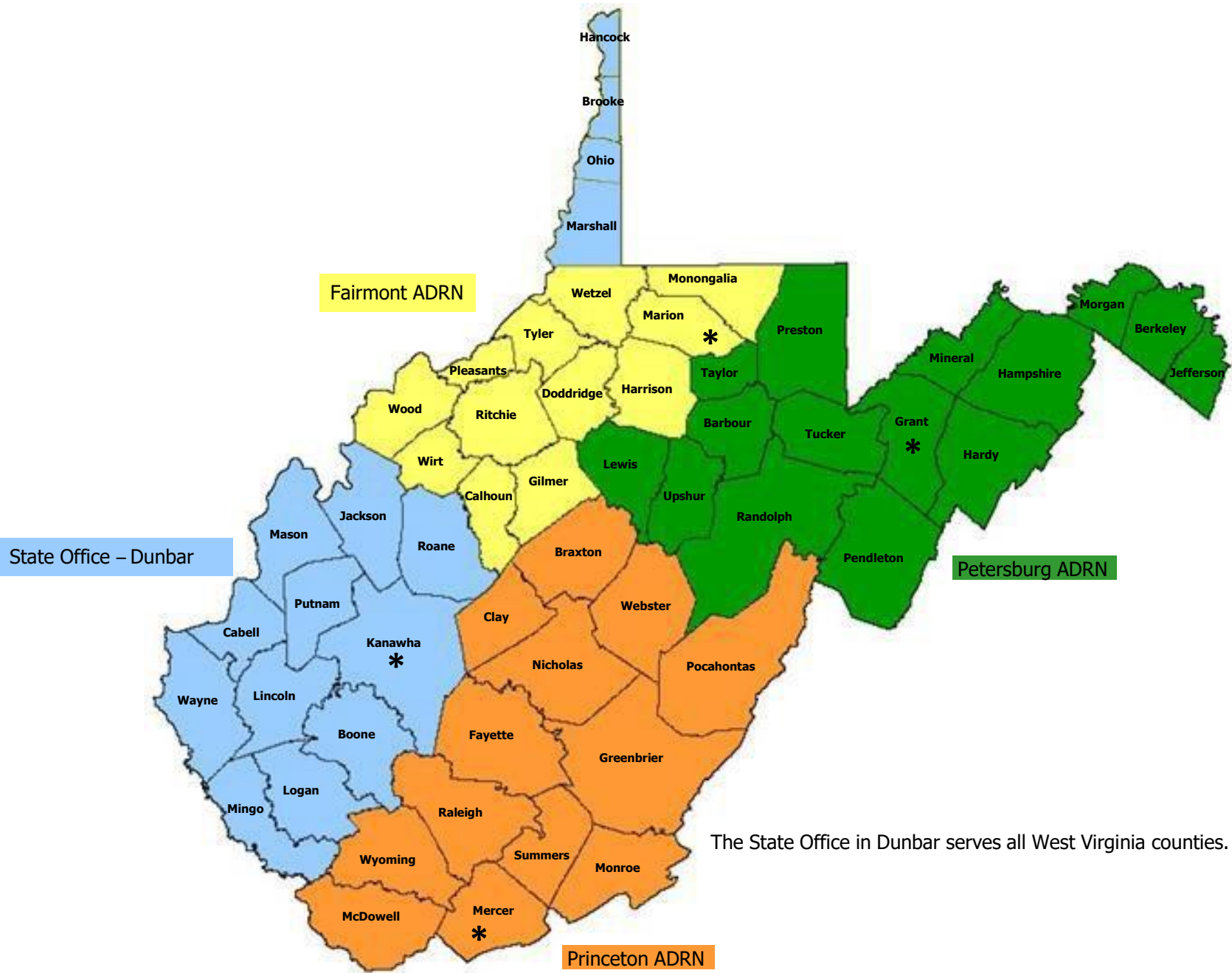
EXHIBIT G

FY 2023 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII	SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY B @ E	ELDER ABUSE	SMP	FY 2023
REGION 1:										
BROOKE	\$111,688	\$182,217	\$18,868	\$357,029	\$1,357	\$9,541	\$14,832	\$0	\$0	\$695,532
BI-COUNTY	\$0	\$22,529	\$0	\$622,249	\$0	\$0	\$0	\$0	\$0	\$644,778
CALHOUN	\$80,734	\$186,771	\$17,699	\$134,515	\$1,272	\$8,950	\$13,912	\$0	\$7,000	\$450,853
DODDRIDGE	\$135,493	\$187,956	\$16,622	\$112,973	\$1,195	\$8,405	\$13,066	\$0	\$0	\$475,710
GILMER	\$134,320	\$186,588	\$15,134	\$142,613	\$1,088	\$7,653	\$11,896	\$0	\$7,000	\$506,292
HANCOCK	\$57,149	\$186,233	\$37,260	\$0	\$2,679	\$18,842	\$29,289	\$0	\$0	\$331,452
HANCOCK by Ohio	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON	\$286,260	\$190,425	\$65,062	\$0	\$4,678	\$32,900	\$51,144	\$0	\$0	\$630,469
HARRISON by Dodd	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
HARRISON by Lewis	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MARION	\$334,123	\$191,990	\$53,554	\$350,165	\$3,850	\$27,081	\$42,097	\$3,300	\$4,000	\$1,010,160
MARSHALL	\$217,047	\$182,933	\$32,150	\$0	\$2,311	\$16,258	\$25,272	\$0	\$0	\$475,971
MONONGALIA	\$313,826	\$207,092	\$56,397	\$301,000	\$4,055	\$28,519	\$44,332	\$0	\$0	\$955,221
OHIO	\$34,075	\$262,856	\$45,108	\$510,590	\$3,243	\$22,810	\$35,458	\$0	\$0	\$914,140
PLEASANTS	\$25,523	\$176,267	\$14,990	\$96,875	\$1,078	\$7,580	\$11,783	\$0	\$7,000	\$341,096
RITCHIE	\$98,963	\$180,711	\$21,053	\$146,348	\$1,514	\$10,646	\$16,549	\$0	\$7,000	\$482,784
TYLER	\$126,656	\$176,901	\$16,550	\$111,337	\$1,190	\$8,369	\$13,010	\$0	\$0	\$454,013
WETZEL	\$204,120	\$186,493	\$26,083	\$111,282	\$1,875	\$13,190	\$20,503	\$0	\$0	\$563,546
WIRT	\$112,212	\$186,070	\$15,948	\$114,773	\$1,147	\$8,064	\$12,536	\$0	\$0	\$450,750
WOOD	\$98,246	\$211,810	\$80,678	\$429,146	\$5,800	\$40,797	\$63,418	\$0	\$0	\$929,895
REGION 1	\$2,370,435	\$3,105,842	\$533,156	\$3,540,895	\$38,332	\$269,605	\$419,097	\$3,300	\$32,000	\$10,312,662
FY 2023 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII	SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY B @ E	ELDER ABUSE	SMP	FY 2023
REGION 2:										
BOONE	\$199,787	\$179,682	\$29,955	\$318,564	\$2,154	\$15,148	\$23,547	\$0	\$0	\$768,837
CABELL	\$244,834	\$216,975	\$84,799	\$553,461	\$6,097	\$42,881	\$66,658	\$0	\$0	\$1,215,705
JACKSON	\$234,127	\$195,509	\$38,178	\$295,092	\$2,745	\$19,306	\$30,011	\$0	\$0	\$814,968
KANAWHA	\$515,440	\$261,759	\$195,801	\$1,130,290	\$14,077	\$99,012	\$153,913	\$0	\$64,600	\$2,434,892
LINCOLN	\$338,314	\$179,231	\$28,190	\$379,979	\$2,027	\$14,255	\$22,159	\$0	\$64,600	\$1,028,755
LOGAN by Lincoln	\$41,252	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$41,252
LOGAN-PRIDE	\$142,982	\$183,240	\$45,397	\$310,051	\$3,264	\$22,956	\$35,685	\$0	\$0	\$743,575
MASON	\$155,182	\$180,712	\$35,040	\$260,147	\$2,519	\$17,719	\$27,544	\$0	\$6,000	\$684,863
MINGO	\$312,524	\$208,262	\$34,380	\$285,815	\$2,472	\$17,385	\$27,025	\$0	\$4,000	\$863,863
PUTNAM	\$211,937	\$203,950	\$51,267	\$348,859	\$3,686	\$25,925	\$40,300	\$0	\$0	\$885,924
PUTNAM by Kanawha	\$22,524	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$22,524
ROANE	\$19,274	\$178,426	\$26,774	\$181,540	\$1,925	\$13,539	\$21,046	\$0	\$0	\$442,524
WAYNE by Lincoln/Mir	\$175,074	\$184,462	\$51,815	\$121,290	\$3,725	\$26,202	\$40,731	\$0	\$0	\$603,299
REGION 2	\$2,613,251	\$2,144,208	\$621,596	\$4,185,088	\$44,691	\$314,328	\$488,619	\$0	\$139,200	\$10,550,981
FY 2023 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII	SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY B @ E	ELDER ABUSE	SMP	FY 2023
REGION 3:										
BARBOUR	\$104,708	\$188,362	\$24,268	\$208,616	\$1,745	\$12,272	\$19,076	\$0	\$0	\$559,047
BERKELEY	\$377,386	\$201,558	\$83,236	\$333,264	\$5,984	\$42,091	\$65,430	\$0	\$7,000	\$1,115,949
GRANT	\$147,096	\$185,805	\$25,197	\$161,338	\$1,812	\$12,742	\$19,807	\$0	\$7,000	\$560,797
HAMPSHIRE	\$132,286	\$192,941	\$31,099	\$195,289	\$2,236	\$15,726	\$24,446	\$0	\$7,000	\$601,023
HARDY	\$107,375	\$185,946	\$25,123	\$196,422	\$1,806	\$12,704	\$19,748	\$0	\$7,000	\$556,124
JEFFERSON	\$141,058	\$193,885	\$47,355	\$240,547	\$3,405	\$23,946	\$37,225	\$0	\$7,000	\$694,421
LEWIS	\$279,331	\$188,547	\$24,394	\$191,483	\$1,754	\$12,335	\$19,175	\$0	\$7,000	\$724,019
MINERAL	\$289,248	\$194,564	\$36,204	\$263,695	\$2,603	\$18,308	\$28,459	\$0	\$7,000	\$840,081
MORGAN	\$198,323	\$187,578	\$25,740	\$146,352	\$1,851	\$13,016	\$20,234	\$0	\$0	\$593,094
PENDLETON	\$67,690	\$189,834	\$21,784	\$138,680	\$1,566	\$11,016	\$17,124	\$0	\$7,000	\$454,694
PRESTON	\$137,998	\$193,925	\$37,765	\$280,115	\$2,715	\$19,097	\$29,686	\$0	\$0	\$701,301
RANDOLPH	\$188,640	\$203,267	\$36,080	\$299,988	\$2,594	\$18,245	\$28,362	\$0	\$64,600	\$841,776
TAYLOR	\$215,521	\$183,949	\$21,644	\$167,363	\$1,556	\$10,945	\$17,014	\$0	\$7,000	\$624,992
TUCKER	\$186,725	\$186,545	\$17,640	\$142,407	\$1,268	\$8,920	\$13,866	\$0	\$0	\$557,371
UPSHUR	\$148,124	\$193,367	\$29,789	\$153,050	\$2,142	\$15,064	\$23,416	\$0	\$0	\$564,952
REGION 3	\$2,721,509	\$2,870,073	\$487,318	\$3,118,609	\$35,037	\$246,427	\$383,068	\$0	\$127,600	\$9,989,641
FY 2023 FUNDING ALLOCATIONS PROVIDERS										
	State Prgm							TITLE VII	SHIP/MIPPA/	Total Funding
	IN-HOME	LIFE	III B	NUTRITION	III D	III E	ELDERLY B @ E	ELDER ABUSE	SMP	FY 2023
REGION 4:										
BRAXTON	\$208,790	\$189,249	\$27,189	\$221,736	\$1,955	\$13,749	\$21,373	\$0	\$64,600	\$748,641
CLAY	\$126,133	\$176,704	\$20,760	\$119,072	\$1,493	\$10,498	\$16,319	\$0	\$0	\$470,979
FAYETTE by Raleigh	\$133,027	\$192,035	\$54,556	\$0	\$3,922	\$27,588	\$42,885	\$0	\$0	\$454,013
FAYETTE by Putnam	\$160,162	\$0	\$0	\$502,902	\$0	\$0	\$0	\$0	\$0	\$663,064
GREENBRIER	\$62,781	\$185,851	\$51,607	\$302,903	\$3,710	\$26,096	\$40,566	\$0	\$0	\$673,514
MCDOWELL	\$280,288	\$192,426	\$35,142	\$278,148	\$2,527	\$17,770	\$27,624	\$0	\$0	\$833,925
MERCER	\$321,894	\$197,109	\$69,079	\$459,832	\$4,967	\$34,932	\$54,301	\$0	\$7,000	\$1,149,114
MONROE	\$85,052	\$188,913	\$26,382	\$233,324	\$1,897	\$13,341	\$20,738	\$0	\$0	\$569,647
NICHOLAS	\$187,310	\$196,800	\$35,359	\$430,817	\$2,542	\$17,880	\$27,794	\$600	\$0	\$899,102
POCAHONTAS	\$90,080	\$185,625	\$22,066	\$183,682	\$1,586	\$11,158	\$17,345	\$0	\$0	\$511,542
RALEIGH	\$614,097	\$197,115	\$87,155	\$602,162	\$6,266	\$44,072	\$68,510	\$9,700	\$0	\$1,629,077
SUMMERS	\$115,994	\$184,654	\$27,908	\$135,916	\$2,006	\$14,112	\$21,935	\$0	\$0	\$502,525
WEBSTER	\$183,925	\$188,224	\$24,065	\$211,057	\$1,730	\$12,169	\$18,916	\$0	\$0	\$640,086
WYOMING	\$260,842	\$179,601	\$29,120	\$234,970	\$2,094	\$14,725	\$22,890	\$0	\$64,600	\$808,842
REGION 4	\$2,830,375	\$2,454,306	\$510,388	\$3,916,521	\$36,695	\$258,090	\$401,196	\$10,300	\$136,200	\$10,554,071
TOTAL	\$10,535,570	\$10,574,429	\$2,152,458	\$14,761,113	\$154,755	\$1,088,450	\$1,691,980	\$13,600	\$435,000	\$41,407,355

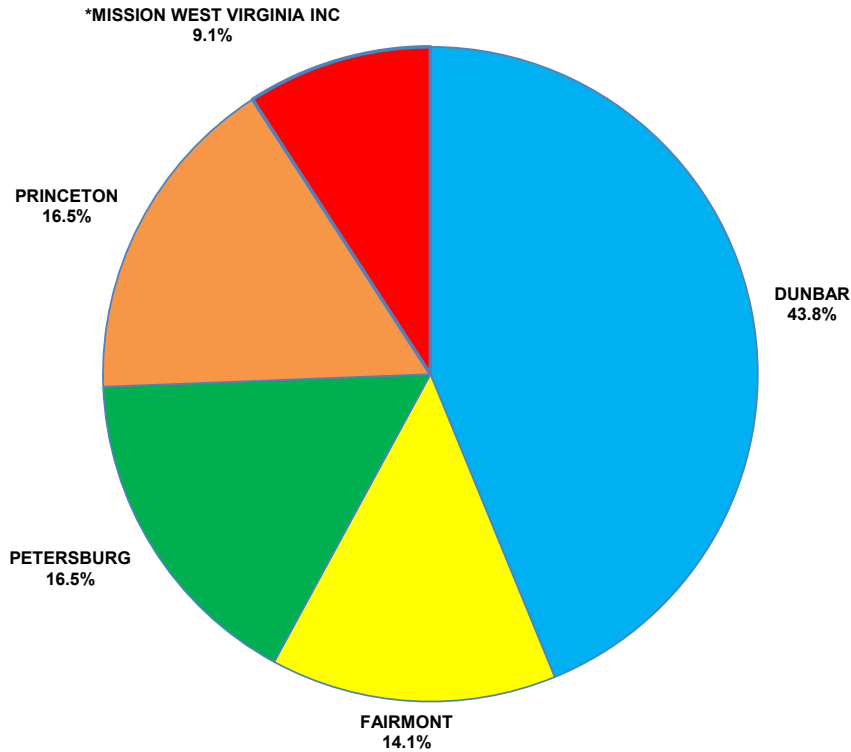
WEST VIRGINIA
LONG-TERM CARE OMBUDSMAN REGIONS
1-800-834-0598



AGING & DISABILITY RESOURCE CENTER OFFICES



**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2023 BUDGETS BY SITE**



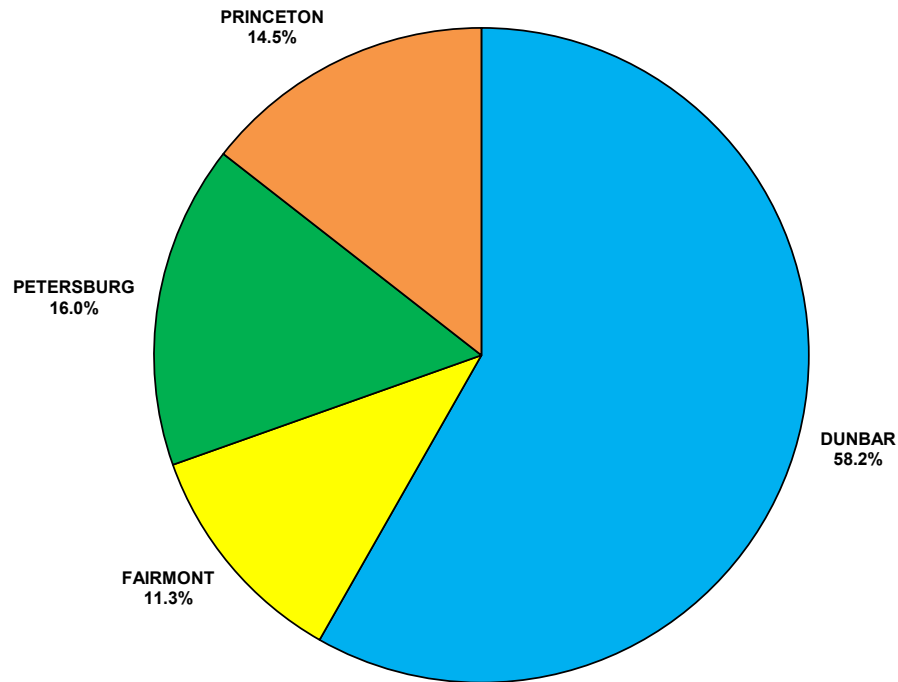
**ADRC
SITE BUDGETS**

DUNBAR	43.80%	\$186,150
FAIRMONT	14.12%	\$60,000
PETERSBURG	16.47%	\$70,000
PRINCETON	16.47%	\$70,000
*MISSION WEST VIRGINIA INC	9.14%	\$38,850
**TOTAL	100.00%	\$425,000

* Mission West Virginia Inc Relatives as parents Program (RAPP)

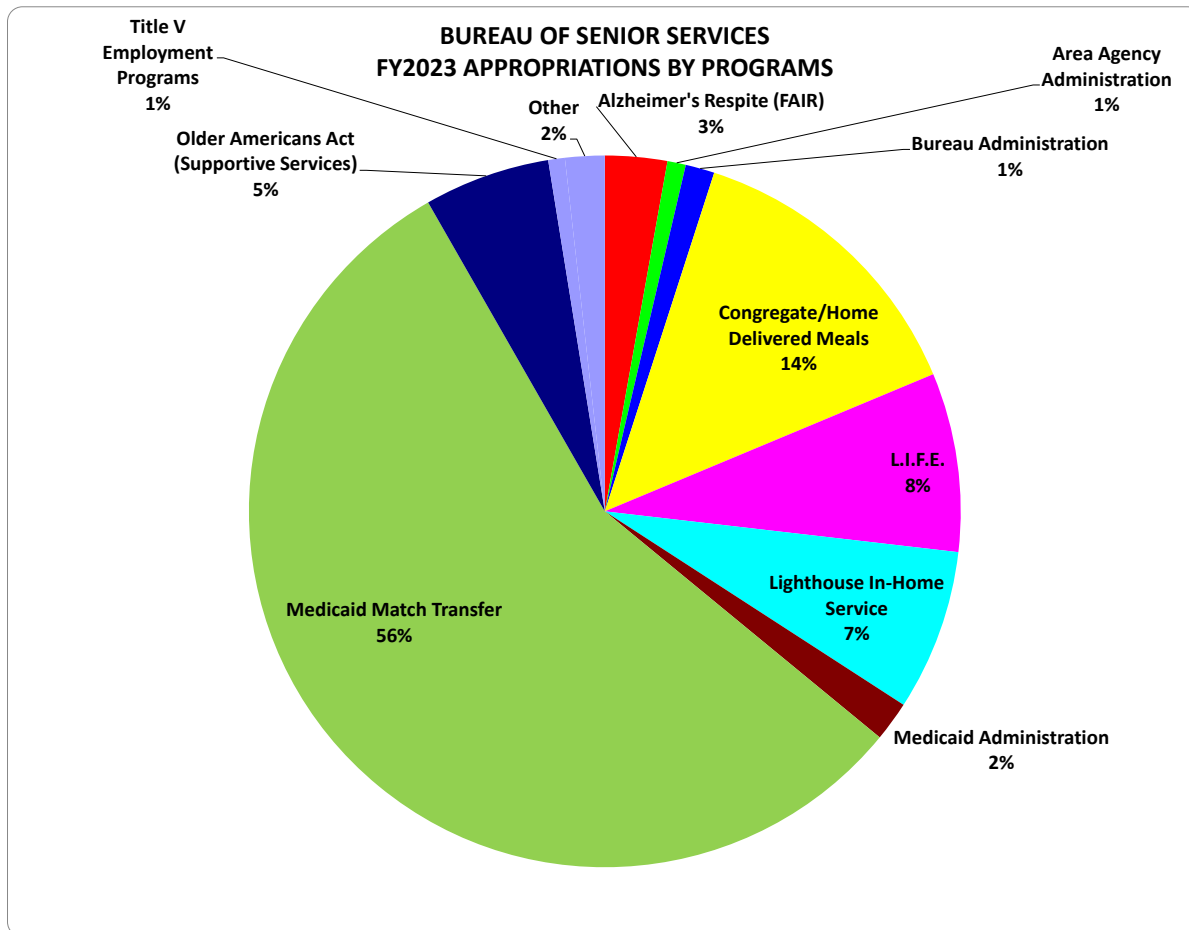
**State funded from Lottery Appropriations

**WEST VIRGINIA AGING & DISABILITY RESOURCE CENTERS
FY2023 CONTACTS BY SITE**



**ADRC
CONTACTS**

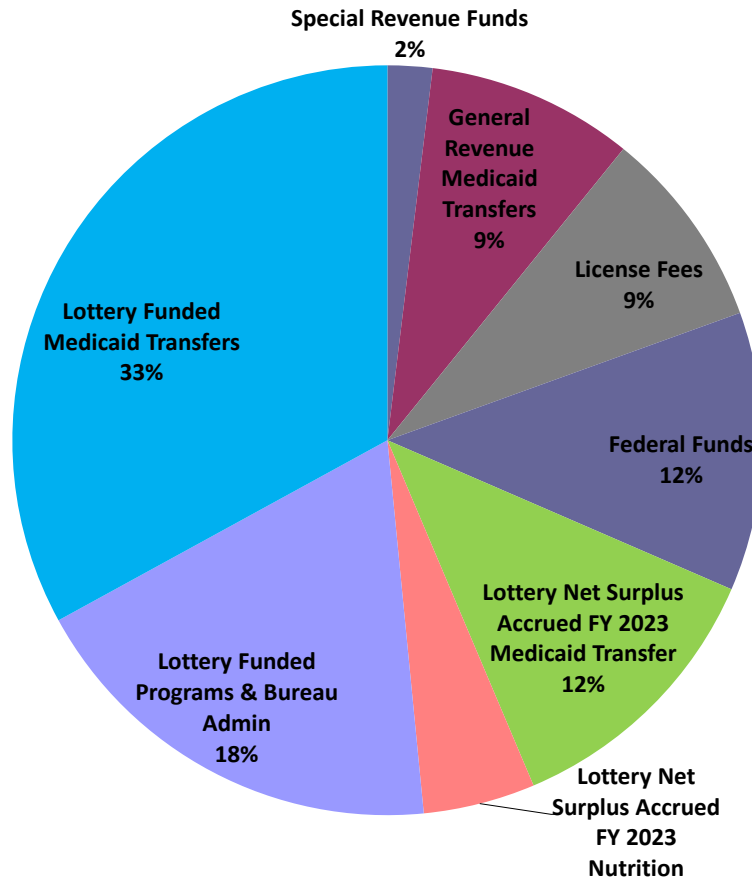
DUNBAR	58.23%	7,023
FAIRMONT	11.34%	1,368
PETERSBURG	15.98%	1,927
PRINCETON	14.45%	1,743
TOTAL	100.00%	12,061



**BUREAU OF SENIOR SERVICES
FY 2023 APPROPRIATIONS BY PROGRAM**

Alzheimer's Respite (FAIR)	2.82%	\$3,322,173
Area Agency Administration	0.84%	\$984,712
Bureau Administration	1.32%	\$1,551,526
Congregate/Home Delivered Meals	13.73%	\$16,177,479
L.I.F.E.	8.13%	\$9,574,527
Lighthouse In-Home Service	7.32%	\$8,623,118
Medicaid Administration	1.81%	\$2,127,804
Medicaid Match Transfer	55.78%	\$65,716,528
Older Americans Act (Supportive	5.72%	\$6,741,408
Title V Employment Programs	0.75%	\$889,511
Other	1.79%	\$2,111,792
TOTAL	100.00%	\$117,820,578
Other		
Special Projects	0.05%	\$63,500
Aged & Disabled Resource Centers	0.36%	\$425,000
Ombudsman	0.53%	\$623,292
Transportation	0.85%	\$1,000,000
	1.79%	\$2,111,792

**BUREAU OF SENIOR SERVICES
FY2023 REVENUES BY SOURCE**



**BUREAU OF SENIOR SERVICES
FY 2023 REVENUES BY SOURCE**

Special Revenue Funds	1.99%	\$2,347,804
General Revenue Medicaid Transfers	9.20%	\$10,839,825
License Fees	8.93%	\$10,520,222
Federal Funds	12.42%	\$14,632,830
Lottery Net Surplus Accrued FY 2023 Medicaid Transfer	12.52%	\$14,750,000
Lottery Net Surplus Accrued FY 2023 Nutrition	4.98%	\$2,000,000
Lottery Funded Programs & Bureau Admin	19.18%	\$22,603,194
Lottery Funded Medicaid Transfers	34.06%	\$40,126,703
TOTAL	100.00%	\$117,820,578

**BUREAU OF SENIOR SERVICES GRANT
PROVIDER TOTALS FY 2023**

AGING PROVIDERS SERVICE AWARDS

AGING & FAMILY SERV OF MINERAL CO	\$301,397
BARBOUR CO SENIOR CENTER INC	\$103,367
BERKELEY SENIOR SERVICES	\$378,962
BOONE CO COMMUNITY ORG	\$193,192
BRAXTON CO SENIOR CITIZENS CENTER INC	\$283,543
BROOKE CO COMMITTEE ON AGING	\$101,147
CABELL CO COMMUNITY SERVICES	\$240,049
CALHOUN CO COMMITTEE ON AGING	\$77,555
CLAY SENIOR & COMMUNITY SERVICES INC	\$118,601
COALFIELD COMMUNITY ACTION PARTNERSHIP INC	\$312,830
COMMISSION ON AGING FAMILY SERVICES INC	\$154,122
COMMITTEE FOR HANCOCK CO SENIOR CITIZENS INC	\$60,337
COMMITTEE ON AGING FOR RANDOLPH COUNTY INC	\$244,714
COMMUNITY ACTION OF SOUTH EASTERN WEST VIRGINIA INC	\$327,038
COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY INC	\$142,969
COUNCIL OF SENIOR TYLER COUNTIANS	\$123,971
COUNCIL ON AGING INC	\$332,813
DODDRIDGE COUNTY SENIOR CITIZENS CENTER INC	\$128,759
FAMILY SERVICE UPPER OHIO VALLEY	\$34,901
GREENBRIER CO COMM ON AGING	\$62,472
HAMPSHIRE CO COMM ON AGING	\$143,562
HARDY CO COMMITTEE ON AGING	\$109,125
HARRISON CO SENIOR CITIZENS CTR INC	\$290,515
JACKSON COUNTY COMMISSION ON AGING INC	\$240,808
JEFFERSON CO COUNCIL ON AGING	\$149,710
KANAWHA VALLEY SENIOR SERVICES	\$298,579
KANAWHA VALLEY SENIOR SERVICES INC	\$311,511
LEWIS CO SENIOR CITIZENS CENTER INC	\$290,132
LINCOLN CO OPPORTUNITY CO	\$607,393
MARION CO SENIOR CITIZENS	\$341,571
MARSHALL CO COMMITTEE ON AGING	\$210,249
MASON CO ACTION GROUP INC	\$163,186
MCDOWELL COUNTY COMMISSION ON AGING INC	\$288,289
MONROE CO COUNCIL ON AGING INC	\$86,159
NICHOLAS COMMUNITY ACTION PARTNERSHIP INC	\$190,663
PENDLETON SENIOR & FAMILY SVS	\$75,628
PLEASANTS CO COMMISSION	\$33,818
POCAHONTAS CO SENIOR CITIZENS	\$88,326
PRESTON COUNTY SENIOR CITIZENS INC	\$870,809
PRIDE COMMUNITY SERVICES INC	\$142,770
PUTNAM CO AGING PROGRAM INC	\$372,643
RALEIGH CO COMMISSION ON AGING INC	\$727,022
RITCHIE CO INTEGRATED FAMILY SVS	\$102,555
ROANE COUNTY COMMITTEE ON AGING INC	\$18,987
SENIOR LIFE SERVICES OF MORGAN CO	\$199,903
SENIOR MONONGALIANS INC	\$306,422
SUMMERS COUNTY COUNCIL ON AGING INC	\$116,111
TAYLOR CO SENIOR CITIZENS INC	\$217,567
TUCKER CO SENIOR CITIZENS INC	\$188,483
UPSHUR CO SR CITIZEN OPP CTR INC	\$554,008
WEBSTER CO COMM OF SENIOR CITIZENS	\$185,999

WETZEL CO COMMITTEE ON AGING	\$209,719
WIRT CO COMMITTEE ON AGING	\$52,311
WIRT COUNTY COMMITTEE ON AGING & FAMILY SERVICES INC	\$62,547
WOOD CO SENIOR CITIZENS ASSOCIATION INC	\$96,314

AREA AGENCIES ON AGING (AAA)

APPALACHIAN AREA AGENCY ON AGING	\$9,080,261
BELOMAR REGIONAL COUNCIL	\$9,772,938
REGION VIII PLANNING & DEV COUNCIL	\$9,352,014
WVSU METRO AREA AGENCY ON AGING INC	\$11,907,088

AGING NETWORK INITIATIVES

ALZHEIMERS ASSOCIATION	\$36,820
IGO LLC	\$13,000
LEGAL AID OF WEST VIRGINIA INC	\$971,902
MEALS ON WHEELS OF RANDOLPH CO INC	\$11,000
MISSION WEST VIRGINIA INC	\$30,483
NICHOLAS CO COMMISSION	\$651
SHEPHERD OF THE HILLS MISSION	\$22,750
UPPER MASON PARISH	\$3,500

\$53,268,535