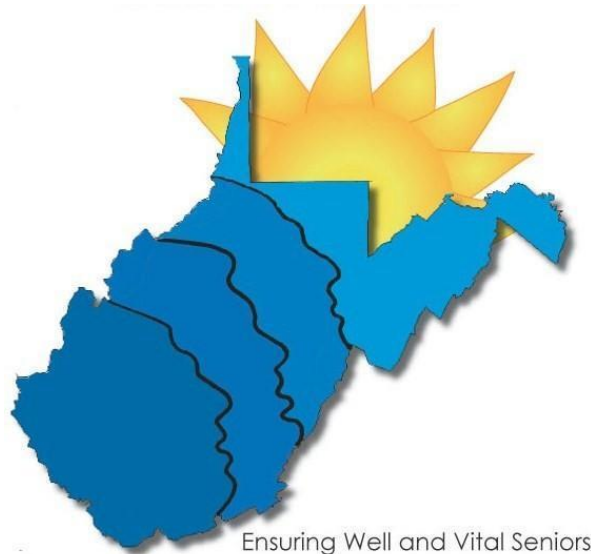


WEST VIRGINIA BUREAU OF SENIOR SERVICES



ANNUAL REPORT

State Fiscal Year 2024
July 1, 2023–June 30, 2024



WEST VIRGINIA BUREAU OF SENIOR SERVICES

State Fiscal Year 2024 Annual Report

July 1, 2023–June 30, 2024

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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 2024 ANNUAL REPORT
TABLE OF CONTENTS**

	Page
From the Commissioner	1
Structure	3
Programs	4
Older Americans Act Federal Title Programs	4
Overview	4
Title III-B Legal Assistance	5
Title III-B Supportive Services	5
Titles IIIC-1 and IIIC-2 Senior Nutrition Services	5
Title III-D Evidence-Based Wellness Programs	6
Title III-E National Family Caregiver Support Program	7
Title V Senior Community Service Employment Program (SCSEP)	7
Title VII Long-Term Care Ombudsman Program	8
State Lottery-Funded Programs and Initiatives	10
Family Alzheimer’s In-Home Respite (FAIR)	10
Lighthouse Program – In-Home Personal Care	11
Legislative Initiative for the Elderly (LIFE) Program Funds	12
Other Programs and Grants	13
Advance Care Planning	13
Aging and Disability Resource Centers (ADRCs)	14
Medicaid Operation Agency	15
Medicaid Aged and Disabled Waiver (ADW)	15
Medicaid Personal Care (PC)	16
Medicaid Personal Options	17
Workshops & Trainings	18
Collaborations & Partnerships	21

	Page
Other Federally-Funded Programs (Non-Older Americans Act)	25
Health Insurance Marketplace	25
West Virginia Senior Medicare Patrol (SMP)	25
West Virginia State Health Insurance Assistance Program (SHIP)	26
Special Projects	27
“The Road Ahead”	27
Robert W. Jackson Senior Conference	27
Elder Abuse Awareness Day	27
West Virginia Senior Farmer’s Market Program	29
Funding	30
Financial Sources	30
Social Media	31
West Virginia Bureau of Senior Services Website and Facebook Pages	31
West Virginia State Health Insurance Assistance program (SHIP)	
Website and Facebook Pages	31

From the Commissioner

I present to you the West Virginia Bureau of Senior Services' Fiscal Year 2023 Annual Report. The Bureau's Provider Network of 57 centers served our West Virginia seniors during the period of July 1, 2023-June 30, 2024, with 3,572,188 million units of service to 25,838 seniors in West Virginia. Our seniors contributed more than \$2,929,853 million for the services they received, enabling a wider reach to seniors across the state.

ONGOING PROJECTS

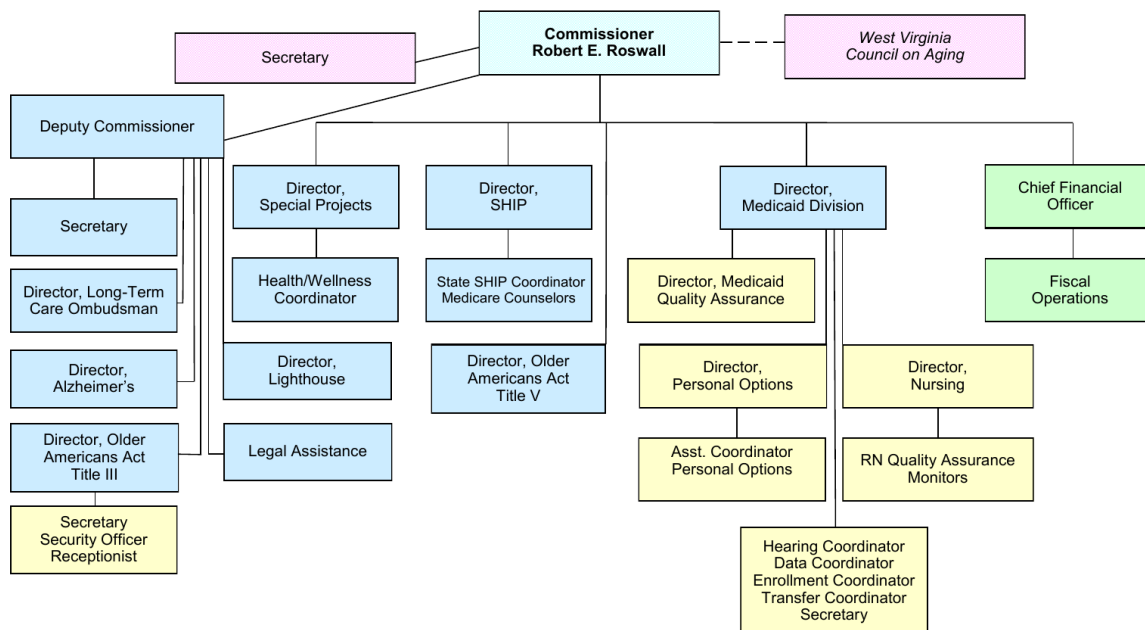
The development of a new Intrastate Funding Formula continues for the allocation of state and federal funds to each county and our County Provider Agencies. A contract has been provided to Metro Area Agency on Aging, and they are working with Marshall University Foundation on the research, data and survey 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 2023–2024 State Plan on Aging. Public Hearings on the Formula and State Plan will take place in the Spring of 2023 and submitted to the federal Administration on Community Living approval in the Fall of 2023.

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 the 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 Dianna Graves was appointed by the Governor and is the chief administrative officer, overseeing all program and fiscal operations. (See Organizational Chart, Exhibit A.)

EXHIBIT A

**West Virginia Bureau of Senior Services
Organizational Chart**



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, 31,990 West Virginians were served nutrition, transportation, personal care, chore, homemaker, respite and other services.
 - 17% were age 85+; 33% were 75-84; 47% were 60-74
 - 40% lived in poverty; 50% lived alone; 44% 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

WVSLA also served a total of 25,973 seniors providing 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. Services vary by county.

In State FY2024, 12,446 seniors received 243,858.95 hours of Supportive Services.

- 17% were age 85+; 38% were 75-84; 45% were 60-74
- 48% lived in poverty; 54% lived alone; 47% 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 133 locations, 250 days a year throughout the state.

- In State Fiscal Year 2024, 34,011 West Virginia seniors received 2,341,141 meals, either in their homes (22,955 seniors, 1,458,885 home-delivered meals) or at County Nutrition Sites (11,056 seniors, 519,619 congregate meals).
- The average collected for home-delivered meals was \$0.59, and for congregate \$1.47. These funds are used to increase or maintain nutrition services.
- Of the total number of seniors who received Senior Nutrition Services:
 - 16% were age 85+; 33% were 75-84; 48% were 60-74
 - 39% lived in poverty; 49% lived alone; 46% were at a high nutritional risk
- For home-delivered meals:
 - 18% were age 85+; 31% were 75-84; 47% were 60-74
 - 44% lived in poverty; 50% lived alone; 54% were at high nutritional risk
- For congregate meals:
 - 12% were age 85+; 35% were 75-84; 50% were 60-74
 - 31% lived in poverty; 47% lived alone; 31% 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 2024 4,030 seniors received 122,111 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 wellbeing or reducing disease, disability and/or injury among older adults; proven effective with older adult population, using experimental or quasi-experimental design; research 7 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 2024, 169,344 units of service were provided to 588 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 Human Resource Development Foundation (HRDF) 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, the previous sub-grantee, provided support to 115 people, with a total of 9 achieving unsubsidized employment at the end of the program year.
- The Federal funds expenditure was \$872,578 and non-Federal funds were \$105,993.
- 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 47,959 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 FY2024, the Regional Program consisted of a program director, nine regional ombudsmen, and a communications/training specialist.

Building on the lessons learned from the public health emergency the ombudsmen continue to work diligently to assure that residents continue to receive quality person-centered care and have 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.

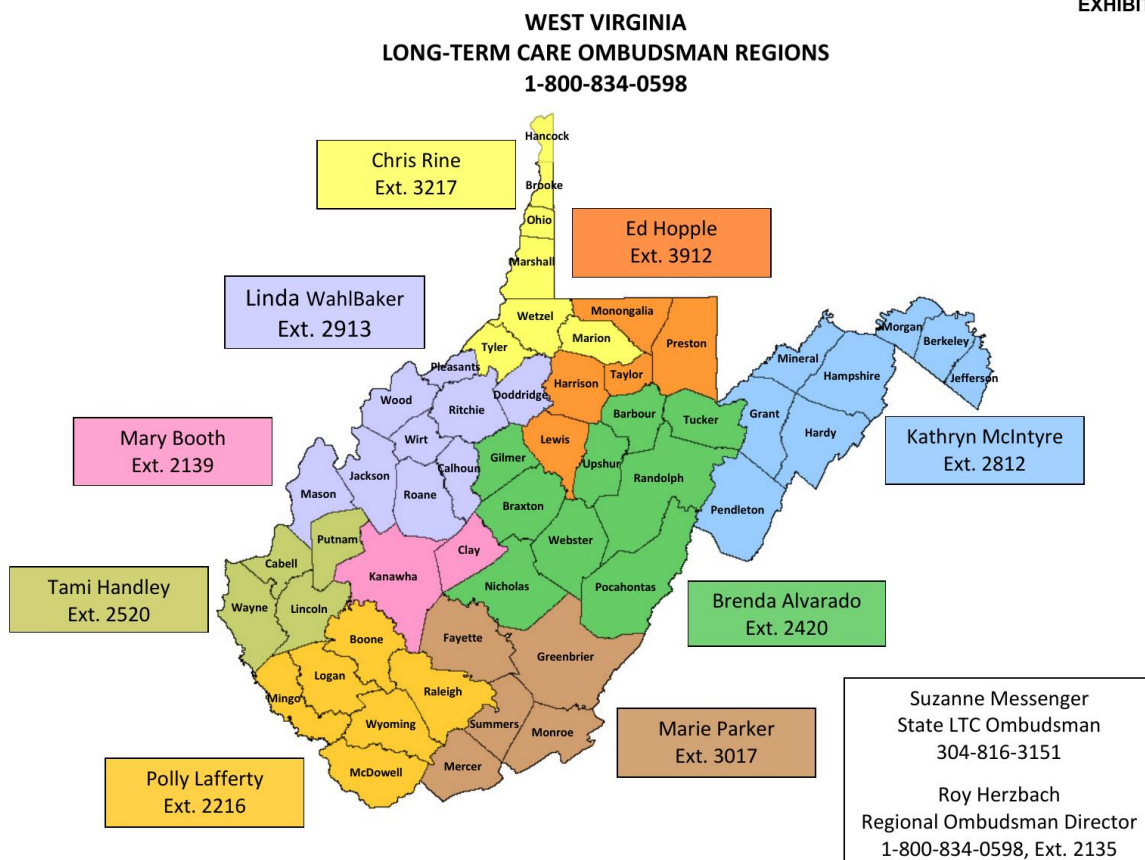
In FY2024, the Ombudsman Program made 1,100 in-person visits and conducted 605 monitoring visits in 202 long-term care residential facilities (nursing homes, assisted living residences, and legally unlicensed homes).

The ombudsmen investigated 913 complaints made by or on behalf of long-term care residents. Seventy-eight percent (78%) of those complaints were verified. Seventy-five percent (75%) 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 357 times; participated in thirteen community education sessions; conducted twelve 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 1,829 telephone consultations to individuals in the community and facility staff.

- The program operated within a total general budget of \$1,053,806. This was comprised of \$187,109 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 \$309,039 other Federal funds. These other Federal funds consisted of \$220,000 Medicaid; \$25,531 Coronavirus Response & Relief Supplemental Appropriations (CRRSAA); and \$63,508 American Rescue Plan (ARPA). The CRRSAA, and ARPA funds are time-limited single appropriations which must be used in accordance with a spending plan approved by the Administration for Community Living to provide Long-Term Care Ombudsman services in response to the Coronavirus emergency. The approved spending plan included two special projects to assure that West Virginia's long-term care residents receive the maximum benefit from these additional dollars. The first focused 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 pilots the use of volunteer long-term care ombudsmen in assisted living residences.

EXHIBIT H



STATE LOTTERY–FUNDED PROGRAMS AND INITIATIVES

The Bureau received \$35,121,443 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 (unpaid) 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 a written diagnosis of Alzheimer’s disease or a related dementia. FAIR is monitored by Bureau staff to ensure compliance with program guidelines.



In FY2024:

- FAIR continued to rebound from COVID-19, although many counties still struggled because of a shortage of workers. FAIR direct care workers provided 169,344 hours of service to 588 families (1,176 caregivers and individuals with Alzheimer’s or a related dementia).
- FAIR clients (family caregivers) statewide received an average of 42.4 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 FY2024, Lighthouse and FAIR fees collected statewide totaled \$907,607, 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 FY2024, county aging providers collected an average of \$1.40.

Of the total number of unpaid 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 in their homes who have functional needs and do not qualify for any Medicaid in-home care programs. Services are provided by a trained worker 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 West Virginia Lottery, 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 2024, 1,899 seniors received 487,495 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 40,625. 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 \$907,607. The fees collected for services averaged \$1.40 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.

- 11,523 individuals received 95,700 separate occurrences of transportation or other services through LIFE funds.
- 1,500 individuals received 42,333 trips (transportation services); 462 received 12,469 trips under Assisted (hands on) Transportation, and 1,038 received 29,864 trips under Transportation.
- 435 individuals received 31,225 hours of services in their homes and communities (adult day care, chore, homemaker, personal care, and congregate respite or in-home respite).
- 1,993 individuals received 11,769 units of client support.
- 94,867 sessions or contacts were made to 4,227 individuals for information and assistance, nutrition education or outreach services.

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 FY2024, 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.
- ***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)

(<https://www.wvadrc.com/>)

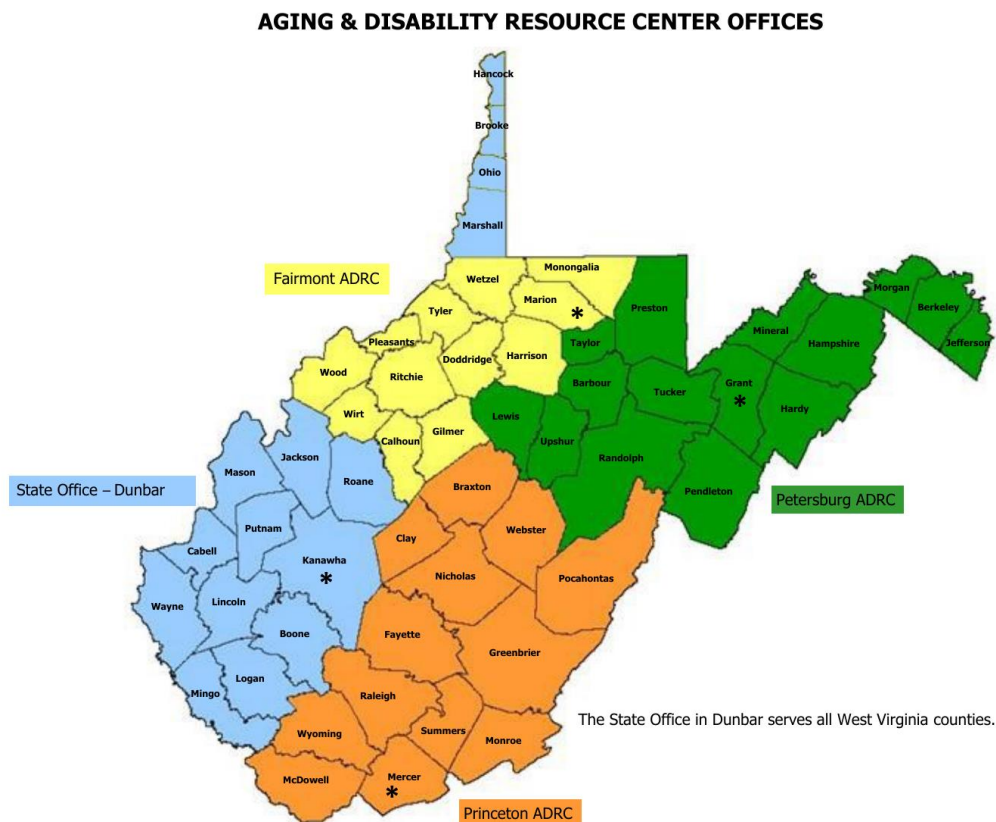
West Virginia’s Aging and Disability Resource Centers (ADRCs) locations are “one-stop shops” for long-term care access and they raise visibility about the full range of available options; provide objective information, advice, counseling and assistance; empower people to make informed decisions about 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 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 3 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 (<https://www.bridgingresourceswv.org/s/>) searchable by service in a specific county or zip code.

- The Bureau of Senior Services receives \$425,000 in State funding annually to operate the Aging and Disability Resource Centers.
- ADRC had 9,286 total contacts and assisted 556 individuals with their long-term care services and supports.

EXHIBIT I



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 service provider certification, retrospective provider/personnel reviews and provision of technical assistance to ADW and PC providers and members. The Bureau operates a toll-free telephone line to address inquiries and/or complaints by members of the ADW and PC programs. The Bureau also represents BMS in the Medicaid Fair Hearing process for members 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 self-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 provides 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 member'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 2024, 5,546 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.

Bureau of Senior Services Additional data:

- Annual ADW Quality Provider Monitoring was conducted by monitoring staff for 134 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 61 providers who served Personal Care members. This included records review, validation of provider and staff qualifications and training certification requirements.
- 1,710 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.
- 277 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 08/21/23, 11/20/23, 02/21/24 and 05/15/24, which included statewide provider agencies for both ADW and Personal Care.
- Monthly provider conference calls continued throughout FY2024 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 Personal Attendant agency and one additional Personal Attendant agency site were opened in FY2024.
- Forty-six 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 1,583 applicants were activated on the ADW Program, increasing service access to home and community-based services (factored in the total below).

- There were 7,580 ADW active members and 8,551. members served as of June 30, 2024 (LOCHRA Report). Approximately 20% of ADW members receive services through the Self-Directed Personal Options program.

Workshops and 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 2024, 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
- County Aging Provider/Area Agency on Aging Meetings
- Decision-Making Capacity: Who Says What for Whom
- Ethics: Lunch & Learn
- 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 Decision Making
- Lighthouse Manual training
- Long-Term Care Ombudsman Program
- Maximizing Autonomy & Self-Determination
- 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
- Navigation of POST and Advance Directive Forms
- 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 III OAA Policy Manual Training
- Title III OAA Final Rule Training
- Title III OAA Nutrition Training for County Aging Providers
- Title V Educational Workshops for Enrollees
- Trauma-Informed Care for Long-term Care Facilities
- Understanding Medicare
- Unsuspected & Neglected: The View from West Virginia
- 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 included:

- Responding to Financial Exploitation of WV's Elder & Vulnerable Adult Population

- Addressing Abuse, Neglect, and Exploitation of Older Adults with Intellectual and Developmental Disabilities
- Abuse, Neglect, Financial Exploitation and the Law
- Detecting & Preventing Fraud in an AI World
- Strategies for Effective Elder Abuse Investigation

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 2024, 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
- Quality Insights QIN- QIO
- 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
- West Virginia Department of Human Services
- West Virginia Department of 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 Clearance for Access: Registry & Employment Screening (WV CARES)

OTHER FEDERAL-FUNDED PROGRAMS

(Non-Older Americans Act)

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 4,600 Medicare beneficiaries through individual interactions July 2023-June 2024. SMP also provided more than 480 group outreach and education events, reaching almost 18,000 people, and provided over 220 media outreach and education events reaching over 17,000 people.
- 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.



- Between July 2023 and June 2024, SHIP had almost 12,200 Medicare beneficiary contacts and provided over 980 public and media events statewide, with more than 24,000 reached through Group Outreach and over 91,000 reached through Media Outreach. SHIP provided low-income assistance and preventive service education to over 11,000 beneficiary contacts and assisted in completing more than 930 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.

West Virginia State Health Insurance Assistance Program (SHIP)

Website and Facebook Pages

- The website, www.wvship.org, had 71,754 visitors to the website, and its pages received 490,082 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.

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, 2024 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 21 -23, 2024, at Cedar Lakes Conference Center in Ripley. Over 260 seniors participated in a variety of workshops and health and recreational activities. Workshops and activities at this year’s conference included:

- Cupcake Decorating
- Line Dancing
- Crafts
- Insta-Pot Meals
- Senior Olympic Competitions
- Exercise Workshops such as Drumball S.A.S., Choga and Tai Chi
- Test Your Trivia Game Show
- Microwave Cooking in a Mug
- Relaxation Techniques
- Bonfire
- Bingo

Elder Abuse Awareness Day

The Bureau collaborated with the West Virginia Department of Health and Human Resources, Bureau for Children and Families, to recognize World Elder Abuse Awareness Day on June 13, 2024. This one-day event was held virtually with 145 in attendance. Speakers from various disciplines presented information on elder abuse awareness and prevention including James Lindsay, Esq. and Jennifer Singletray, Esq., Legal Aid of WV; John Blair and Michael Taylor, WV Attorney General’s Office; Tina Wiseman, Developmental Disabilities Council; Doug Shadel, Ph.D., AARP; Michael Hagenlock, MSW, LCSW, LAC, NAPSA; 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 2024 Ronald Nestor Award recipient, announced during the event, is Susan Hypes. Susan started with the department in 1988 and became an amazing Adult Protective Services Supervisor at the Bureau for Social Services, Department of Human Services in 2016. supervises staff in Nicholas, Webster, and Fayette counties.

Susan has fostered an incredible Adult Services team that goes above and beyond what is expected of them due to her leadership and guidance. She has been with the agency for nearly four decades and loves what she does. She was a worker for nearly three of those four decades, making a difference in the lives of adults and families every day. She has taken MSW students under her wing and taught them the ins and outs of the APS world. She is an incredible human being and a wonderful supervisor and asset to this agency.

West Virginia Senior Farmers' Market Program

The Senior Farmers Market Program certified 198 participating farmers to provide fresh fruits and vegetables to senior citizens and WIC recipients. 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 17,800 voucher booklets, totalling \$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. The coupons could be exchanged for locally grown fruits, vegetables, and honey. A total of \$890,000 in vouchers were distributed from June-October 2024.

FUNDING

Financial Sources

The Bureau receives funding from five 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 FY2024 totaled \$3million (Title III \$2.1 million, In-Home Services \$900,000). These funds are used to provide additional services.
- The Bureau received additional spending authority to fund Senior Care Projects in the amount of \$4.3 million. The projects focused on addressing deferred maintenance issues, site enhancements, and additional services. Renovations and Assets purchased totaled \$1.4 million and \$644,000 respectively. Vehicle purchase totaled \$1.4 million. Nutrition and Transportation services totaled \$571,000 and \$132,000 respectively.

SOCIAL MEDIA

West Virginia Bureau of Senior Services Website and Facebook Pages

- The website, www.wvseniorservices.gov, had 118,906 visitors, and its pages received 1,333,003 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.

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

- The website, www.wvship.org, had 42,880 visitors to the website, and its pages received 460,176 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.

EXHIBIT B

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

