

## REGION B

# AREA PLAN ON AGING

July 1, 2016 -  
June 30, 2020

**LAND**of**SKY**  
REGIONAL COUNCIL





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# EXECUTIVE SUMMARY

To meet the diverse needs of the growing numbers of older persons in the United States President Lyndon Johnson on July 14, 1965, signed into law the Older Americans Act (OAA). The OAA set out specific objectives for maintaining the dignity and welfare of older individuals and created the primary vehicle for organizing, coordinating and providing community-based services and opportunities for older Americans and their families.

The Administration on Aging (AoA) awards funds for nutrition and supportive home and community-based services to the 56 State Units on Aging, 629 Area Agencies on Aging, 244 Tribal organizations, and 2 Native Hawaiian organizations. In addition, funds are awarded for disease prevention/health promotion services, elder rights programs (long-term care ombudsman program, legal services, and elder abuse prevention efforts), the National Family Caregiver Support Program and the Native American Caregiver Support Program.

OAA funding for programs is allocated to each region based primarily on the number of persons 60 years of age and over in the state. Most states are divided into regions so that programs can be tailored to meet the specific needs of older persons residing in those areas. The AAA determines the needs of older persons and works

to address those needs through the funding of local services and through advocacy.

In North Carolina, OAA funding is awarded by the North Carolina Division of Aging and Adult Services (NCDAAS) to sixteen regional councils that serve member governments through a broad range of services including aging, workforce development, transportation planning, and community planning. Regional councils in North Carolina are the result of 1969 legislation that charged the North Carolina Department of Administration with developing a "system of multi-county regional planning districts to cover the entire state" after Congress passed the Intergovernmental Cooperation Act in 1968 calling for closer cooperation between federal programs, and state and local governments.

By 1970, an executive order had designated 18 regions in North Carolina. In 1971, the state announced its Lead Regional Organization policy that directed state agencies to deal with a single regional organization in each designated region of the state for the delivery of services in several departments. Regional councils have been operating in the state since 1972 although many were organically organized by local governments long before the official state designation. As the North Carolina landscape changed over the



Celebrating 50 Years

years some of the regions merged, bringing the current total to 16 regional councils serving the state.

Land of Sky Regional Council (LOS) began in 1966 as a partnership of five counties, Buncombe, Haywood, Henderson, Madison and Transylvania. Later, Haywood County became part of "Region A" and "Region B" brought the region's municipalities (now numbering 15) into the partnership. In 1973, North Carolina designated LOS as the Area Agency on Aging (AAA) for Region B. We promote the highest level of well being of older adults and their families by partnering with organizations to provide a comprehensive system of opportunities, services, and protective services. The AAA is a leader and catalyst in helping older adults in our region lead more independent, vibrant lives. As part of a national network of aging agencies established by the Older Americans Act, we work to strengthen home and community care for older adults.

The focus of the AAA is to help people live independently as long as possible in their own homes and communities and provide support and assistance to those living in long-term care facilities. To accomplish this, the AAA regularly identifies the needs of older adults living in the region and then works with counties to allocate state and federal funds to local agencies

providing various community services to meet seniors' needs. Another responsibility of the AAA is to advocate on behalf of older adults. In coordination with other stakeholders and the Senior Tar Heel Legislature, the AAA helps ensure lawmakers and others are aware of the needs of older adults and the benefits of community-based services.

The AAA provides services to older adults through Project C.A.R.E., Family Caregiver Support Program, Senior Community Services Employment Program, and Chronic Disease Self-Management Education Programs. The AAA also operates the Long Term Care Ombudsman Program which advocates for, supports and protects residents living in nursing homes and assisted living facilities.

The AAA is required by federal and state law to submit a Regional Area Plan every four years to NCDAAS. The plan provides important information regarding stakeholders and citizens as well as sets goals to benefit older adults and their caregivers. Many of these goals will have value to individuals across their lifespan. This plan will guide the work of the Area Agency on Aging at Land of Sky Regional Council for the next four years.

### Older Americans Act Funding



- Nutrition and Supportive Home and Community-Based Services
- Disease Prevention/Health Promotion Services
- Elder Rights Programs (long-term care ombudsman program, legal services, and elder abuse prevention efforts)
- The National Family Caregiver Support Program
- The Native American Caregiver Support Program



Against the backdrop of an increasing aging population, decreasing public funding, and a growing message to diversify funding, the North Carolina Division of Aging and Adult Services has encouraged each Area Agency on Aging to create a new vision and a new business plan for the future.

Area Agency on Aging staff along with Volunteer Services staff met and arrived at four vision statements:

1. We continually and readily educate the region on who we are and what we do.
2. We have stable, ongoing, and permanent funding with stronger private funding.
  - High quality products and services for people who can and cannot pay
  - Examples include: senior service or long term care directories; speaker's bureau; outreach to rural and underserved communities; "go-to" volunteer center.
3. We are a hub for aging in community – models, services, volunteerism, etc.
4. We are integrating medicine and healthcare with community connections.

In addition, the following recommendations were made:

- Promote a change in wording and identity as Area Agency on Aging at Land of Sky Regional Council or Senior Corps Program at Land of Sky Regional Council.
- Research the benefits of non-profit status.
- Increase the scope and capacity of the Culture Change in Aging Network to meet vision of being a "hub" in aging in community.
- Explore what the health care system needs in terms of medical services by inviting representatives from the health care field to share perspectives at staff meetings.

It is recommended that this Strategic Plan be viewed as a living document, which can be adapted over time as circumstances and opportunities evolve. Furthermore, fulfillment of the goals laid out in the plan will be dependent on the commitment, drive, and follow-through of Area Agency on Aging staff. While these vision statements and recommendations are not included specifically in the specific goals and objectives of this plan, they will enhance the work of the Area Agency on Aging and provide credibility and stability in the future.



## DEVELOPING THE PLAN

The Area Agency on Aging staff underwent an intensive process of planning to provide the foundation for developing the Regional Aging Plan. The approach was an intentional, comprehensive, realistic, and well thought out process. Staff from the North Carolina Division of Aging and Adult Services provided guidance in the development of the plan.

As mandated by requirements under the Older Americans Act, the 2016-2020 Area Plan is a four-year plan that covers the planning cycle from July 1, 2016 to June 30, 2020. The four-year planning period, with the opportunity for submitting annual amendments to the Area Plan, will allow the Area Agency on Aging staff to a strategic plan for their region. It also affords the Area Agency on Aging the opportunity to align and build on the goals outlined in the 2015-2019 North Carolina State Aging Services Plan, prepared by the Division of Aging and Adult Services. The six goals of the 2015-2019 State Aging Services Plan are broad goal statements around which the Area Agency on Aging organized their work.

Goals of the 2015-2019 North Carolina State Aging Services Plan and Region B's Area Agency on Aging are:

- **Goal 1:** Empower older adults and their families to make informed decisions, and easily access existing health and long-term care options
- **Goal 2:** Enable older adults to remain independent and age in the place of their choice with appropriate services and supports
- **Goal 3:** Empower older adults to have optimal health status and to have a healthy lifestyle
- **Goal 4:** Protect the safety and rights of older and vulnerable adults, and prevent their abuse, neglect and exploitation
- **Goal 5:** Facilitate communities and older adults working together plan and prepare for the future
- **Goal 6:** Ensure public accountability and responsiveness

A series of assurances listed in the Area Plan confirm that federal requirements outlined in the Act and Title III regulations will be carried out at the state, regional, and local levels.

These assurances along with the Verification of Intent of the Area Plan are signed by the Area Agency and other listed bodies indicating their knowledge of, and willingness to meet the intent and letter of the Older American's Act.

The Area Plan will guide the work of the Area Agency on Aging over the next four years. It will also provide the Area Agency's Regional Aging Advisory Council, Board of Delegates Chair and board, and others with an easy means to understand and track the work of the Area Agency on Aging. Further, it serves as a primary vehicle that links activities related to the Division's State Aging Services Plan and its statewide initiatives. This plan will serve as a useful reference in communicating expectations, sharing ideas, and seeking collaboration among the many stakeholders within the region. The plan assumes that staff and financial resources are available. Otherwise, certain goals and objectives will not be met.

The Area Plan reflects the strategies and priorities that the Area Agency on Aging plans to undertake during the four-year period including the essential programs: Family Caregiver Support Program and Ombudsman Program. The Area Agency on Aging succinctly incorporated into the Area Plan as many of their activities related to aging as possible, regardless of funding source. The plan will serve as a valuable tool for planning/tracking all efforts on behalf of older adults. An annual update will be provided to the Division of Aging and Adult Services and presented to the Regional Aging Advisory Council.

To begin the development of the plan locally, a needs assessment survey was developed and distributed throughout the region. Input was received from aging service providers, older adults, caregivers, government officials, minority communities, and many others. Focus groups were hosted at locations across the region. Staff garnered one-on-one information and feedback from clients, customers, providers, volunteers, advisory council members, and the general public. Existing city and county plans in the region, the NC Aging Services Plan, statistics, and other data were used in the development of this plan.

The top challenge we uncovered in each county is housing – affordability, rental, home repairs, co-housing, etc. The

second most commonly heard issue was transportation. Other trends in aging that we are seeing emerging in our region include: increase in older adult population; increase need of services to remain independent; increased longevity; growing ethnic diversity; shift in the reliability of pension coverage; a less disabled population; an educated older adult population; new patterns in family life; and lastly, changes in how and where older adults live. Current funding sources are not sufficient to meet current demands much less new challenges and a growing population of baby boomers.

Across the nation, 10,000 baby boomers turn 65 years old every day and this will continue through 2030. Locally, United States Census data shows from 2009 through 2014, according to Tom Tveidt, an Asheville-based research economist and owner of SYNEVA Economics LLC, a consulting firm that focuses on local and regional analysis, the population of the region comprising Buncombe, Haywood, Henderson, Madison and Transylvania Counties grew by 4,901 baby boomers.

"In the nearly 20 years that I have followed the demographics of this area, the common narrative describing the changes in population has always been the significant impact of the baby boomers," said Tveidt.

Some researchers forecast the migration of baby boomers to the region during the coming years will be significant. "Between 2015 and 2020, it is projected that (the) greatest increase in the number of households will be among those between the ages of 65 and 74, increasing by 1,104 (20.4 percent)," according to Tveidt.

Additional demographics and statistics are shown throughout the Area Plan.

How we choose to address the challenge of a growing population, long waiting lists, and the need for new and expanding services will affect the lives of many older adults and their caregivers. Our hope is that this Area Plan will address the major issues facing older adults in Region B and will prepare us for moving forward with a strategic plan in the years to come.



# GOAL 1

Empower older adults and their families in Region B to make informed decisions and easily access existing health and long-term care options

## Objective 1.1

Educate the public on the availability of services to foster independence, self-sufficiency, and their future planning for long-term needs.

**Strategy:** Conduct outreach to Medicare beneficiaries about benefits aimed at preventing disease and promoting wellness, such as the Low-Income Subsidy and Medicare Savings Program.

- Provide education on community-based long term supports and services to the general public through a minimum of one outreach event annually through the Local Contact Aging (The Local Contact Agency is responsible for working with the resident and nursing home staff to discuss options for transitioning to the community and offering contact information that may facilitate transition once a resident indicates interest in learning more about transitioning home during their assessment).

**Strategy:** Target outreach and in-reach to nursing homes and their residents on home and community-based services and support options.

- Track the number of activities conducted by Local Contact Agency staff with an annual goal of two visits per facility.

**Strategy:** Inform older adults, caregivers, and professionals in the aging network of available resources.

- Through the Culture Change in Aging Network, create online resources for "Aging in Community" and provide a minimum of one regional outreach educational event annually to encourage consumers to plan ahead for aging in community.
- Provide basic aging information along with information about the costs of long-term care and how to pay for this with other materials provided at health fairs, community presentations, and other public events with a goal of one per month.

- Secure funding to hire an “Aging in Community Coordinator” to understand the service and living options to age in place by 2020.
- Plan and deliver at least one educational or recognition event or activity to promote awareness during the relevant aging related awareness month (for example Older American’s Month, Resident’s Rights Month, Elder Abuse Awareness Month, Family Caregiver Month, National Volunteer Week) with a goal of six per year.
- Each month, advertise aging related information (upcoming events, special programs, and recent news articles) and volunteer opportunities through one or more of the following outlets: email distribution lists, Area Agency on Aging website, Facebook, Twitter, and agency weekly email blast.

### Objective 1.2

Streamline access to long-term care services and supports to facilitate informed decision-making.

**Strategy:** Provide “No Wrong Door” assistance to all callers, visitors, and requests for information by all staff.

- Maintain each year two certified Options Counselors on the Area Agency on Aging staff who serve as the point of contact for callers. (The AAA currently has two certified options counselors. Options Counselors will inform callers about this service and provide options counseling for those who request it.)
- Respond to requests for aging related information about available services and provide support to older adults, caregivers, and professionals within two business days.
- Update the Long Term Care Housing Directory once a year and the facility list quarterly. The directory will include information about types of long-term care settings and senior housing options along with information about how to assess a long-term care facility.
- Make Department of Health Service Regulation survey reports and Community Advisory Committee quarterly resident right visit reports available on the website within one month of receipt and, upon request, mail or email reports to consumers. [www.landofsky.org/cacreports.html](http://www.landofsky.org/cacreports.html)

### Objective 1.3

Ensure inclusion of diverse cultures and abilities in all aspects of the aging and adult services network.

**Strategy:** Increase recruitment efforts and outreach to consumers with limited English proficiency and minority communities.

- Each year, review the distribution lists to ensure that members of minority health outreach efforts (African American, Latino/ Hispanic, Slavic, LGBTQ, people with disabilities, etc.) are involved in planning processes, steering committees, and event invitations. Recruit as needed.
- Provide Resident Rights trainings on at least a quarterly basis to understand diverse cultures and abilities; included in nursing home trainings will be information about the federal nursing home guidelines with regard to LGBTQ rights.
- Provide Spanish versions of the Area Agency on Aging rack cards by January 2017 and other resources such as the Caregiver Resources Directory by July 2017.
- Each quarter, assure the Resident Rights posters in facilities are available in the languages of the residents who live there.
- Each year, update and expand the LGBTQ Friendly Health Care Providers Directory to include LGBTQ friendly facilities and other types of service providers and posted to the WNC LGBT Elder Advocates website. [www.lgbtellderadvocatesofwnc.org/](http://www.lgbtellderadvocatesofwnc.org/)
- Seek out and participate in multi-cultural events in the region with a goal of attending one per year.

**Strategy:** Increase recruitment efforts, outreach, and education to professionals who serve minority communities.

- Each year, review the distribution lists to ensure that professionals of minority health outreach efforts (African American, Latino/ Hispanic, Slavic, LGBTQ, people with disabilities, etc.) are involved in planning processes, steering committees, and event invitations. Recruit as needed.
- Yearly, identify at least one minority community in each county to offer in-service training events to professionals who serve minority communities on available services for older adults and caregivers.
- Partner with the Smoky Mountain Mental Health Geriatric Specialty Team at a yearly event to raise awareness and educate the public on mental health issues affecting older adults.



## GOAL 2

Enable older adults in Region B remain independent and age in the place of their choice with appropriate services and supports

### **Objective 2.1**

Maintain and expand the availability of community-based services and supports.

**Strategy:** Partner with interested aging professionals to promote regional and local planning for expansion of services.

- Update senior resource guides every other year beginning in 2017.
- Yearly, review the membership list and invite as needed unconventional partners to participate on committees and advisory groups including Local Contact Agency and Culture Change in Aging Network to avoid duplication and cultivate creative thinking on expansion efforts.
- Research and apply for one grant each year to expand current services, especially caregiver services.
- At every client interaction, refer them to Options Counselors to learn about public benefits and other options.
- Utilize funds from the Senior Companion Program, Family Caregiver Support Program, and Project C.A.R.E. (Caregiver Alternative to Running on Empty) to offer in-home respite to each county annually.
- Staff will meet annually with staff at the Program for All-Inclusive Care for the Elderly (PACE) to strategize ways to collaborate.
- Senior Companion Program Manager will meet annually with PACE staff to determine suitability of Senior Companion volunteers engaging with PACE needs.

- Support and grow the WNC Dementia Friendly Communities Initiative by staff attending and actively participating in monthly meetings.
- Invite staff from local assistive technology businesses such as Simply Home, Lots of Helping Hands, and Caring Bridge to a monthly staff meeting in 2017 to learn about the newest advances in home supports so that staff is better informed of these options for clients.
- Host a “Housing Forum” in 2018 to better understand the challenges facing the housing crisis in our region; collaborate with partners in the community who are already working on this initiative.
- Identify unmet needs by yearly holding focus groups or conducting surveys with older adults, family caregivers, and service providers.

### Objective 2.2

Promote flexibility in publicly funded services and supports to allow older adults and their caregivers more opportunities to choose how and where they receive services.

**Strategy:** Offer and promote a variety of services to older adults and caregivers.

- At each request, support adults to transition to homes and community settings through referrals to the Money Follows the Person Program.
- Require that all Family Caregiver Support Program funded respite providers allow caregivers to hire private individuals as well as agency staff to provide services in the home by building this into the yearly funding application notice and contract requirements.
- Meet annually with current partners to evaluate satisfaction and continuation that will strengthen and educate community agency partnerships for client referrals to Senior Companion Program.

- Provide training yearly to ensure that qualified at least two staff is trained as Care Advisors for the Veterans Directed Home and Community Based Services Program through the Charles George Veterans Affairs Medical Center.
- Provide education to older adults, and home and community-based providers, on effective person-centered care transitions and consumer directed services by hosting a yearly workshop and /or directing them to workshops and webinars provided by others.
- With each interaction, refer dementia caregivers to Project C.A.R.E. (Caregiver Alternative to Running on Empty).

### Objective 2.3

Expand the recruitment and placement of eligible volunteers in services to support elderly clients living at home.

**Strategy:** Utilize volunteers to assist at-need clients waiting for services.

- Family Caregiver Specialist will complete REST (Respite Education and Support Tools) trainer program if funding is available. This will aid in the development of volunteer respite programs.
- Family Caregiver Specialist will contact at least one volunteer respite program manager to learn about their process and costs for future development of a volunteer respite program.
- By June 30, 2017, recruit and train five additional eligible older adult volunteers to be Senior Companion volunteers to provide transportation and companionship services to elderly clients living at home.
- Research and apply for annually new transportation grants to enable Senior Companion volunteers to provide transportation and allow volunteer reimbursements.



## GOAL 3

Empower older adults in Region B to have optimal health status and to have a healthy lifestyle

### Objective 3.1

Promote engagement in health and wellness programs and initiatives.

**Strategy:** Involve staff in health promotion and disease prevention related activities.

- Secure a formal agreement with the NC Center for Health and Wellness, fall prevention and chronic disease self management Hub by December 2016.
- Invite leaders from health promotion programs to present to aging groups twice a year.
- Attend twice a semester meetings and serve as the community liaison for Mountain Area Health Education Center "Beyond the Clinic Walls" initiative to educate medical students on the availability of community resources to help older adults remain healthy at home.
- Participate in five health related community events each year.
- Promote Just Press Play: Awakening the Mind through Music initiative through monthly meetings and two workshops per year. (Just Press Play provides personalized music via MP3 players such as iPods to people living in long term care facilities)
- Support on-going wellness activities at long-term care facilities during quarterly visits.
- At each interaction, emphasize caregiver health/ self-care to Project C.A.R.E. (Caregiver Alternative to Running on Empty) clients.
- Provide one Laughter Yoga class monthly with an emphasis on senior centers and adult day service providers.

### Objective 3.2

Expand access to and increase participation in evidence-based health promotion and disease prevention programs.

**Strategy:** Increase the number of participants in evidence-based health promotion programs, emphasizing and increase in the number of individuals served from rural areas and those economically and/or socially disadvantaged.

- Develop a referral process for preventative health programming with community agencies and clinical practices by 2019.
- Promote and market evidence-based programming, including a focus on caregivers and care recipients as participants, by 2018.
- Contact adult day services providers, senior centers, and caregiver support groups to promote the Powerful Tools for Caregiver Program and offer to provide it to six caregivers each year. Fliers describing the program and its effectiveness will be distributed at health fairs and other events.
- Offer one class for Land of Sky Regional Council staff yearly.

Growth of Population 60 and over, 2013 - 2033



### Objective 3.3

Utilize the skills of trained volunteers in healthy balance programs, healthy nutrition programs and chronic disease self-management workshops.

**Strategy:** Recruit volunteers of all ages to become lay leaders for health programs.

- Promote health related volunteer opportunities alongside during on-going monthly recruitment efforts for other departmental volunteer opportunities.
- Encourage Foster Grandparent Program and Senior Companion Program volunteers to attend health related workshops, conference, or event each month with the benefit of stipended attendance and mileage reimbursement.
- Train university students in evidence based programs to advance training in the field of gerontology, as well as build capacity for programming by 2018.
- With WIA, train a workforce of Community Health Workers equipped at engaging underserved populations and connecting them with resources to advance health outcomes for the individual, as well as the community by 2020.

Race/Ethnicity 65 and over, 2013

County	White	Black or African American	American Indian and Alaska Native	Asian	Hispanic or Lation Origin (or any race)
Buncombe County	94.2%	4.5%	0.1%	0.7%	0.8%
Henderson County	97.3%	1.9%	0.2%	0.2%	1.3%
Madison County	98.2%	1.6%	0.0%	0.0%	0.8%
Transylvania County	97.3%	1.8%	0.4%	0.1%	0.6%
North Carolina	81.6%	15.8%	0.8%	1.1%	1.4%



## GOAL 4

Protect the safety and rights of older and vulnerable adults in Region B and prevent their abuse, neglect, and exploitation

### Objective 4.1

Maximize collaboration, outreach, and training to stop or prevent abuse, neglect, and exploitation.

**Strategy:** Partner with aging professionals and other service professionals to recognize elder abuse.

- Co-host the annual Elder Fraud and Exploitation Summit for professionals who handle money and work with older adults.
- Provide Elder Abuse Sensitivity Training that helps people understand how the senses may be impacted by the aging process at least two times a year.
- Promote Elder Abuse Sensitivity training as an in-service option to law enforcement, service industries orientations, and other interested parties once a year.
- Assist in the development of Triad groups in Madison County and Transylvania County by 2010. Triad is a partnership of law enforcement, older adults and those who provide services to seniors. Its mission is to reduce the criminal victimization of older adults.
- Include Triad volunteer opportunities alongside on-going monthly recruitment efforts for other departmental volunteer opportunities.
- Recruit one Foster Grandparent Program or Senior Companion Program volunteers to actively serve on each county Triad committee.

## Objective 4.2

Strengthen emergency preparedness and response for older adults and people with disabilities.

**Strategy:** Promote emergency preparedness for older adults and people with disabilities.

- Host the annual Disaster Preparedness Adult Care Home Training in all four counties.
- Attend and actively participate in monthly Triad meetings in Buncombe County and Henderson County and the quarterly Behavior Health Group meetings; distribute information from the meetings to staff, clients, or other pertinent groups.
- Provide information on an on-going basis about special needs directories when exhibiting at health fairs and other events.
- At each interaction, provide family caregivers, volunteers, and clients with information about emergency preparedness as part of routine information and referral.
- Yearly update Region B's Emergency Operations Plan and send to NC Division of Aging and Adult Services; review plan with staff.

In 2025,



**1 in 4**  
North Carolinians  
will be  
**60 and  
older.**

<http://www.ncdhhs.gov/aging/>

## Poverty Status 65 and over, 2013

County	Below 100% poverty level	In 100% - 199% poverty level
Buncombe County	9%	22%
Henderson County	7%	19%
Madison County	13%	33%
Transylvania County	6%	19%

## Disability Status 65 and over, 2013

County	With no disabilities	With one or more types of disabilities
Buncombe County	63%	37%
Henderson County	67%	33%
Madison County	58%	42%
Transylvania County	63%	37%
North Carolina	62%	38%

## Housing/Living Situation 65 and over, 2013

County	Home Owners	Living Alone
Buncombe County	79%	29%
Henderson County	85%	25%
Madison County	85%	25%
Transylvania County	91%	24%
North Carolina	82%	27%



## GOAL 5

Facilitate communities and older adults in Region B working together to plan and prepare for the future

### **Objective 5.1**

Promote volunteerism and other active engagement.

**Strategy:** Ensure AAA volunteer committees remains active and maintain capacity through the recruitment of older adult volunteers.

- Market Foster Grandparent Program and Senior Companion Program volunteer opportunities and benefits by participating in one volunteer recruitment event in each county each year.
- Fill vacancies as they occur for the Senior Volunteer Services Advisory Council, Regional Aging Advisory Council, Senior Tar Heel Legislature, Family Caregiver Support Program Advisory Committee, and the Community Advisory Committee with appropriate, actively engaged, and committed volunteers to ensure all new committee volunteers are appropriately orientated.
- Provide quarterly trainings for all Community Advisory Committee members. The Community Advisory Committee consists of volunteers who visit long term care facilities to assure resident rights are honored.
- Provide monthly in-service trainings for Foster Grandparent Program and Senior Companion Program volunteers.

### **Objective 5.2**

Promote older workers as vital for businesses seeking a trained, qualified, and reliable workforce.

**Strategy:** Facilitate community groups to better understand the benefits of older adult workers in the region.

- Meet yearly with the Human Resource Association to provide training opportunities through to educate them on the value, recruitment and retention of older

adult workers.

- Each month, promote the hiring of Senior Community Services Employment Program (SCSEP) participants through outreach to area employers and the use of “On the Job Experience” when applicable.
- At bi-yearly Job Clubs, have employers present to SCSEP Participants.

### Objective 5.3

Support state and local communities to better prepare and plan for an aging population.

**Strategy:** Help Region B become a more dementia capable region.

- Attend and actively participate in the monthly meetings of the Western North Carolina Dementia Friendly Communities.
- At twice yearly hosted workshop, provide Just Press Play individualized music grants to long-term care facilities.

**Strategy:** Facilitate community groups to better understand the needs of older adults in the region.

- Present monthly Home and Community Care Block Grant funding reports to the four county planning committees to analyze current Aging Provider expenditures, services and waiting lists.
- Assist with the development of Aging Plan for Henderson County, Madison County, and Transylvania County by 2020.
- Each year during National Family Caregiver Month, identify at least one family caregiver who is willing to share his/her story, develop convincing story and submit to appropriate newspaper. Submit public service announcements with caregiver statistics and caregiver stress information to radio stations and newspapers. Contact radio stations and offer to speak about caregiver needs and services to support them.

- Attend three yearly state meetings of the Senior Tar Heel Legislature and organize quarterly regional Senior Tar Heel Legislature meetings to discuss priorities, advocacy efforts, etc.
- Serve as an active member on the monthly meetings of the Mountain Coalition for Health Care Decisions; Mountain Neighbors Network; and Speaking of Aging.
- Develop short presentation and offer to meet with interested members to share this, discuss resources, and help them develop plans by January 2018.

### Level of Education 65 and over, 2013

County	Less than high school	High school or equivalent	Some college or associate degree	Bachelors or higher
Buncombe County	16%	32%	23%	29%
Henderson County	13%	30%	27%	30%
Madison County	31%	33%	19%	17%
Transylvania County	14%	28%	27%	31%
North Carolina	24%	32%	23%	21%

### Economic Status 65 and over, 2013

County	In labor force	Median household income
Buncombe County	15%	\$37,260
Henderson County	14%	\$40,289
Madison County	12%	\$25,777
Transylvania County	15%	\$43,097
North Carolina	16%	\$34,117



## GOAL 6

### Goal 6: Ensure public accountability and responsiveness in Region B

#### Objective 6.1

Implement operational improvements and managerial efficiencies for critical services and supports.

**Strategy:** Strengthen the internal workings of the Area Agency on Aging.

- Become Health Insurance Portability and Accountability Act compliant by 2020.
- Update the Area Agency on Aging Policies and Procedures Manual yearly with all new Administrative Letters (when updates to policy requirements occur before service standards are revised, they are issued through Administrative Letters).
- Provide on-going staff training and professional development by budgeting funds for one staff to attend one training each year.

#### Objective 6.2

Strengthen performance-based standards and outcomes.

**Strategy:** Provide outstanding support to providers to allow them to more readily serve their clients.

- Yearly provide technical assistance and training on Aging Resource Management System ((ARMS) a statewide, web-based client tracking system for demographic data and a reimbursement system that ties reimbursement to performance) and Home and Community Care Block Grant along with new resources to new and existing service providers.
- Update the Area Agency on Aging Policies and Procedures Manual yearly with all new Administrative Letters (when updates to policy requirements occur before service standards are revised, they are issued through Administrative Letters).

**Strategy:** Ensure providers are effectively utilizing funds to provide maximum service delivery.

- Monitor aging service providers based on monitoring schedule (all services are monitored every other year, unless: a) the service is new, b) the provider is new, c) home improvement services are performed annually, or d) when deemed necessary due to high risk performance factors) and annual risk assessment (helps to appropriately determine the intensity and frequency of a service providers monitoring visit) to ensure compliance of NC Division of Aging and Adult Services program service standards.
- Host aging service provider meetings annually to review program and contract requirements; share best practices for creative ideas for increasing the required consumer contributions collections (each aging service provider utilizing Home & Community Care Block Grant funds are required to give clients the opportunity to voluntarily contribute to help to expand the services that are being received); educate and assist service providers in maintaining accurate, updated client waiting lists (this information is communicated to the state level to help support the need for increased funding) and prioritizing lists according to client need (prioritizing clients uniformly across the state ensures that those with the greatest need are being served first).
- Communicate data collected (including but not limited to: client demographics, provider services, client waiting lists, provider reimbursements, active/ inactive clients, etc.) in Aging Resource Management System ((ARMS) a statewide, web-based client tracking system for demographic data and a reimbursement system that ties reimbursement to performance) on a monthly basis to planning committees, lead agencies, service providers, community stakeholders, etc. to ensure services to meet the most critical needs within the region. SC
- Visit and monitor Family Caregiver Support Program contracted providers at least every other year; review provider spending as reported in Aging Resource Management System monthly and adjust budgets if necessary.



## CONCLUSION

While the challenges facing older adults in Western North Carolina are great, the opportunities are vast. The Area Agency on Aging at Land of Sky Regional Council will work hard to bring service providers, older adults, caregivers, planners, local and state officials, and others to the table to work on solutions and meeting the needs of our growing region. With limited funds, we will need to strengthen our current collaborations while bringing new partners (business, for-profit, hospitals, etc.) together to explore new and different ways of serving older adults.

Our challenge is not unique in our region as the same issues face Area Agencies on Aging around the state and nation. Continuing our work with the North Carolina Association of Area Agencies on Aging and the National Association of Area Agencies on Aging will ensure we share best practices, resources, and new ideas to help us reach our goals outlined in this plan.

# APPENDICES

## Section 1: Verification of Intent and Assurances

Exhibit 1: Verification of Intent

Exhibit 2: Area Plan Assurances

Exhibit 3: Assurance of Compliance with Section 504 of Rehabilitation Act and Americans with Disabilities Act

Exhibit 4: Assurance of Compliance with the Civil Rights Act

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Exhibit 6: Organization Chart of Single Organizational Unit

Exhibit 7: Organization Chart of the Area Agency on Aging

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Exhibit 10: Focal Point Organization

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Exhibit 12: Results of Needs Assessment, Regional Summary

## Section 1V: Monitoring and Direct Services

Exhibit 13: Provision of Direct Services

Exhibit 14: Provider Monitoring Plan





## SECTION I: Verification of Intent and Assurances

## Verification of Intent

The Area Plan on Aging is hereby submitted for the Planning and Service Area Region B for the period July 1, 2016 through June 30, 2020.

It includes all assurances and plans to be followed by the Area Agency on Aging at Land of Sky Regional Council under the provisions of the Older Americans Act, as amended in 2006 (Public Law 109-365); hereafter referred to as the Act. The identified Area Agency on Aging will assume full authority to develop and administer the Area Plan on Aging in accordance with all requirements of the Act and related State policy. In accepting this authority the Area Agency assumes major responsibility to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as an advocate for older people in the planning and service area.

The Area Plan on Aging has been developed in accordance with all rules and regulations specified under the Act and is hereby submitted to the State Unit on Aging for approval.

LeeAnne Fucher

Area Agency Director

4/27/2016

Date

The Regional Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging. Comments are attached.

Charles H. Dickens

Chairperson of the Regional Advisory Council on Aging

4/27/2016

Date

The governing body of the Area Agency has reviewed and approves the Area Plan

Ray F. [Signature]

Signature/Title

4/27/2016

Date

## Area Plan Assurances

As part of the Area Plan on Aging, the Area Agency on Aging assures that:

- A)** It will administer its Area Plan on Aging, as required under Title III of the Older Americans Act of 1965, as amended, in accordance with the regulations, policies and procedures as prescribed by the U.S. Administration on Aging and the North Carolina Division of Aging and Adult Services.
- B)** It will cooperate with the North Carolina Department of Health and Human Services and the U.S. Department of Health and Human Services and participate in the implementation of special initiatives that may be developed.
- C)** Each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas. OAA 306(a)(4)(C)
- D)** It will report annually to the Division of Aging and Adult Services in detail the amount of funds it receives or expends to provide services to older individuals. OAA 306(a)(13)(E)
- E)** Expenditures for Title III-B priority services will meet or exceed the following percentages, unless a lesser percentage has been approved by the Division of Aging and Adult Services as a part of the area plan review process:
- |           |     |               |
|-----------|-----|---------------|
| Access -  | 30% |               |
| In-Home - | 25% |               |
| Legal -   | 2%  | OAA 306(a)(2) |
- F)** Designation, where feasible, of a focal point for comprehensive service delivery will be made in each community, giving special consideration to designating multipurpose senior centers operated by organizations that have a proven track record of providing services to older individuals, that—
1. were officially designated as community action agencies or programs under section 210 of the Economic Opportunity Act of 1964 for FY 1981 and have maintained that status; or
  2. came into existence during FY 1982 as direct successors in interest to such community action agencies or programs and meet the requirements under section 676B of the Community Services Block Grant Act.

It will specify in grants, contracts, and agreements implementing the area plan the identity of each focal point.

OAA 306(a)(3) and (6)(C)

Exhibit 10 provides information needed to meet this assurance.

- G)** It will set specific objectives for providing services to older individuals with the greatest economic or social needs and those at risk for institutional placement, to include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. OAA 306(a)(4)

**H)** Each agreement with a service provider funded under Title III of the Older Americans Act (referred to in this section as 'the Act') shall require that the provider–

1. specify how the provider intends to satisfy the service needs of low-income minority elderly, older individuals with limited English proficiency, and older individuals residing in rural areas in the provider's service area;
2. to the extent feasible, provide services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
3. meet specific objectives established by the Area Agency on Aging for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area (referred to in this Section as 'PSA'). OAA 306(a)(4)

**I)** Outreach efforts will identify and inform individuals eligible for assistance under the Act and their caregivers, with special emphasis on–

1. older individuals with greatest economic and social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
2. older individuals with severe disabilities;
3. older individuals with limited English proficiency;
4. older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and caregivers of such individuals);
5. older individuals at risk for institutional placement; and
6. older individuals who are Indians if there is a significant population in the planning and service area.

OAA 306(a)(4)(B) and (a)(6)(G)

J) It will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities. It will provide to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care. It will include information detailing how it will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and other institutions that have responsibility for disaster relief service delivery.

OAA 306(a)(5) (16)(17)

**K)** In connection with matters of general policy arising in the development and administration of the Area Plan, the views of recipients of services under such plan will be taken into account. OAA 306(a)(6)

Exhibit 12 and Area Plan Goals provide information to meet this assurance.

**L)** It will serve as an advocate and focal point for the elderly within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals. OAA 306(a)(6)

**M)** Where possible, it will enter into arrangements with organizations providing day care services for children, assistance to older

individuals caring for relatives who are children, and respite for families so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families. Where possible, preference will be given to entering into arrangements and coordinating with organizations that have a proven track record of providing services to older individuals, that–

1. were officially designated as community action agencies or programs under section 210 of the Economic Opportunity Act of 1964 for FY 1981 and have maintained that status; or
2. came into existence during FY 1982 as direct successors in interest to such community action agencies or programs and meet the requirements under section 676 B of the Community Services Block Grant Act. OAA 306(a)(6)(C)

**N)** It will make use of trained volunteers in providing services delivered to older individuals and individuals with disabilities needing such services and, if possible work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community settings. OAA 306(a)(6)(C)

**O)** It will establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under the Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of business community, local elected officials, providers of veteran’s health care (if a veterans health care facility is located in the Area Agency PSA), and the general public, to advise continuously the Area Agency on Aging on all matters relating to the development of the area plan, the administration of the plan, and operations conducted under the plan. OAA 306(a)(6)(D)

Exhibit 9 provides information to meet this assurance.

**P)** It will establish effective and efficient procedures for coordination of services with entities conducting–

1. programs that receive assistance under the Older Americans Act within the PSA; and
2. other Federal or federally assisted programs for older individuals at the local level, with particular emphases on entities conducting programs described in section 203(b) of the Older Americans Act within the PSA. OAA 306(a)(6)(E) and (12)

**Q)** In coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the Area Agency on Aging with mental health services provided by community health centers and by other public health agencies and nonprofit private organizations. OAA 306(a)(6)(F)

**R)** It will facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by:

1. collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;
2. conducting analyses and making recommendations with respect to strategies for modifying the local systems of long-term care to

better respond to the needs and preferences of older individuals and family caregivers; facilitate the provision, by service providers, of long-term care in home and community-based settings; and target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

3. implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and
4. providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers/ Connections, the area agency on aging itself, and other appropriate means) of information relating to the need to plan in advance for long-term care and full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources. OAA 306(a)(7)

**S)** Case management services provided under Title III of the Act through the Area Agency on Aging will—

1. not duplicate case management services provided through other Federal and State programs;
2. be coordinated with services described in subparagraph (1); and
3. be provided by a public agency or nonprofit private agency that: (i) gives each older individual seeking services under Title III a list of agencies that provide similar services within the jurisdiction of the Area Agency on Aging; (ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement; (iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or (iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii). OAA 306(a)(8)(C)

**T)** It will provide assurances that the agency, in carrying out the State Long-Term Ombudsman Program under section 307(a)(9), will expend not less than the total amount of funds appropriated under the Act and expended by the agency in fiscal year 2000 in carrying out such a program under Title VII of the Act. OAA 306(a)(9)

**U)** It will provide a grievance procedure for older individuals who are dissatisfied with or denied services under Title III of the Act. OAA 306(a)(10)

**V)** It will provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as 'older Native Americans'), including—

1. information concerning whether there is a significant population of older Native Americans in the PSA and if so, an assurance that the Area Agency on Aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under Title III of the Act;
2. an assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides under Title III of the Act with services provided under Title VI of the Act; and
3. an assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the PSA, to older Native Americans. OAA 306(a)(11)

**W)** If a substantial number of the older individuals residing in the planning and service area are of limited English-speaking ability, then the

area agency on aging for the planning and service area will (a) utilize in the delivery of outreach services under section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability; and (b) will designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and (ii) providing guidance to individuals engaged in the delivery of supportive services under the Area Plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effectively linguistic and cultural differences. OAA 307(15)

**X)** It will maintain the integrity and the public purpose of services provided, and service providers, under Title III of the Act in all commercial and contractual relationships. It shall disclose to the Division of Aging and Adult Services and the Federal Assistant Secretary on Aging the identity of each non-governmental entity with which it has a contract or commercial relationship relating to the provision of services to older individuals as specified in the Act and the nature of such contract or relationship. It shall demonstrate the effectiveness and efficiency of services provided through these contract or commercial relationships as required by the Act. On the request of the Federal Assistant Secretary or the Division of Aging and Adult Services, it shall disclose all sources and expenditures of funds such agency receives or spends to provide services to older individuals, for the purpose of monitoring compliance with the Act (including conducting an audit). OAA 306(a)(13)

Y) Funds received under Title III will be used-

1. to provide benefits and services to older individuals, giving priority to older individuals identified in assurance G; and
2. in compliance with assurance X and the limitations specified in Section 212 of the Act, pertaining to contracting and grant authority; private pay relationships; and appropriate use of funds. OAA 306(a)15

**AA)** Preference in receiving services under Title III of the Act will not be given by it to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this Title. OAA 306(a)(14)

**BB)** If it desires to provide directly any supportive, nutrition, or in-home services (as defined in Section 342) a waiver shall be requested as part of the Area Plan process and such request(s) will be evaluated based upon the following criteria--

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

OAA 307(a)(8)(A)

Exhibit 13 provides information needed to meet this assurance. Even though the Long-Term Care Ombudsman Program is a direct service provided by the Area Agency, no waiver is required because State statute (G.S. 143B-181.17) places the program in the Area Agency. The Division of Aging and Adult Services will not require a waiver request for direct provision of Information and Options Counseling (I&OC) or Outreach. OAA 307(a)(8)(C)

**CC)** It will complete Exhibit 5 to assure compliance with the 1987 Amendments to the Act, Section 712(g)(1)(ii) which requires that legal representation as well as consultation and advice be provided for the Regional Ombudsman. The assurance is required on an ongoing

basis and is to be submitted as part of the Area Plan. OAA 712(g)(1)(ii)

**DD)** Each Regional Ombudsman reports regularly to the Office of State Long-Term Care Ombudsman about data collected and activities of the Regional Ombudsmen, provides information to the general public, and maintains documentation of the required Program duties. (42 U.S.C. §§ 3058g (5)(C)); (G. S. 143B-181.19(3) (7) (9))

**EE)** Each Regional Ombudsman performs mandated duties to identify, investigate, and resolve complaints made by or on behalf of long-term care residents (42 U.S.C. §§ 3058g (5)(B)(iii); G. S. 143B-181.19-.20)

**FF)** There is the provision of the required initial training for new Community Advisory Committee members; ongoing training for established community advisory committee members, and technical assistance to these community advisory committees in completion of the committees' reporting requirements (G. S. 143B-181.19 (8); Long-Term Care Ombudsman Program Policy and Procedures: Section 1506 (Q))

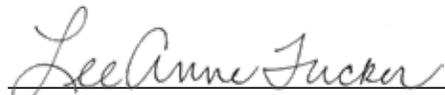
**GG)** The Elder Abuse Prevention funds are used to provide public education and outreach services to identify and prevent abuse, neglect, and exploitation of older individuals, provide for receipt of reports of abuse, neglect, and exploitation, and the referral of complaints of older individuals to law enforcement agencies, public protective service agencies, licensing and certification agencies, ombudsman programs or other protection and advocacy systems as appropriate. (42 U.S.C. §§ 3058 (i)) Area Plan Goal 4 provides information needed to meet this assurance.

**HH)** It will notify the Division of Aging and Adult Services within 30 days of any complaints of discrimination or legal actions filed against the Area Agency or the Council of Governments in its treatment of applicants and employees. AAA Policies and Procedures Manual, Section 302.

**II)** It will support the mission of the NC Senior Tar Heel Legislature in a manner prescribed by the Division of Aging and Adult Services and endorsed by the NC Association of Area Agencies on Aging. (G.S. 143B-181.55)

**JJ)** It will be in compliance with all other requirements stated in Section 306 of the 2006 Amendments to the Older Americans Act.

**KK)** It will submit further assurances to the NC Division of Aging and Adult Services in the event of any change and/or addition to the regulations, policies, and procedures governing the Area Agency on Aging and its Area Plan.



Area Agency Director's Signature

May 1, 2016

Date

## **Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended, and The disabilities Act of 1990**

The Area Agency on Aging agrees to comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794) and with the Americans with Disabilities Act of 1990.

Though the Area Agency on Aging will not make a survey of identifiable barriers to people with disabilities in the programs listed below, we do promise to follow a policy of "nondiscrimination against the handicapped" in providing or contracting for these services. If we find that present services or facilities provided by this agency or of those with whom we contract do discriminate against the handicapped, we promise, (1) first, to try to remedy the situation; (2) second, to contract with another provider that does not discriminate; or (3) third, if an alternative is not available or feasible, to find a comparable service for the handicapped person. If the last course (3) is chosen, we shall take steps to ensure that no additional costs are incurred by the handicapped person and that the service is both equally effective, affords equal opportunity, and does not segregate handicapped individuals such that they are in a more restrictive setting than non-handicapped persons receiving the same service.

The purpose of this agreement is to ensure that all services and facilities obtained from contracts made through local services agencies are readily accessible to and usable by persons with disabilities.



Executive Director

Signature and Title of Authorized Official

April 28, 2016

Date

## **Assurance of Compliance with the Department of Health and Human Services Regulation under Title VI of The Civil Rights Act of 1964**

The Area Agency on Aging (herein called the "Applicant") will comply with Title VI of the Civil Rights Act of 1964 (P.L.88-352) and all requirements imposed by or pursuant to the Regulations of the Department of Health and Human Services (45 CFR Part 80) issued pursuant to that title, to the end that in accordance with Title VI of that Act and Regulation, no person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department; and hereby gives assurance that it will immediately take any measure necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the Applicant for the period during which the Federal financial assistance is extended to it by the Department.

This Assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Applicant by the Department, including installment payments after such date on account of applications for Federal financial assistance which were approved before such date. The Applicant recognizes and agrees that such Federal financial assistance will be extended in reliance on the representations agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Applicant, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Applicant.



Executive Director

\_\_\_\_\_  
Signature and Title of Authorized Official

April 28, 2016

\_\_\_\_\_  
Date

# Assurance of Legal Representation of Regional Ombudsman

Name and Address of Attorney/Firm:

Wendy A. Craig, PA  
207 East State Street  
Black Mountain, NC 28711

Period of Time Covered by Contract:

7/1/2016 to 6/30/2020

Scope of Services: Pursuant to 2006 Amendments to the Older Americans Act, Section 712(g)  
Division of Aging and Adult Services Administrative Letter 89-34

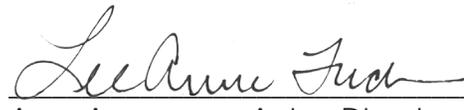
Key Elements of Contractual Agreement

1. Ensure that adequate legal counsel is available to each regional ombudsman for advice and consultation and that legal representation will be provided for the regional ombudsman against whom suit or other legal action is brought in connection with the performance of his/her official duties.
2. Ensure that each Regional Ombudsman as a designated representative of the state office has the ability to pursue administrative, legal and other appropriate remedies on behalf of residents in long-term care facilities (45 CFR 1327.15(j)).

AGREED UPON BY:

 6/6/16

Executive Director, Land of Sky Regional Council, Date

 6/6/2016

Area Agency on Aging Director, Date

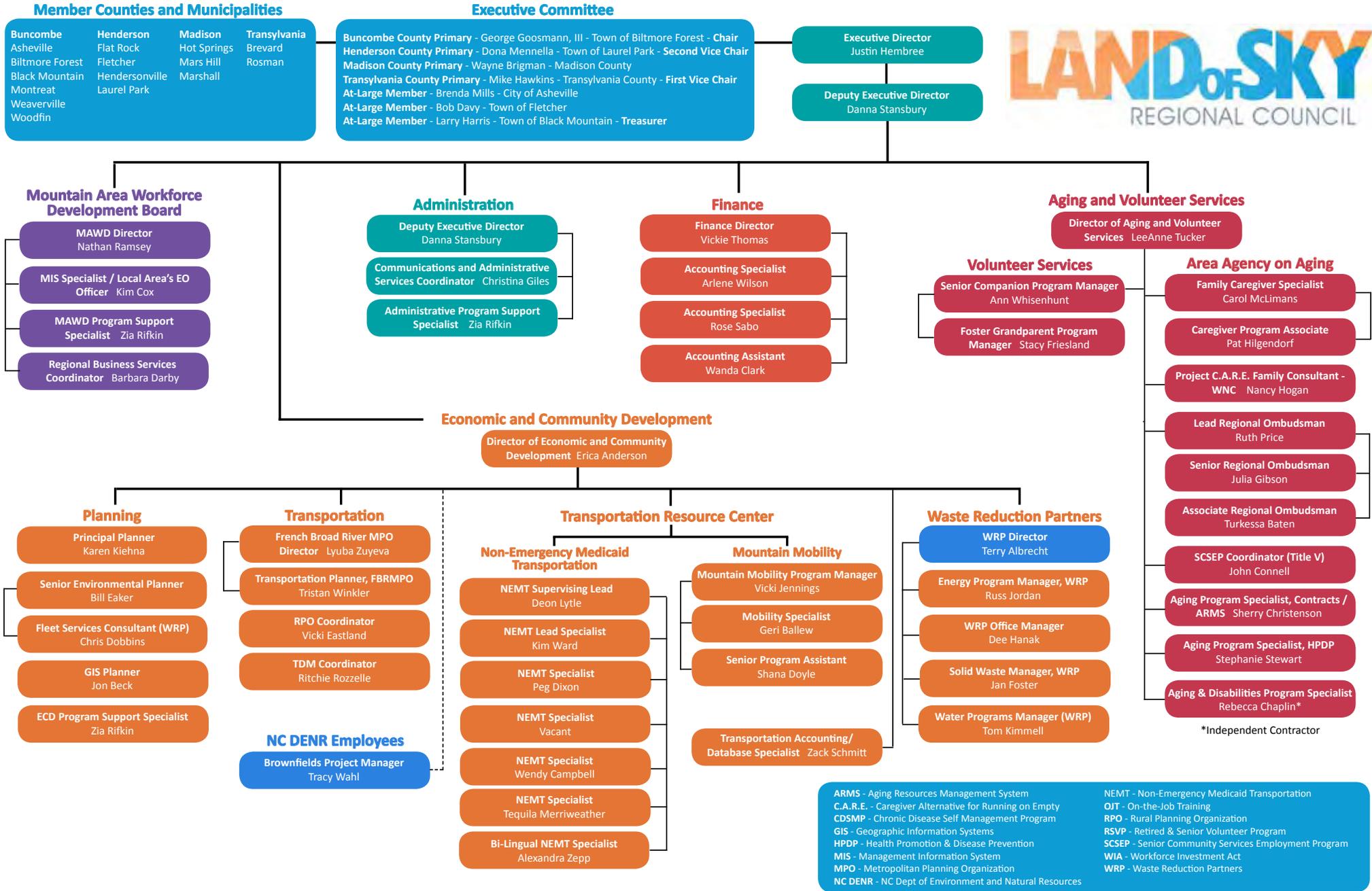
 Wendy A. Craig, P.A. 6/6/16

Legal Representative, Name of Firm, Date

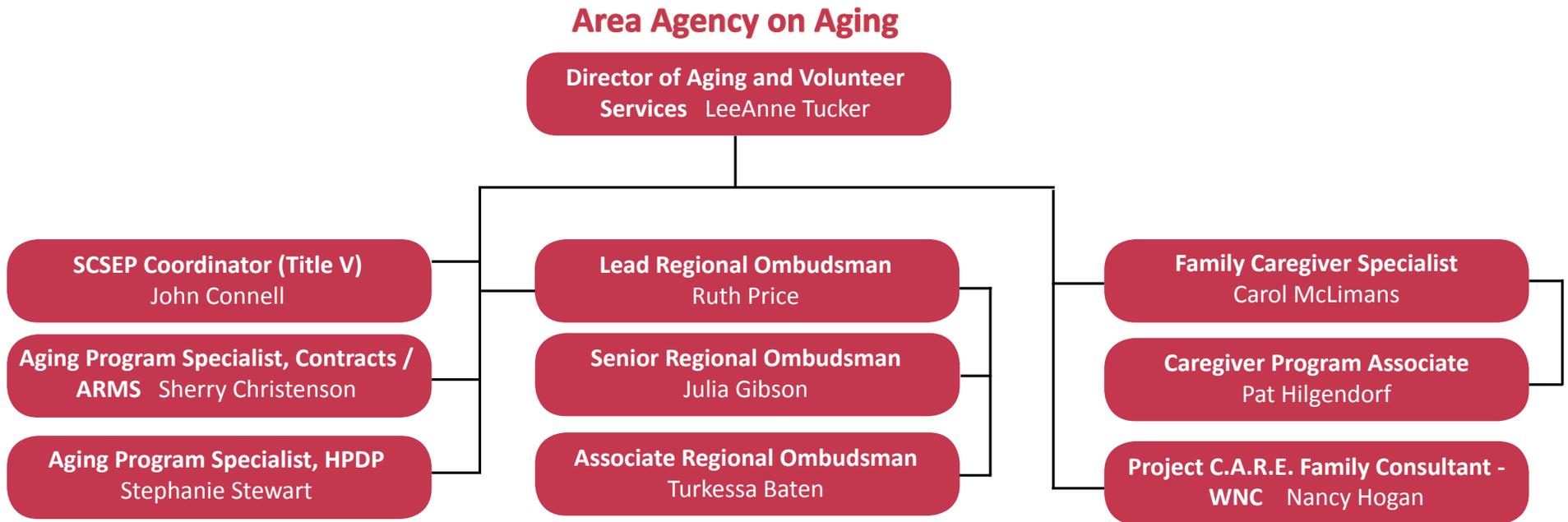


## **SECTION II: Administrative Matters**

# EXHIBIT 6: Organizational Chart of Single Organizational Unit



# EXHIBIT 7: Organizational Chart of Area Agency on Aging



## EXHIBIT 8: Area Agency on Aging Staffing List

	Name	Position	Race/ Ethnicity	FTE/ Temporary	List funding source	% of time spent on duties
1	LeeAnne Tucker	Aging and Volunteer Services Director	5	1 FTE	P&A, Corporation for National and Community Service	100
2	Carol McLimans	Family Caregiver Resource Specialist	5	1 FTE	FCSP	100
3	Pat Hilgendorf	Family Caregiver Program Associate	5	PRN	FCSP	100
4	Ruth Price	Lead Regional LTC Ombudsman	5	1 FTE	Ombudsman, Elder Abuse	100
5	Julia Gibson	Regional LTC Ombudsman	5	1 FTE	Ombudsman, Elder Abuse	100
6	Turkessa Baten	Regional LTC Ombudsman	3	1 FTE	Ombudsman, Elder Abuse	100
7	Sherry Christenson	Aging Specialist – ARMS and Contracts	5	1 FTE	P&A, FCSP	100
8	John Connell	Senior Community Services Employment Program Coordinator	5	0.5 FTE	SCSEP	100
9	Stephanie Stewart	Aging Specialist – Health Promotion & Disease Prevention	5	1 FTE	P&A, various local/state grants	100
10	Nancy Hogan	Project C.A.R.E. Coordinator	5	1 FTE	State Project C.A.R.E. funding	100

(Please submit the amended exhibit annually)

### Race/Ethnicity Categories

- |  |                           |
|--|---------------------------|
| 1. American Indian or Alaskan Native (Alone)   | 6. White Hispanic (Alone) |
| 2. Asian (Alone)                               | 7. Some Other Race        |
| 3. Black/African American (Alone)              | 8. Two or More Races      |
| 4. Native Hawaiian or Pacific Islander (Alone) |                           |
| 5. Non-Hispanic White (Alone)                  |                           |

# EXHIBIT 9: Regional Advisory Council Membership and Participation

#	Name		Gender M/F	County	Position Code(s)	Organizational Affiliation(s)
	Last	First				
1	Campbell	LinDa	F	Madison	2, 7, 6	Senior Tar Heel Legislature
2	Dickens	Charles	M	Buncombe	2, 5	Senior Tar Heel Legislature
3	Ford	Robert	M	Madison	6	Community Member
4	Harris	Kathe	F	Transylvania	2, 6	Transylvania County Council on Aging
5	Hodges	Dan	M	Transylvania	7, 9, 6	Senior Tar Heel Legislature
6	Hough	John	M	Madison	2, 6	Senior Tar Heel Legislature
7	James	Penny	F	Buncombe	4, 8	Veterans Administration
8	Knoefel	Gene	M	Buncombe	2	Senior Tar Heel Legislature
9	Selwyn	Celeste	F	Buncombe	9	Community Member
10	Sauer	Everett	M	Henderson	6	Community Member
11	Stanley	Patricia	F	Henderson	6, 8	Community Member
12	Stephens	Deanna	F	Madison	8, 6	Madison County
13	Stroup	Delores	F	Transylvania	2, 7, 6	Senior Tar Heel Legislature
14	Titus	Calvin	M	Henderson	2, 6	Senior Tar Heel Legislature
15	Tomasulo	Bob	M	Buncombe	2	Community Member

<u>Position Code#</u>	<u>Description</u>
#1	Recipient of Older Americans Act service
#2	Person age 60 or older
#3	Non-white person
#4	Person representing Veteran's Affairs
#5	Chairperson of the Council
#6	Resident of rural area
#7	Family caregiver of older person
#8	Service provider
#9	Representative of business community
#10	Local elected official

How many times did the Regional Advisory Council meet during the past full state fiscal year?

4

# EXHIBIT 10:

## Focal Point Organizations

Designated Focal Point Agency		Check if:		
Name/Address	County	Multipurpose Senior Center	Community Action Program	Other
Council on Aging of Buncombe County	Buncombe County	No	No	Yes
Council on Aging for Henderson County	Henderson County	No	No	Yes
Madison County Community Services	Madison County	Yes	No	No
Silvermont Opportunity Center	Transylvania County	Yes	No	No



**SECTION III: Needs Assessment Overview**

# **EXHIBIT 11:**

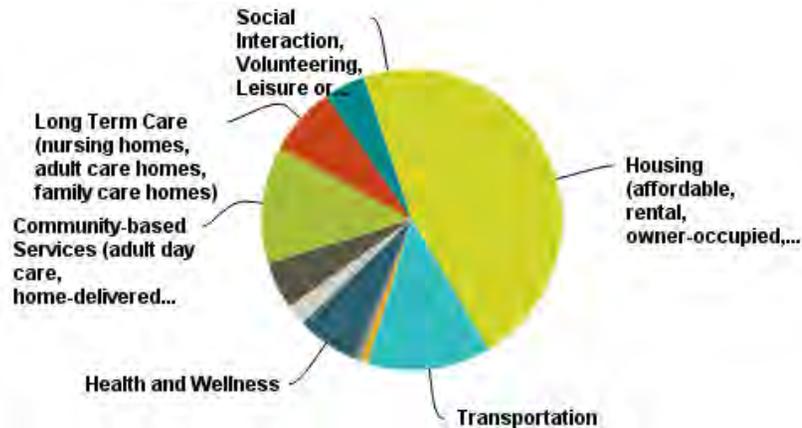
## **Documentation of Area Agency on Aging Public Hearing (If Applicable)**

NA

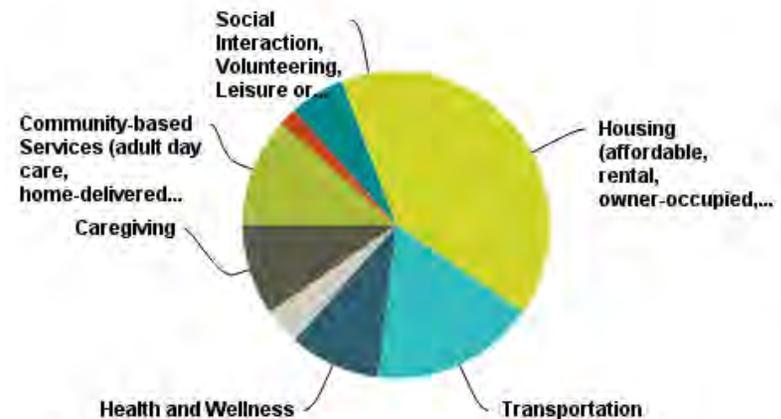
# EXHIBIT 12: Needs Assessment Regional Summary

County	1	2	3
Buncombe County	Housing	Transportation	Community-Based Services
Henderson County	Housing	Transportation	Community-Based Services
Madison County	Housing	Community-Based Services	Transportation/Health and Wellness
Transylvania County	Housing	Transportation	Caregiving/Community-Based Services

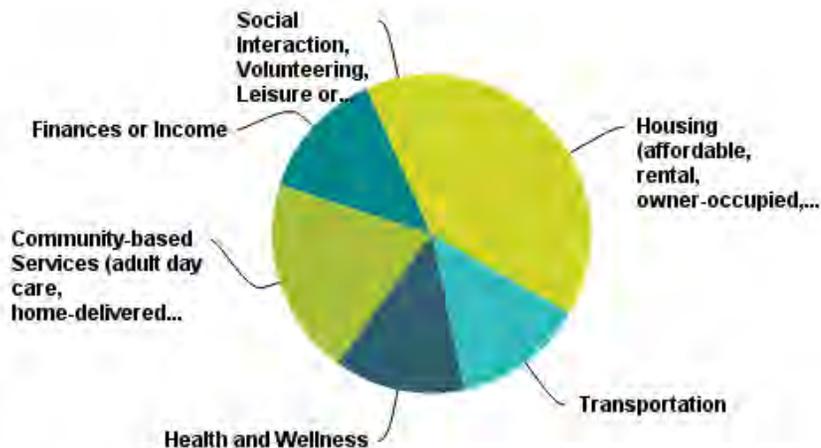
Buncombe County



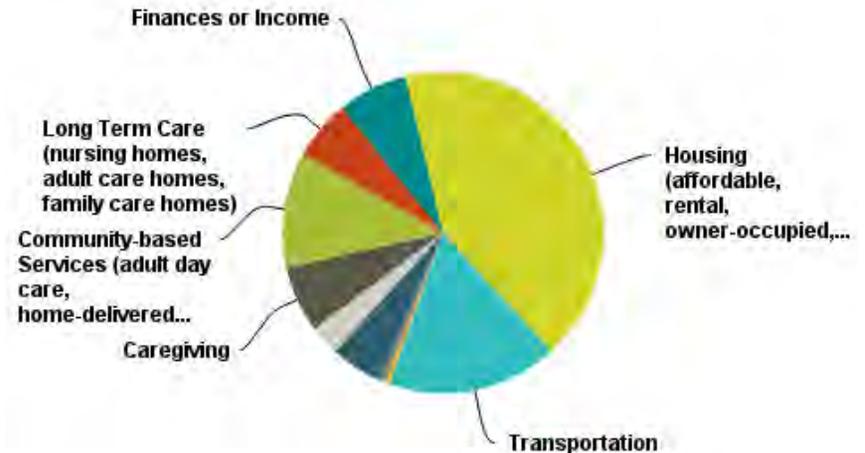
Henderson County



Madison County



Transylvania County





## **SECTION IV: Monitoring and Direct Services**

# EXHIBIT 13: Provision of Direct Services - Waiver Request

## Health Promotion / Disease Prevention

Name of the Organization: Land of Sky Regional Council. Area Agency on Aging

Name of Service: Health Promotion/ Disease Prevention Service Code: 401 FY: 2016-2017

1. Budget:

- A. For non-unit activities (including health promotion, medication management, senior center general purpose, Housing and Home Improvement, and the family caregiver support program), attach a line-item budget identifying all personnel involved, salaries, fringe, travel, equipment, indirect cost rate, and other expenses.

Land of Sky Staff: salary - \$ 13,000; fringe - \$ 5,396; indirect cost rate - \$ 8,462; travel/ training - \$800; evidence-based program expenses - \$ 8,862; total = \$36,520 (\$29,531 base + \$6,989 surplus)

- B. For unit-producing activities, funded by the HCCBG, attach the Provider Services Summary (DOA-732) and the Service Cost Computation Worksheet (DOA-732A) and the Labor Distribution Worksheet (DOA-732A1).

2. Complete and attach Form DOA-733 describing the method for targeting low-income minority and rural persons.  
3. Describe the efforts made to cultivate new or existing contractors to provide this service, the results to date, and plans for the upcoming year:

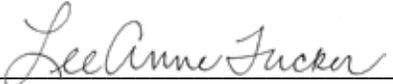
Specific efforts have been made to grow relationships with current providers, as well as expand into communities not easily reached. Successes and include:

- a. High percentages of ethnic minorities served.
- b. Engagement with clinical providers for participant referral and as host-site for programming.
- c. Recruitment of lay-leaders from greater geographic range.
- d. Recruitment of lay-leaders from the field of disability services

Goals for upcoming year include:

- a. Implementation of programming for Spanish speakers, targeting rural communities
- b. Development of formal agreements with clinical practices to secure program support and build capacity
- c. Expand regular programming beyond Buncombe County
- d. Target older adults with high needs and more complex medical histories for program participation

4. For non-unit producing activities only (item #1A above) provide a brief narrative of the planned service and activities.

  
Area Agency on Aging Director

May 1, 2016  
Date

Approved Not Approved  
(circle one)

\_\_\_\_\_  
Director, NC DAAS

\_\_\_\_\_  
Date

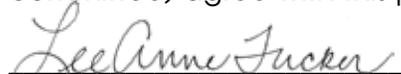
## Family Caregiver Support Program

As specified in Section 306(20)(2)(A) of the Older Americans Act and Section 304 of the AAA Policies and Procedures Manual, Area Agencies shall not provide supportive services, in-home services, or nutrition services directly without state approval. It is the policy of the Division not to approve direct service provisions by AAAs except when no other qualified entity is available or willing to provide services. The following form must be submitted to the Division by June 1st.

1. Name of the Organization: **Land of Sky Regional Council, Area Agency on Aging** FY: **2017**
2. Summary of Service Information:

Name of Service	Service Code	Affected Counties	Nature of Request	
			New	Continuation
In-Home Respite	842	Buncombe Henderson Madison Transylvania		X X X X
Community Respite	843	Buncombe Henderson Madison Transylvania		X X X X
Caregiver Directed Vouchers	844	Buncombe Henderson Madison Transylvania		X X X X
Institutional Respite	846	Buncombe Henderson Madison Transylvania		X X X X
Care Management	823	Buncombe Henderson Madison Transylvania		X X X X

By signing below the AAA Director is affirming that affected local interests (e.g., Board of County Commissioners, local HCCBG planning committee) agree with this plan for services.

  
Area Agency on Aging Director

May 1, 2016  
Date

Approved Not Approved  
(circle one)

\_\_\_\_\_  
Director, NC DAAS

\_\_\_\_\_  
Date

Name of the Organization: **Land of Sky Regional Council, Area Agency on Aging**

Name of Service: **Caregiver Respite** FY: **2017**

Service Code: **In home respite 842**  
**Community respite 843**  
**Caregiver directed vouchers 844**  
**Institutional respite 846**

1. Budget:

A. For non-unit activities (including health promotion, medication management, senior center general purpose, Housing and Home Improvement, and the family caregiver support program), attach a line-item budget identifying all personnel involved, salaries, fringe, travel, equipment, indirect cost rate, and other expenses.

Service code 823 care management will be reported in ARMS to capture the client contacts provided by the Project C.A.R.E. Family Consultant (FC) or the Family Caregiver Resource Specialist (FCRS) for client eligibility screening, respite services enrollment, and necessary follow up.

B. For unit-producing activities, funded by the HCCBG, attach the Provider Services Summary (DOA-732) and the Service Cost Computation Worksheet (DOA-732A) and the Labor Distribution Worksheet (DOA-732A1).

FCSP Respite Project C.A.R.E. Budget FY 2017

Buncombe

843	community respite	\$1,000.00
842	In Home Respite	\$4,000.00
844	Caregiver Directed	\$15,000.00
846	Institutional	\$1,000.00
823	Care management	<u>0.00</u>
		\$21,000.00

Madison

843	Community respite	\$1,000.00
842	In Home Respite	\$1,000.00
844	Caregiver Directed	\$4,000.00
823	Care management	<u>0.00</u>
		\$6,000.00

Henderson

843	Community respite	\$500.00
842	In Home Respite	\$1,500.00
844	Caregiver Directed	\$6,000.00
823	Care management	<u>0.00</u>
		\$8,000.00

Transylvania

843	Community respite	\$500.00
842	In Home Respite	\$500.00
844	Caregiver Directed	\$1,000.00
823	Care management	<u>0.00</u>
		\$2,000.00

Grand Total **\$37,000.00**

The unit rates for respite are

Service code 842 in home respite \$20.00

Service code 843 community respite \$50.00

Service code 846 institutional respite \$3.00

Service code 844 caregiver directed vouchers does not have a unit rate. The hourly rate is negotiated by the caregiver and the person hired to provide respite. The average rate is about \$12.00 per hour.

Service code 823 care management

There are no dollars budgeted for care management because this service cost is built into the respite unit rates unit rates. Contacts are reported in ARMS (Aging Resources Management System) for service code 823 but no cost is reported.

2. Complete and attach Form DOA-733 describing the method for targeting low-income minority and rural persons.
3. Discuss why this service is needed in the region:

The need for respite increases each year and our waiting lists continue to grow. Each year we see more caregivers that want to hire their respite provider privately rather than through a home care agency. This waiver allows us to provide this respite option to caregivers in all Region B counties.

Land of Sky Regional Council (LOSRC) provides Family Caregiver Support Program (FCSP) funding for respite through contracts with other agencies/organizations including but not limited to Project C.A.R.E. (PC) which operates under Land of Sky Regional Council. Land of Sky Regional Council's FCSP strives to give caregivers the option of selecting in home respite (service code 842), community respite (service code 843), short term institutional respite (service code 846), or a combination of these services. FCSP is also committed to allowing families to use respite funds for caregiver directed vouchers (service code 844) whereby the family can hire an individual of their choice to provide respite at an hourly rate that is agreed upon by the family and the respite provider. This option has been available in Region B since 2001 through contracts with either the Alzheimer's Association Western Carolina Chapter or Project C.A.R.E. The Alzheimer's Association Western Carolina Chapter no longer provides respite services. This option was only available for caregivers of individuals with Alzheimer's Disease or a related dementia (ADRD). The number of caregivers who choose this option has increased each year with about 80 percent of caregivers for persons with ADRD choosing this. It is the only option that works for some families and it is always less costly than hiring from an agency thereby allowing the family to receive more hours of much needed respite. The hourly rate for a privately hired respite provider is about half that charged by an agency and the schedule is usually more flexible. The unit rate for in home respite for Project C.A.R.E. is \$20.00 per hour and the average pay rate for privately hired caregivers is \$12.00 per hour. In 3 counties of our 4 county region there are no providers that will allow caregivers of individuals that do not have ADRD to hire privately. Project C.A.R.E. is the only program that allows this and services are limited to caregivers of persons with ADRD.

4. Describe the efforts made to cultivate new or existing contractors to provide this service, the results to date, and plans for the upcoming year:

The FCRS has encouraged aging services providers to allow the caregiver directed voucher option for 15 years. Only one provider has done so and services are limited to one county.

4. For non-unit producing activities only (item #1A above) provide a brief narrative of the planned service and activities.

For caregivers of persons with ADRD the Project C.A.R.E. Family Consultant will complete the client registration form and 3 way contract between the caregiver, the respite provider, and Project C.A.R.E. and will track the caregiver's spending in order to ensure that all funds are expended and do not exceed \$1,000.00 per family except in cases of extreme need where permission to exceed this limit has been granted. At least 50 percent of caregivers registered must be new respite clients. The Family Consultant will enter the client registration forms in ARMS (Aging Resources Management System), receive and review invoices and time sheets from providers and submit these to the LOSRC Finance Dept. for ARMS data entry and payment.

By signing below the AAA Director is affirming that affected local interests (e.g., Board of County Commissioners, local HCCBG planning committee) agree with this plan for services.

<u>LeeAnne Tucker</u>	<u>May 1, 2016</u>	Approved Not Approved	_____	_____
Area Agency on Aging Director	Date	(circle one)	Director, NC DAAS	Date



**Mountain Mobility**

Name of the Organization: **Mountain Mobility**

Name of Service: **General / Medical Transportation**

Service Code: **250 (General)**

FY: **2016-2017**

1. Budget:
  - A. For non-unit activities (including health promotion, medication management, senior center general purpose, Housing and Home Improvement, and the family caregiver support program), attach a line-item budget identifying all personnel involved, salaries, fringe, travel, equipment, indirect cost rate, and other expenses.
  - B. For unit-producing activities, funded by the HCCBG, attach the Provider Services Summary (DOA-732) and the Service Cost Computation Worksheet (DOA-732A) and the Labor Distribution Worksheet (DOA-732A1).
2. Complete and attach Form DOA-733 describing the method for targeting low-income minority and rural persons.
3. Describe the efforts made to cultivate new or existing contractors to provide this service, the results to date, and plans for the upcoming year:  
  
N/A
4. For non-unit producing activities only (item #1A above) provide a brief narrative of the planned service and activities.

LeeAnne Tucker  
Area Agency on Aging Director

May 1, 2016  
Date

Approved Not Approved  
(circle one)

\_\_\_\_\_  
Director, NC DAAS

\_\_\_\_\_  
Date



North Carolina Division of Aging  
 Service Cost Computation Worksheet C:732A.xls  
 Provider: Buncombe County/Mountain Mobility  
 County: Buncombe, NC  
 Budget Period: July 1, 2016 through June 30, 2017

BUDGET REQUEST TO BUNCOMBE COUNTY ACC  
 ATTACHMENT A

	Grand Total	Service Mtn. Mobility General	Service Mtn. Mobility Medical
<b>I. Projected Revenues</b>			
<b>A. Fed/State Funding From the Division of Aging</b>	320,400	140,900	179,500
Required Minimum Match - Cash	////	////	////
1) Administrative Grant Support - Mtn. Mobility*	35,600	15,656	19,944
*The cost of administrative positions housed at the LOSRC are supported by state and local funds. A portion of those positions provide administrative and support services for the HCCBG transportation program.	0		
Total Required Minimum Match - Cash	35,600	15,656	19,944
Required Minimum Match - In-Kind	////	////	////
1)	0		
2)	0		
3)	0		
Total Required Minimum Match - In-Kind	0	0	0
<b>B. Total Required Minimum Match (cash + in-kind)</b>	35,600	15,656	19,944
<b>C. Subtotal, Fed/State/Required Match Revenues</b>	356,000	156,556	199,444
<b>D. NSIP Cash Subsidy/Commodity Valuation</b>	0		
<b>E. OAA Title V Worker Wages, Fringe Benefits and Costs</b>	0		
Local Cash, Non-Match	////	////	////
1) Buncombe County Aging Services Supplement	200,000	75,000	125,000
2)	0		
3)	0		
4)	0		
<b>F. Subtotal, Local Cash, Non-Match</b>	200,000	75,000	125,000
Other Revenues, Non-Match	////	////	////
1) New Freedom Grant Program	0		
2) Elderly and Disabled Transportation Assistance Program	0		
3) New Freedom Program - Other Revenues	0		
<b>G. Subtotal, Other Revenues, Non-Match</b>	0	0	0
Local In-Kind Resources (Includes Volunteer Resources)	////	////	////
1) Administrative Support - Mtn. Mobility	0		
2)	0		
3)	0		
<b>H. Subtotal, Local In-kind Resources, Non-Match</b>	0	0	0
<b>I. Client Cost Sharing</b>	9,000	3,000	6,000
<b>J. Total Projected Revenues (Sum I C,D,E,F,G,H, &amp; I)</b>	565,000	234,556	330,444
<b>TOTAL FY 2016 AGING FUNDS REQUESTED</b>		215,900	304,500

Division of Aging  
Service Cost Computation Worksheet

II. Line Item Expense	Grand Total	Admin. Cost	Service	Service
			Mtn. Mobility General	Mtn. Mobility Medical
Staff Salary From Labor Distribution Schedule	//////////	//////////	//////////	//////////
1) Full-time Staff	0			
2) Part-time staff (do not include Title V workers)	0			
<b>A. Subtotal, Staff Salary</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Fringe Benefits	//////////	//////////	//////////	//////////
1) FICA @ %	0			
2) Health Ins. @	0			
3) Retirement @	0			
4) Unemployment Insurance	0			
5) Worker's Compensation	0			
6) Other	0			
<b>B. Subtotal, Fringe Benefits</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Local In-Kind Resources, Non-Match	//////////	//////////	//////////	//////////
1)	0			
2)	0			
3)	0			
<b>C. Subtotal, Local In-Kind Resources Non-Match</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D. OAA Title V Worker Wages, Fringe Benefits and Costs</b>	<b>0</b>			
Travel	//////////	//////////	//////////	//////////
1) Per Diem	0			
2) Mileage Reimbursement	0			
3) Other Travel Cost:	0			
<b>E. Subtotal, Travel</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
General Operating Expenses	//////////	//////////	//////////	//////////
1) Operational/Direct Service Costs	528,900		218,675	310,225
2) ARMS Fees/Postage	500		225	275
3) Administrative Grant Support - Mtn. Mobility*	35,600		15,656	19,944
*The cost of administrative positions housed at the LOSRC are supported by state and local funds. A portion of those positions provide administrative and support services for the HCCBG transportation program.	0			
	0			
	0			
	0			
<b>F. Subtotal, General Operating Expenses</b>	<b>565,000</b>	<b>0</b>	<b>234,556</b>	<b>330,444</b>
<b>G. Subtotal, Other Administrative Cost Not Allocated in Lines II.A through F</b>	//////////	//////////	//////////	//////////
	//////////	//////////	//////////	//////////
<b>H. Total Proj. Expenses Prior to Admin. Distribution</b>	<b>565,000</b>	<b>0</b>	<b>234,556</b>	<b>330,444</b>
<b>I. Distribution of Administrative Cost</b>	//////////	0	0	0
<b>J. Total Proj. Expenses After Admin. Distribution</b>	<b>565,000</b>	//////////	<b>234,556</b>	<b>330,444</b>

III. Computation of Rates	Grand Total	Service	Service
		Mtn. Mobility General	Mtn. Mobility Medical
<b>A. Computation of Unit Cost Rate:</b>	//////////	//////////	//////////
1. Total Expenses (equals line II.J)	565,000	234,556	330,444
2. Total Projected Units	//////////	22,883	20,856
3. Total Unit Cost Rate	//////////	10.2502	15.8441
<b>B. Computation of Reimbursement Rate:</b>	//////////	//////////	//////////
1. Total Revenues (equals line I.J)	234,556	234,556	330,444
2. Less: USDA (equals line I.D)	0	0	0
Title V (equals line I.E and II.D)	0	0	0
Non Match In-Kind (equals line I.H and II.C)	0	0	0
3. Revenues Subject to Unit Reimbursement	234,556	234,556	330,444
4. Total Projected Units (equals line III.A.2)	//////////	22,883	20,856
5. Total Reimbursement Rate	//////////	10.2502	15.8434
<b>C. Units Reimbursed Through HCCBG</b>	//////////	<b>15,273</b>	<b>12,589</b>
<b>D. Units Reimbursed Through Program Income*</b>	//////////	<b>292</b>	<b>378</b>
<b>E. Units Reimbursed Through Remaining Revenues</b>	//////////	<b>7,316</b>	<b>7,889</b>
<b>F. Total Units Reimbursed/Total Projected Units</b>	//////////	<b>22,881</b>	<b>20,856</b>

\* The Division of Aging ARMS deducts reported program income from reimbursement paid to providers. Line III.D indicates the number of units that will have to be produced in addition to those stated on line III.C in order to earn the

Information on this form (DOA-732A) corresponds with information stated on the Provider Services Summary (DOA-732) as follows:

	DOA-732A	DOA-732
Block Grant Funding	Line I.A	Col. A
Required Local Match-Cash & In-Kind	Line I.B	Col. B
Net Service Cost	Line I.C	Col. C
USDA Subsidy	Line I.D	Col. D
Total Funding	L. I.C+I.D	Col. E
Projected HCCBG Reimbursed Units	Line III.C	Col. F
Total Reimbursement Rate	Line III.B.5	Col. G
Projected Total Service Units	Line III.F	Col. I

NC DIVISION OF AGING AND ADULT SERVICES  
 COST OF SERVICES - ATTACHMENT A  
 LABOR DISTRIBUTION SCHEDULE DOA-732A1 1/98

AGENCY NAME **Buncombe County/Mountain Mobility** FY: **2017**

SFY 2016

STAFF NAME	POSITION	FULL TIME PART TIME	TOTAL SALARY	ADMIN. SALARY	SERVICE						
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Not Applicable - Salaries, benefits, and other administrative costs for HCCBG eligibility, information, reporting, etc. are paid from a combination of state grant funds and local match funds. Admin costs are not included in the operational/direct service costs for providing trips.

SUBTOTAL FT:			\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
SUBTOTAL PT:			0	0	0	0	0	0	0	0	0
TOTAL			\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
PERCENT FT:			#DIV/0!								
PERCENT PT:			#DIV/0!								

## Home and Community Care Block Grant for Older Adults

### County Funding Plan

July 1, 2016 through June 30, 2017

Methodology to Address Service Needs of Low Income (Including Low-Income Minority Elderly), Rural Elderly and Elderly with Limited English Proficiency  
(Older Americans Act, Section 305(a)(2)(E))

Community Service Provider      Mountain Mobility

County Buncombe

The Older Americans Act requires that the service provider attempt to provide services to low-income minority individuals in accordance to their need for aging services. The community service provider shall specify how the service needs of low income, **low-income (including low income minority elderly), rural elderly and elderly with limited English proficiency** will be met through the services identified on the Provider Services Summary (DOA-732). This narrative shall address outreach and service delivery methodologies that will ensure that this target population is adequately served and conform with specific objectives established by the Area Agency on Aging, for providing services to low income minority individuals. Additional pages may be used as necessary.

#### Trip Priorities

Priority for transportation services available under the Home and Community Care Block Grant Program and supplemental funds shall be given to older adults age 60 and older who are in need of transportation services. Priority for trips for all persons is listed below, including low-income minority elderly persons; however, in accordance with state guidelines, elderly persons/clients who are under a "Protective Services Plan" shall receive priority services and shall be excluded from consumer contribution requirements.

Approximately 19.5% of persons provided general and medical trips will be minority individuals. Approximately 50.6% of individuals served will be economically needy. Approximately 40% of total trips will be provided to elderly persons who live in rural areas (outside City of Asheville). While we do not have data to estimate the percentage of elderly persons with limited English proficiency, steps will be taken to ensure those persons are provided alternate information and assistance to ensure their understanding of the program and services.

Trip priorities are as follows:

- Priority 1:      Dialysis, chemotherapy, or other life-sustaining medical treatments
- Priority 2:      Non-emergency medical trips
- Priority 3:      Adult Day Center Transportation (CarePartners)
- Priority 4:      General - Grocery shopping
- Priority 5:      General - Nutrition sites (Senior congregate dining sites)
- Priority 6:      General - Retail shopping (If not located at grocery shopping sites)
- Priority 7:      General - Other (Trips to banks, post office, etc.)

Note: HCCBG/ Aging funds are not allocated for employment, volunteer employment, or to senior center activities that take place at times/ locations other than senior dining programs. These trips will be provided to the extent possible through other funding sources if/as available, which also may be subject to other eligibility and policy guidelines.

### Outreach and Service Delivery Methodologies

Mountain Mobility is committed to ensuring that its passengers have access to materials and language assistance as needed to access services provided by the system. Further, it is the policy of Buncombe County/Mountain Mobility to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, and related nondiscrimination statutes and regulations in all programs and services. It is the policy of Buncombe County/Mountain Mobility that no person in the United States shall, on the grounds of race, color, sex, age, income status, national origin, or disabilities be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program, activities, or services for which Mountain Mobility receives Federal or State financial assistance. A copy of Mountain Mobility's Title VI Plan is available upon request.

Outreach methods utilized to increase public awareness of services to older adults will include, but not necessarily limited to, media contacts, paid advertisements, public service announcements, flyers, newsletters, BCTV, and web site information ([www.buncombecounty.org/transportation](http://www.buncombecounty.org/transportation)). In addition, Buncombe County/Mountain Mobility will work with community service providers to maintain or increase older adults' access to programs offered by the agencies and/or who are identified as having transportation needs through assessment and other processes. Mountain Mobility is listed with United Way's 2-1-1 information and referral system and the Senior Directory. Mountain Mobility staff also is available for informational/ outreach sessions at nutrition sites, elderly apartment complexes, or other public/agency meetings held in the community. Public outreach and opportunities for input are provided each year through public hearings and other outreach efforts as well.

Service delivery methodologies will include the delivery of medical and general transportation services in rural and urban areas by demand-response or subscription route services, depending on the trip purpose and/or need. Services are available Monday through Saturday, 5:30 a.m.-7:30 p.m., except as described herein, or as otherwise applicable based on eligibility and funding source policies. In addition to standard conversion vans, lift-equipped vehicles are available for transporting passengers in wheelchairs or who use other assistive devices.

In addition, public transportation services are available along prescribed deviated fixed routes in the Black Mountain-Swannanoa community, the Enka-Candler community, and North Buncombe (Trailblazer routes). The Black Mountain route includes service to an elderly apartment complex, a retirement community, and Lakeview Senior Center. Mountain Mobility also offers a Senior Bus Pass Program which encourages public transportation ridership among seniors and helps seniors maintain independent living. Seniors must be age 65 or older and reside in close proximity to Asheville Transit bus routes. The Senior Bus Pass Program is funded from other grant funds. Seniors will be encouraged to use public transit options if available and appropriate to their needs.

General trips will be provided within specified geographical routes established for urban and rural communities throughout Buncombe County. Route information is available upon request. Transportation to senior dining programs may be limited to the seats available on one vehicle assigned to provide service for each senior dining site and/or geographic area as may be applicable, and may be further limited based on funding availability. Transportation to senior dining sites will be provided to the site in closest proximity to the participant's residence unless otherwise approved. Medical trips are available throughout the county on a daily basis. Medical trips will be monitored throughout the year to ensure that service can be sustained throughout the fiscal year through HCCBG/ Aging Program funds or other funding sources as needed.

Transportation services may be limited or unavailable to residents of apartment complexes, assisted living facilities, or other care facilities if other transportation options, such as if facility-owned vehicles or public bus services are available to and accessible by an older adult, and/or if transportation of an individual is required as a part of care management ( e.g., Medicaid). Other eligibility and funding source requirements may apply as required.

## Senior Companion Program

Name of the Organization: Land of Sky Regional Council

Name of Service: Senior Companion Program

Service Code: 260

FY: 2016-2017

1. Budget:

- A. For non-unit activities (including health promotion, medication management, senior center general purpose, Housing and Home Improvement, and the family caregiver support program), attach a line-item budget identifying all personnel involved, salaries, fringe, travel, equipment, indirect cost rate, and other expenses.
- B. For unit-producing activities, funded by the HCCBG, attach the Provider Services Summary (DOA-732) and the Service Cost Computation Worksheet (DOA-732A) and the Labor Distribution Worksheet (DOA-732A1).

2. Complete and attach Form DOA-733 describing the method for targeting low-income minority and rural persons.

3. Describe the efforts made to cultivate new or existing contractors to provide this service, the results to date, and plans for the upcoming year:

The Senior Companion Program expands capacity for existing providers by taking on new clients or expanding the services, such as transportation, for existing clients. We are always looking for opportunities for new partnerships and collaborations to negotiate community obstacles. Currently we are providing Senior Companion volunteers to serve with Transylvania Co. Transportation Dept. to provide out of county transportation to medical appointments. Since January 2016, we have provided on going transportation to four clients involving three volunteers. We anticipate continuing to serve this need for Transylvania residents for out of county medical appointments.

4. For non-unit producing activities only (item #1A above) provide a brief narrative of the planned service and activities.

LeeAnne Tucker  
Area Agency on Aging Director

May 1, 2016  
Date

Approved Not Approved  
(circle one)

\_\_\_\_\_  
Director, NC DAAS

\_\_\_\_\_  
Date



North Carolina Division of Aging and Adult Services

Service Cost Computation Worksheet C:732A.xls

DoA-732A

Land of Sky Regional Council

3/99

County: Buncombe

Budget Period: 7/1/15 through 6/30/16

Revision \_\_\_yes, \_\_\_no, revision date \_\_\_\_\_

	Grand Total	Service Senior Companion	Service							
<b>I. Projected Revenues</b>										
A. Fed/State Funding From the Division of Aging	9,725	9,725								
Required Minimum Match - Cash	0									
1)	0									
2)	0									
3)	0									
Total Required Minimum Match - Cash	0	0	0	0	0	0	0	0	0	0
Required Minimum Match - In-Kind	1,081	1,081								
1) Volunteer Travel	1,081	1,081								
2)	0									
3)	0									
Total Required Minimum Match - In-Kind	1,081	1,081	0	0	0	0	0	0	0	0
B. Total Required Minimum Match (cash + in-kind)	1,081	1,081	0	0	0	0	0	0	0	0
C. Subtotal, Fed/State/Required Match Revenues	10,806	10,806	0	0	0	0	0	0	0	0
D. USDA Cash Subsidy/Commodity Valuation	0									
E. OAA Title V Worker Wages, Fringe Benefits and Costs	0									
Local Cash, Non-Match										
1) Other Counties HCCBG	48,536	48,536								
2) Other Counties HCCBG Minimum Match - Vol Travel	5,393	5,393								
3) Local - EDTAP	4,000	4,000								
4) Local/LOSRC	12,832	12,832								
F. Subtotal, Local Cash, Non-Match	70,761	70,761	0	0	0	0	0	0	0	0
Other Revenues, Non-Match										
1) Corp for National and Community Service	302,103	302,103								
2)	0									
3)	0									
G. Subtotal, Other Revenues, Non-Match	302,103	302,103	0	0	0	0	0	0	0	0
Local In-Kind Resources (Includes Volunteer Resources)										
1)	0									
2)	0									
3)	0									
H. Subtotal, Local In-kind Resources, Non-Match	0	0	0	0	0	0	0	0	0	0
I. Client Cost Sharing	0									
J. Total Projected Revenues (Sum I C,D,E,F,G,H, & I)	383,670	383,670	0	0	0	0	0	0	0	0

Division of Aging  
 Service Cost Computation Worksheet

	Grand Total	Admin. Cost	Service	Service	Service	Service	Service	Service	Service	Service
<b>II. Line Item Expense</b>										
Staff Salary From Labor Distribution Schedule	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
1) Full-time Staff	44,636		44,636							
2) Part-time staff (do not include Title V workers)	20,011		20,011							
<b>A. Subtotal, Staff Salary</b>	<b>64,647</b>	<b>0</b>	<b>64,647</b>	<b>0</b>						
Fringe Benefits	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
1) FICA @ %	4,945		4,945							
2) Health Ins. @	14,927		14,927							
3) Retirement @	7,053		7,053							
4) Unemployment Insurance	0		0							
5) Worker's Compensation	0									
6) Other	0									
<b>B. Subtotal, Fringe Benefits</b>	<b>26,925</b>	<b>0</b>	<b>26,925</b>	<b>0</b>						
Local In-Kind Resources, Non-Match	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
1)	0									
2)	0									
3)	0									
<b>C. Subtotal, Local In-Kind Resources Non-Match</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D. OAA Title V Worker Wages, Fringe Benefits and Costs</b>	<b>0</b>									
Travel	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
1) Per Diem	500		500							
2) Mileage Reimbursement	2,500		2,500							
3) Other Travel Cost: Registrations	2,900		2,900							
<b>E. Subtotal, Travel</b>	<b>5,900</b>	<b>0</b>	<b>5,900</b>	<b>0</b>						
General Operating Expenses	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
1) Indirect Costs	36,221		36,221							
2) Volunteer Costs - Stipends	207,495		207,495							
3) Volunteer Costs - Insurance	585		585							
4) Volunteer Costs - Recognition	3,000		3,000							
5) Volunteer Costs - Travel	30,122		30,122							
6) Volunteer Costs - Training	6,000		6,000							
7) Volunteer Costs - Background Checks	120		120							
8) Miscellaneous	2,655		2,655							
<b>F. Subtotal, General Operating Expenses</b>	<b>286,198</b>	<b>0</b>	<b>286,198</b>	<b>0</b>						
<b>G. Subtotal, Other Administrative Cost Not Allocated in Lines II.A through F</b>	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////	//////////
<b>H. Total Proj. Expenses Prior to Admin. Distribution</b>	<b>383,670</b>	<b>0</b>	<b>383,670</b>	<b>0</b>						
<b>I. Distribution of Administrative Cost</b>	//////////	0	0	0	0	0	0	0	0	0
<b>J. Total Proj. Expenses After Admin. Distribution</b>	<b>383,670</b>	//////////	<b>383,670</b>	<b>0</b>						

Division of Aging and Adult Services  
Service Cost Computation Worksheet

Service Service Service Service Service Service Service Service

	Grand Total									
<b>III. Computation of Rates</b>										
<b>A. Computation of Unit Cost Rate:</b>										
1. Total Expenses (equals line II.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Total Projected Units		78,300								
3. Total Unit Cost Rate		4.9000	#DIV/0!							
<b>B. Computation of Reimbursement Rate:</b>										
1. Total Revenues (equals line I.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Less: USDA (equals line I.D)	0	0	0	0	0	0	0	0	0	0
Title V (equals line I.E and II.D)	0	0	0	0	0	0	0	0	0	0
Non Match In-Kind (equals line I.H and II.C)	0	0	0	0	0	0	0	0	0	0
3. Revenues Subject to Unit Reimbursement	383,670	383,670	0	0	0	0	0	0	0	0
4. Total Projected Units (equals line III.A.2)		78,300	0	0	0	0	0	0	0	0
5. Total Reimbursement Rate		4.9000	#DIV/0!							
<b>C. Units Reimbursed Through HCCBG</b>		<b>2,205</b>	#DIV/0!							
<b>D. Units Reimbursed Through Program Income*</b>		<b>0</b>	#DIV/0!							
<b>E. Units Reimbursed Through Remaining Revenues</b>		<b>76,094</b>	#DIV/0!							
<b>F. Total Units Reimbursed/Total Projected Units</b>		<b>78,299</b>	#DIV/0!							

\* The Division of Aging ARMS deducts reported program income from reimbursement paid to providers. Line III.D indicates the number of units that will have to be produced in addition to those stated on line III.C in order to earn the net revenues stated on line I.C.

Information on this form (DOA-732A) corresponds with information stated on the Provider Services Summary (DOA-732) as follows:

	DOA-732A	DOA-732
Block Grant Funding	Line I.A	Col. A
Required Local Match-Cash & In-Kind	Line I.B	Col. B
Net Service Cost	Line I.C	Col. C
USDA Subsidy	Line I.D	Col. D
Total Funding	L. I.C+I.D	Col. E
Projected HCCBG Reimbursed Units	Line III.C	Col. F
Total Reimbursement Rate	Line III.B.5	Col. G
Projected Total Service Units	Line III.F	Col. I





NAME AND ADDRESS  
 COMMUNITY SERVICE PROVIDER  
 Land of Sky Regional Council  
 Senior Companion Program  
 3390 New Leicester Hwy Ste 140  
 Asheville, NC 28806

Home and Community Care Block Grant for Older Adults

County Funding Plan

Provider Services Summary

DOA-732 (Rev. 2/15)  
 County Henderson  
 July 1, 2015 through June 30, 2016  
 REVISION # , DATE : 6/8/15

Services	A						B	C	D	E	F	G	H	I
	Ser Delivery (Check One)		Block Grant Funding				Required	Net*	NSIP	Total	Projected	Projected	Projected	Projected
	Direct	Purch	Access	In-Home	Other	Total	Local Match	Serv Cost	Subsidy	Funding	HCCBG Units	Reimburse Rate	HCCBG Clients	Total Units
Senior Companion	X			27306		//////////	3034	30340		30340	6192	4.9	5.93	78300
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
Total	////////	////////	0	27306	0	27306	3034	30340	0	30340	6192	////////	5.93	78300

\*Adult Day Care & Adult Day Health Care Net Service Cost

	ADC	ADHC
Daily Care	_____	_____
Transportation	_____	_____
Administrative	_____	_____
Net Ser. Cost Total	_____	_____

Certification of required minimum local match availability.  
 Required local match will be expended simultaneously  
 with Block Grant Funding.

\_\_\_\_\_  
 Signature, County Finance Officer Date

*Vicki J. Jains* 6/8/15  
*Katherine* 6/8/15  
 Authorized Signature, Title Date  
 Community Service Provider

\_\_\_\_\_  
 Signature, Chairman, Board of Commissioners Date

North Carolina Division of Aging and Adult Services

Service Cost Computation Worksheet c:732A.xls

Land of Sky Regional Council

County: Henderson

Budget Period: 7/1/15 through 6/30/16

Revision \_\_\_yes, \_\_\_no, revision date \_\_\_\_\_

DoA-732A

3/99

	Grand Total	Service Senior Companion	Service							
<b>I. Projected Revenues</b>										
A. Fed/State Funding From the Division of Aging	27,306	27,306								
Required Minimum Match - Cash										
1)	0									
2)	0									
3)	0									
Total Required Minimum Match - Cash	0	0	0	0	0	0	0	0	0	0
Required Minimum Match - In-Kind										
1) Volunteer Travel	3,034	3,034								
2)	0									
3)	0									
Total Required Minimum Match - In-Kind	3,034	3,034	0	0	0	0	0	0	0	0
B. Total Required Minimum Match (cash + in-kind)	3,034	3,034	0	0	0	0	0	0	0	0
C. Subtotal, Fed/State/Required Match Revenues	30,340	30,340	0	0	0	0	0	0	0	0
D. USDA Cash Subsidy/Commodity Valuation	0									
E. OAA Title V Worker Wages, Fringe Benefits and Costs	0									
Local Cash, Non-Match										
1) Other Counties HCCBG	30,955	30,955								
2) Other Counties HCCBG Minimum Match - Vol Travel	3,440	3,440								
3) Local - EDTAP	4,000	4,000								
4) Local/LOSRC	12,832	12,832								
F. Subtotal, Local Cash, Non-Match	51,227	51,227	0	0	0	0	0	0	0	0
Other Revenues, Non-Match										
1) Corp for National and Community Service	302,103	302,103								
2)	0									
3)	0									
G. Subtotal, Other Revenues, Non-Match	302,103	302,103	0	0	0	0	0	0	0	0
Local In-Kind Resources (Includes Volunteer Resources)										
1)	0									
2)	0									
3)	0									
H. Subtotal, Local In-kind Resources, Non-Match	0	0	0	0	0	0	0	0	0	0
I. Client Cost Sharing	0									
J. Total Projected Revenues (Sum I C,D,E,F,G,H, & I)	383,670	383,670	0	0	0	0	0	0	0	0

Division of Aging  
 Service Cost Computation Worksheet

	Grand Total	Admin. Cost	Service	Service	Service	Service	Service	Service	Service	Service
<b>II. Line Item Expense</b>										
Staff Salary From Labor Distribution Schedule	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) Full-time Staff	44,636		44,636							
2) Part-time staff (do not include Title V workers)	20,011		20,011							
<b>A. Subtotal, Staff Salary</b>	<b>64,647</b>	<b>0</b>	<b>64,647</b>	<b>0</b>						
Fringe Benefits	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) FICA @ %	4,945		4,945							
2) Health Ins. @	14,927		14,927							
3) Retirement @	7,053		7,053							
4) Unemployment Insurance	0		0							
5) Worker's Compensation	0									
6) Other	0									
<b>B. Subtotal, Fringe Benefits</b>	<b>26,925</b>	<b>0</b>	<b>26,925</b>	<b>0</b>						
Local In-Kind Resources, Non-Match	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1)	0									
2)	0									
3)	0									
<b>C. Subtotal, Local In-Kind Resources Non-Match</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D. OAA Title V Worker Wages, Fringe Benefits and Costs</b>	<b>0</b>									
Travel	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) Per Diem	500		500							
2) Mileage Reimbursement	2,500		2,500							
3) Other Travel Cost: Registrations	2,900		2,900							
<b>E. Subtotal, Travel</b>	<b>5,900</b>	<b>0</b>	<b>5,900</b>	<b>0</b>						
General Operating Expenses	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) Indirect Costs	36,221		36,221							
2) Volunteer Costs - Stipends	207,495		207,495							
3) Volunteer Costs - Insurance	585		585							
4) Volunteer Costs - Recognition	3,000		3,000							
5) Volunteer Costs - Travel	30,122		30,122							
6) Volunteer Costs - Training	6,000		6,000							
7) Volunteer Costs - Background Checks	120		120							
8) Miscellaneous	2,655		2,655							
<b>F. Subtotal, General Operating Expenses</b>	<b>286,198</b>	<b>0</b>	<b>286,198</b>	<b>0</b>						
<b>G. Subtotal, Other Administrative Cost Not Allocated in Lines II.A through F</b>	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
			//////	//////	//////	//////	//////	//////	//////	//////
<b>H. Total Proj. Expenses Prior to Admin. Distribution</b>	<b>383,670</b>	<b>0</b>	<b>383,670</b>	<b>0</b>						
<b>I. Distribution of Administrative Cost</b>	//////	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>J. Total Proj. Expenses After Admin. Distribution</b>	<b>383,670</b>	//////	<b>383,670</b>	<b>0</b>						

Division of Aging and Adult Services  
Service Cost Computation Worksheet

	Grand Total	Service	Service	Service	Service	Service	Service	Service	Service	Service
<b>III. Computation of Rates</b>										
<b>A. Computation of Unit Cost Rate:</b>										
1. Total Expenses (equals line II.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Total Projected Units		78,300								
3. Total Unit Cost Rate		4.9000	#DIV/0!							
<b>B. Computation of Reimbursement Rate:</b>										
1. Total Revenues (equals line I.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Less: USDA (equals line I.D)	0	0	0	0	0	0	0	0	0	0
Title V (equals line I.E and II.D)	0	0	0	0	0	0	0	0	0	0
Non Match In-Kind (equals line I.H and II.C)	0	0	0	0	0	0	0	0	0	0
3. Revenues Subject to Unit Reimbursement	383,670	383,670	0	0	0	0	0	0	0	0
4. Total Projected Units (equals line III.A.2)		78,300	0	0	0	0	0	0	0	0
5. Total Reimbursement Rate		4.8999	#DIV/0!							
<b>C. Units Reimbursed Through HCCBG</b>		<b>6,192</b>	#DIV/0!							
<b>D. Units Reimbursed Through Program Income*</b>		<b>0</b>	#DIV/0!							
<b>E. Units Reimbursed Through Remaining Revenues</b>		<b>72,109</b>	#DIV/0!							
<b>F. Total Units Reimbursed/Total Projected Units</b>		<b>78,301</b>	#DIV/0!							

\* The Division of Aging ARMS deducts reported program income from reimbursement paid to providers. Line III.D indicates the number of units that will have to be produced in addition to those stated on line III.C in order to earn the net revenues stated on line I.C.

Information on this form (DOA-732A) corresponds with information stated on the Provider Services Summary (DOA-732) as follows:

	DOA-732A	DOA-732
Block Grant Funding	Line I.A	Col. A
Required Local Match-Cash & In-Kind	Line I.B	Col. B
Net Service Cost	Line I.C	Col. C
USDA Subsidy	Line I.D	Col. D
Total Funding	L. I.C+I.D	Col. E
Projected HCCBG Reimbursed Units	Line III.C	Col. F
Total Reimbursement Rate	Line III.B.5	Col. G
Projected Total Service Units	Line III.F	Col. I

NC DIVISION OF AGING AND ADULT SERVICES  
 COST OF SERVICES - ATTACHMENT A  
 LABOR DISTRIBUTION SCHEDULE DOA-732A1 1/98

AGENCY NAME: Land of Sky Regional Council			FY: 2016									
SFY_2016 Henderson County Senior Companion												
STAFF NAME	POSITION	FULL TIME PART TIME	TOTAL SALARY	ADMIN. SALARY	SERVIC SERVICE	SERVIC E	SERVIC E	SERVIC SERVICE	SERVIC E	SERVIC E	SERVIC E	SERVIC E
Vicki Jennings	Sr Comp Program Mgr	Full Time	\$44,636									
LeeAnne Tucker	Director-AAA/Vol Svcs	Part Time	5,989									
Janice Payne	Project Asst	Part Time	4,963									
Arlene Wilson	Accounting Specialist	Part Time	3,673									
Wanda Clark	Accounting Assistant	Part Time	1,075									
Vickie Thomas	Finance Director	Part Time	4,311									
		SUBTOTAL FT:	\$44,636	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		SUBTOTAL PT:	20,011	0	0	0	0	0	0	0	0	0
		TOTAL	\$64,647	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		PERCENT FT:	69.05%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		PERCENT PT:	30.95%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!



NAME AND ADDRESS  
 COMMUNITY SERVICE PROVIDER  
 Land of Sky Regional Council  
 Senior Companion Program  
 3390 New Leicester Hwy Ste 140  
 Asheville, NC 28806

Home and Community Care Block Grant for Older Adults

County Funding Plan

DOA-732 (Rev. 2/15)  
 County Madison  
 July 1, 2015 through June 30, 2016

Provider Services Summary

REVISION # , DATE : 6/8/15

Services	A						B	C	D	E	F	G	H	I
	Ser. Delivery (Check One)		Block Grant Funding				Required	Net*	NSIP	Total	Projected	Projected	Projected	Projected
	Direct	Purch.	Access	In-Home	Other	Total	Local Match	Serv Cost	Subsidy	Funding	HCCBG Units	Reimburse Rate	HCCBG Clients	Total Units
Senior Companion	X			4078		////////////////////	453	4531		4531	925	4.9	0.9	78300
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
						////////////////////	0	0		0				
Total	////	////	0	4078	0	4078	453	4531	0	4531	925	////	0.9	78300

\*Adult Day Care & Adult Day Health Care Net Service Cost

	ADC	ADHC
Daily Care	_____	_____
Transportation	_____	_____
Administrative	_____	_____
Net Ser. Cost Total	_____	_____

Certification of required minimum local match availability.  
 Required local match will be expended simultaneously  
 with Block Grant Funding.

\_\_\_\_\_  
 Authorized Signature, Title  
 Community Service Provider

\_\_\_\_\_  
 Signature, County Finance Officer

\_\_\_\_\_  
 Signature, Chairman, Board of Commissioners

**North Carolina Division of Aging and Adult Services**

**Service Cost Computation Worksheet** c:732A.xls

DoA-732A

Land of Sky Regional Council

3/99

County: Madison

Budget Period: 7/1/15 through 6/30/16

Revision \_\_\_yes, \_\_\_no, revision date \_\_\_\_\_

	<b>Grand Total</b>	<b>Service Senior Companion</b>	<b>Service</b>							
<b>I. Projected Revenues</b>										
A. Fed/State Funding From the Division of Aging	4,078	4,078								
Required Minimum Match - Cash										
1)	0									
2)	0									
3)	0									
Total Required Minimum Match - Cash	0	0	0	0	0	0	0	0	0	0
Required Minimum Match - In-Kind										
1) Volunteer Travel	453	453								
2)	0									
3)	0									
Total Required Minimum Match - In-Kind	453	453	0	0	0	0	0	0	0	0
B. Total Required Minimum Match (cash + in-kind)	453	453	0	0	0	0	0	0	0	0
<b>C. Subtotal, Fed/State/Required Match Revenues</b>	<b>4,531</b>	<b>4,531</b>	<b>0</b>							
D. USDA Cash Subsidy/Commodity Valuation	0									
E. OAA Title V Worker Wages, Fringe Benefits and Costs	0									
Local Cash, Non-Match										
1) Other Counties HCCBG	54,183	54,183								
2) Other Counties HCCBG Minimum Match - Vol Travel	6,021	6,021								
3) Local - EDTAP	4,000	4,000								
4) Local/LOSRC	12,832	12,832								
<b>F. Subtotal, Local Cash, Non-Match</b>	<b>77,036</b>	<b>77,036</b>	<b>0</b>							
Other Revenues, Non-Match										
1) Corp for National and Community Service	302,103	302,103								
2)	0									
3)	0									
<b>G. Subtotal, Other Revenues, Non-Match</b>	<b>302,103</b>	<b>302,103</b>	<b>0</b>							
Local In-Kind Resources (Includes Volunteer Resources)										
1)	0									
2)	0									
3)	0									
<b>H. Subtotal, Local In-kind Resources, Non-Match</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
I. Client Cost Sharing	0									
<b>J. Total Projected Revenues (Sum I C,D,E,F,G,H, &amp; I)</b>	<b>383,670</b>	<b>383,670</b>	<b>0</b>							

Division of Aging  
Service Cost Computation Worksheet

	Grand Total	Admin. Cost	Service	Service	Service	Service	Service	Service	Service	Service
<b>II. Line Item Expense</b>										
Staff Salary From Labor Distribution Schedule	////	////	////	////	////	////	////	////	////	////
1) Full-time Staff	44,636		44,636							
2) Part-time staff (do not include Title V workers)	20,011		20,011							
<b>A. Subtotal, Staff Salary</b>	<b>64,647</b>	<b>0</b>	<b>64,647</b>	<b>0</b>						
Fringe Benefits	////	////	////	////	////	////	////	////	////	////
1) FICA @ %	4,945		4,945							
2) Health Ins. @	14,927		14,927							
3) Retirement @	7,053		7,053							
4) Unemployment Insurance	0		0							
5) Worker's Compensation	0									
6) Other	0									
<b>B. Subtotal, Fringe Benefits</b>	<b>26,925</b>	<b>0</b>	<b>26,925</b>	<b>0</b>						
Local In-Kind Resources, Non-Match	////	////	////	////	////	////	////	////	////	////
1)	0									
2)	0									
3)	0									
<b>C. Subtotal, Local In-Kind Resources Non-Match</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D. OAA Title V Worker Wages, Fringe Benefits and Costs</b>	<b>0</b>									
Travel	////	////	////	////	////	////	////	////	////	////
1) Per Diem	500		500							
2) Mileage Reimbursement	2,500		2,500							
3) Other Travel Cost: Registrations	2,900		2,900							
<b>E. Subtotal, Travel</b>	<b>5,900</b>	<b>0</b>	<b>5,900</b>	<b>0</b>						
General Operating Expenses	////	////	////	////	////	////	////	////	////	////
1) Indirect Costs	36,221		36,221							
2) Volunteer Costs - Stipends	207,495		207,495							
3) Volunteer Costs - Insurance	585		585							
4) Volunteer Costs - Recognition	3,000		3,000							
5) Volunteer Costs - Travel	30,122		30,122							
6) Volunteer Costs - Training	6,000		6,000							
7) Volunteer Costs - Background Checks	120		120							
8) Miscellaneous	2,655		2,655							
<b>F. Subtotal, General Operating Expenses</b>	<b>286,198</b>	<b>0</b>	<b>286,198</b>	<b>0</b>						
<b>G. Subtotal, Other Administrative Cost Not Allocated</b>	////	////	////	////	////	////	////	////	////	////
<b>in Lines II.A through F</b>	////	////	////	////	////	////	////	////	////	////
<b>H. Total Proj. Expenses Prior to Admin. Distribution</b>	<b>383,670</b>	<b>0</b>	<b>383,670</b>	<b>0</b>						
<b>I. Distribution of Administrative Cost</b>	////	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>J. Total Proj. Expenses After Admin. Distribution</b>	<b>383,670</b>	////	<b>383,670</b>	<b>0</b>						

Division of Aging and Adult Services  
Service Cost Computation Worksheet

	Grand Total	Service	Service	Service	Service	Service	Service	Service	Service	Service
<b>III. Computation of Rates</b>										
<b>A. Computation of Unit Cost Rate:</b>										
1. Total Expenses (equals line II.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Total Projected Units	78,300	78,300								
3. Total Unit Cost Rate	4.9000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>B. Computation of Reimbursement Rate:</b>										
1. Total Revenues (equals line I.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Less: USDA (equals line I.D)	0	0	0	0	0	0	0	0	0	0
Title V (equals line I.E and II.D)	0	0	0	0	0	0	0	0	0	0
Non Match In-Kind (equals line I.H and II.C)	0	0	0	0	0	0	0	0	0	0
3. Revenues Subject to Unit Reimbursement	383,670	383,670	0	0	0	0	0	0	0	0
4. Total Projected Units (equals line III.A.2)	78,300	78,300	0	0	0	0	0	0	0	0
5. Total Reimbursement Rate	4.8984	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>C. Units Reimbursed Through HCCBG</b>		<b>925</b>	<b>#DIV/0!</b>							
<b>D. Units Reimbursed Through Program Income*</b>		<b>0</b>	<b>#DIV/0!</b>							
<b>E. Units Reimbursed Through Remaining Revenues</b>		<b>77,400</b>	<b>#DIV/0!</b>							
<b>F. Total Units Reimbursed/Total Projected Units</b>		<b>78,325</b>	<b>#DIV/0!</b>							

\* The Division of Aging ARMS deducts reported program income from reimbursement paid to providers. Line III.D indicates the number of units that will have to be produced in addition to those stated on line III.C in order to earn the net revenues stated on line I.C.

Information on this form (DOA-732A) corresponds with information stated on the Provider Services Summary (DOA-732) as follows:

	DOA-732A	DOA-732
Block Grant Funding	Line I.A	Col. A
Required Local Match-Cash & In-Kind	Line I.B	Col. B
Net Service Cost	Line I.C	Col. C
USDA Subsidy	Line I.D	Col. D
Total Funding	L. I.C+I.D	Col. E
Projected HCCBG Reimbursed Units	Line III.C	Col. F
Total Reimbursement Rate	Line III.B.5	Col. G
Projected Total Service Units	Line III.F	Col. I



NAME AND ADDRESS  
 COMMUNITY SERVICE PROVIDER  
 Land of Sky Regional Council  
 Senior Companion Program  
 3390 New Leicester Hwy Ste 140  
 Asheville, NC 28806

Home and Community Care Block Grant for Older Adults

County Funding Plan  
 Provider Services Summary

DOA-732 (Rev. 2/15)  
 County \_\_\_\_\_ Transylvania  
 July 1, 2015 through June 30, 2016  
 REVISION # \_\_\_\_\_, DATE : 6/5/15

Services	A						B	C	D	E	F	G	H	I
	Ser. Delivery (Check One)		Block Grant Funding				Required	Net*	NSIP	Total	Projected	Projected	Projected	Projected
	Direct	Purch.	Access	In-Home	Other	Total	Local Match	Serv Cost	Subsidy	Funding	HCCBG Units	Reimburse Rate	HCCBG Clients	Total Units
Senior Companion	X			17152		//////////	1906	19058		19058	3889	4.9	3.7	78300
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
						//////////	0	0		0				
Total	////////	////////	0	17152	0	17152	1906	19058	0	19058	3889	////////	3.7	78300

\*Adult Day Care & Adult Day Health Care Net Service Cost

	ADC	ADHC
Daily Care	_____	_____
Transportation	_____	_____
Administrative	_____	_____
Net Ser. Cost Total	_____	_____

Certification of required minimum local match availability:  
 Required local match will be expended simultaneously  
 with Block Grant Funding

*Vicki Jones* SCP Mgr.  
*Vicki Jones* 6/5/15

Authorized Signature, Title \_\_\_\_\_ Date \_\_\_\_\_  
 Community Service Provider

\_\_\_\_\_  
 Signature, County Finance Officer Date \_\_\_\_\_

\_\_\_\_\_  
 Signature, Chairman, Board of Commissioners Date \_\_\_\_\_

North Carolina Division of Aging and Adult Services

Service Cost Computation Worksheet C:732A.xls

DoA-732A

Land of Sky Regional Council

3/99

County: Transylvania

Budget Period: 7/1/15 through 6/30/16

Revision \_\_\_yes, \_\_\_no, revision date \_\_\_\_\_

	Grand Total	Service Senior Companion	Service							
<b>I. Projected Revenues</b>										
A. Fed/State Funding From the Division of Aging	17,152	17,152								
Required Minimum Match - Cash										
1)	0									
2)	0									
3)	0									
Total Required Minimum Match - Cash	0	0	0	0	0	0	0	0	0	0
Required Minimum Match - In-Kind										
1) Volunteer Travel	1,906	1,906								
2)	0									
3)	0									
Total Required Minimum Match - In-Kind	1,906	1,906	0	0	0	0	0	0	0	0
B. Total Required Minimum Match (cash + in-kind)	1,906	1,906	0	0	0	0	0	0	0	0
C. Subtotal, Fed/State/Required Match Revenues	19,058	19,058	0	0	0	0	0	0	0	0
D. USDA Cash Subsidy/Commodity Valuation	0									
E. OAA Title V Worker Wages, Fringe Benefits and Costs	0									
Local Cash, Non-Match										
1) Other Counties HCCBG	41,109	41,109								
2) Other Counties HCCBG Minimum Match - Vol Travel	4,568	4,568								
3) Local - EDTAP	4,000	4,000								
4) Local/LOSRC	12,832	12,832								
F. Subtotal, Local Cash, Non-Match	62,509	62,509	0	0	0	0	0	0	0	0
Other Revenues, Non-Match										
1) Corp for National and Community Service	302,103	302,103								
2)	0									
3)	0									
G. Subtotal, Other Revenues, Non-Match	302,103	302,103	0	0	0	0	0	0	0	0
Local In-Kind Resources (Includes Volunteer Resources)										
1)	0									
2)	0									
3)	0									
H. Subtotal, Local In-kind Resources, Non-Match	0	0	0	0	0	0	0	0	0	0
I. Client Cost Sharing	0									
J. Total Projected Revenues (Sum I C,D,E,F,G,H, & I)	383,670	383,670	0	0	0	0	0	0	0	0

Division of Aging  
Service Cost Computation Worksheet

	Grand Total	Admin. Cost	Service	Service	Service	Service	Service	Service	Service	Service
<b>II. Line Item Expense</b>										
Staff Salary From Labor Distribution Schedule	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) Full-time Staff	44,636		44,636							
2) Part-time staff (do not include Title V workers)	20,011		20,011							
<b>A. Subtotal, Staff Salary</b>	<b>64,647</b>	<b>0</b>	<b>64,647</b>	<b>0</b>						
Fringe Benefits	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) FICA @ %	4,945		4,945							
2) Health Ins. @	14,927		14,927							
3) Retirement @	7,053		7,053							
4) Unemployment Insurance	0		0							
5) Worker's Compensation	0									
6) Other	0									
<b>B. Subtotal, Fringe Benefits</b>	<b>26,925</b>	<b>0</b>	<b>26,925</b>	<b>0</b>						
Local In-Kind Resources, Non-Match	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1)	0									
2)	0									
3)	0									
<b>C. Subtotal, Local In-Kind Resources Non-Match</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D. OAA Title V Worker Wages, Fringe Benefits and Costs</b>	<b>0</b>									
Travel	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) Per Diem	500		500							
2) Mileage Reimbursement	2,500		2,500							
3) Other Travel Cost: Registrations	2,900		2,900							
<b>E. Subtotal, Travel</b>	<b>5,900</b>	<b>0</b>	<b>5,900</b>	<b>0</b>						
General Operating Expenses	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
1) Indirect Costs	36,221		36,221							
2) Volunteer Costs - Stipends	207,495		207,495							
3) Volunteer Costs - Insurance	585		585							
4) Volunteer Costs - Recognition	3,000		3,000							
5) Volunteer Costs - Travel	30,122		30,122							
6) Volunteer Costs - Training	6,000		6,000							
7) Volunteer Costs - Background Checks	120		120							
8) Miscellaneous	2,655		2,655							
<b>F. Subtotal, General Operating Expenses</b>	<b>286,198</b>	<b>0</b>	<b>286,198</b>	<b>0</b>						
<b>G. Subtotal, Other Administrative Cost Not Allocated in Lines II.A through F</b>	//////	//////	//////	//////	//////	//////	//////	//////	//////	//////
<b>H. Total Proj. Expenses Prior to Admin. Distribution</b>	<b>383,670</b>	<b>0</b>	<b>383,670</b>	<b>0</b>						
<b>I. Distribution of Administrative Cost</b>	//////	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>J. Total Proj. Expenses After Admin. Distribution</b>	<b>383,670</b>	//////	<b>383,670</b>	<b>0</b>						

Division of Aging and Adult Services  
Service Cost Computation Worksheet

	Grand Total	Service								
<b>III. Computation of Rates</b>										
<b>A. Computation of Unit Cost Rate:</b>										
1. Total Expenses (equals line II.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Total Projected Units		78,300								
3. Total Unit Cost Rate		4.9000	#DIV/0!							
<b>B. Computation of Reimbursement Rate:</b>										
1. Total Revenues (equals line I.J)	383,670	383,670	0	0	0	0	0	0	0	0
2. Less: USDA (equals line I.D)	0	0	0	0	0	0	0	0	0	0
Title V (equals line I.E and II.D)	0	0	0	0	0	0	0	0	0	0
Non Match In-Kind (equals line I.H and II.C)	0	0	0	0	0	0	0	0	0	0
3. Revenues Subject to Unit Reimbursement	383,670	383,670	0	0	0	0	0	0	0	0
4. Total Projected Units (equals line III.A.2)		78,300	0	0	0	0	0	0	0	0
5. Total Reimbursement Rate		4.9000	#DIV/0!							
C. Units Reimbursed Through HCCBG		3,889	#DIV/0!							
D. Units Reimbursed Through Program Income*		0	#DIV/0!							
E. Units Reimbursed Through Remaining Revenues		74,410	#DIV/0!							
F. Total Units Reimbursed/Total Projected Units		78,299	#DIV/0!							

\* The Division of Aging ARMS deducts reported program income from reimbursement paid to providers. Line III.D indicates the number of units that will have to be produced in addition to those stated on line III.C in order to earn the net revenues stated on line I.C.

Information on this form (DOA-732A) corresponds with information stated on the Provider Services Summary (DOA-732) as follows:

	DOA-732A	DOA-732
Block Grant Funding	Line I.A	Col. A
Required Local Match-Cash & In-Kind	Line I.B	Col. B
Net Service Cost	Line I.C	Col. C
USDA Subsidy	Line I.D	Col. D
Total Funding	L. I.C+I.D	Col. E
Projected HCCBG Reimbursed Units	Line III.C	Col. F
Total Reimbursement Rate	Line III.B.5	Col. G
Projected Total Service Units	Line III.F	Col. I





## Home and Community Care Block Grant for Older Adults

### County Funding Plan

**July 1, 2016 through June 30, 2017**

Methodology to Address Service Needs of Low Income (Including Low-Income Minority Elderly), Rural Elderly and Elderly with Limited English Proficiency  
(Older Americans Act, Section 305(a)(2)(E))

Community Service Provider      Senior Companion Program

County Buncombe, Henderson, Madison, and Transylvania

The Older Americans Act requires that the service provider attempt to provide services to low-income minority individuals in accordance to their need for aging services. The community service provider shall specify how the service needs of low income, low-income (including low income minority elderly), rural elderly and elderly with limited English proficiency will be met through the services identified on the Provider Services Summary (DOA-732). This narrative shall address outreach and service delivery methodologies that will ensure that this target population is adequately served and conform with specific objectives established by the Area Agency on Aging, for providing services to low income minority individuals. Additional pages may be used as necessary.

The Senior Companion Program provides no-cost respite and in-home services to low-income, minority and rural elderly at less than \$5/hour. This is one of the few free options available for people who need assistance as either a caregiver or a client needing help with home management/ADLs but cannot otherwise afford to pay out-of-pocket for the service.

The Senior Companion Program also creatively addresses the needs of low-income, minority and rural elderly by engaging them in voluntary service to meet critical community needs. Low-income persons, 55 years and older, are recruited to provide one-on-one service to the frail elderly. They are provided a stipend and other benefits in return for their service. The program also fulfills other non-monetary needs for these seniors – companionship, a sense of purpose, recognition and self-worth. They are also provided annual physical exams, monthly training and other educational opportunities.

On-going efforts to target clients as well as volunteers who are low income, rural, or have limited English proficiency include building partnerships with local social service agencies, the Department of Social Service, Council on Aging and public housing agencies. Flyers and brochures are placed at accessible locations where this population gathers – libraries, doctor's offices, pharmacies and senior housing developments. The media – particularly radio and newspapers – are used frequently to promote community awareness of the program.

# EXHIBIT 14:

## Provider Monitoring Plan

A Prov. Code	B Community Service Providers & Funded Services	C Counties Served	D Monitoring Agency*	E Schedule for Programmatic Review**				F Schedule for Unit Verification***				G Schedule for Fiscal Review****			
				16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
<b>B001</b>	<b>Silvermont Opportunity Center</b>	<b>Transylvania</b>													
	Senior Center General Purpose		AAA-1		X		X								
<b>B003</b>	<b>DayStay Adult Day Services</b>	<b>Buncombe</b>													
	Adult Day Care		AAA		X		X		X		X				
<b>B005</b>	<b>Land of Sky Regional Council</b>	<b>Regional</b>													
	Family Caregiver Title V		DAAS DAAS												
<b>B014</b>	<b>Advantage Home &amp; Community Care</b>	<b>Henderson</b>													
	In Home Aide Level II		AAA	X		X		X		X					
<b>B019</b>	<b>Land of Sky Alzheimers Respite</b>	<b>Regional</b>													
	Family Caregiver		DAAS												
<b>B020</b>	<b>Housing Assistance Corporation</b>	<b>Henderson</b>													
	Housing/Home Improvement		AAA	X	X	X	X								

A Prov. Code	B Community Service Providers & Funded Services	C Counties Served	D Monitoring Agency*	E Schedule for Programmatic Review**				F Schedule for Unit Verification***				G Schedule for Fiscal Review****				
				16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	
<b>B023</b>	<b>Henderson County D.S.S.</b>	<b>Henderson</b>														
	In Home Aide Level I		AAA-2		X		X		X		X					
<b>B024</b>	<b>CarePartners Adult Day Services at Pardee</b>	<b>Henderson</b>														
	Adult Day Care		AAA		X		X		X		X					
	Adult Day Health		AAA		X		X		X		X					
	Transportation		AAA		X		X		X		X					
	Family Caregiver		AAA		X		X		X		X					
<b>B025</b>	<b>Council on Aging for Henderson County</b>	<b>Henderson</b>														
	Home Delivered Meals		AAA-2	X		X		X		X						
	Congregate Nutrition		AAA-2	X		X		X		X						
	Care Management		AAA		X		X									
	Family Caregiver		AAA	X		X		X		X						
<b>B030</b>	<b>Council on Aging of Buncombe County</b>	<b>Buncombe</b>														
	Congregate Nutrition		AAA-2		X		X		X		X					
	In Home Aide Level I		AAA-2	X		X		X		X						

A	B	C	D	E				F				G			
Prov. Code	Community Service Providers & Funded Services	Counties Served	Monitoring Agency*	Schedule for Programmatic Review**				Schedule for Unit Verification***				Schedule for Fiscal Review****			
				16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
	In Home Aide Level II		AAA-2	X		X		X		X					
	Information & Options Counseling		AAA		X		X								
	Family Caregiver		AAA		X		X		X		X				
<b>B031</b>	<b>Buncombe County Meals on Wheels</b>	<b>Buncombe</b>													
	Home Delivered Meals		AAA	X		X		X		X					
<b>B036</b>	<b>Mountain Housing Opportunities</b>	<b>Buncombe</b>													
	Housing/Home Improvements		AAA	X	X	X	X								
<b>B059</b>	<b>CarePartners Adult Day Services</b>	<b>Transylvania</b>													
	Adult Day Care		AAA		X		X		X		X				
	Adult Day Health		AAA		X		X		X		X				
	Family Caregiver		AAA	X		X		X		X					
<b>B060</b>	<b>CarePartners Home Health and Hospice</b>	<b>Transylvania</b>													
	In Home Aide Level I		AAA		X		X		X		X				
	In Home Aide Level II		AAA		X		X		X		X				

A	B	C	D	E				F				G			
Prov. Code	Community Service Providers & Funded Services	Counties Served	Monitoring Agency*	Schedule for Programmatic Review**				Schedule for Unit Verification***				Schedule for Fiscal Review****			
				16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
<b>B061</b>	<b>Transylvania County Transportation</b>	<b>Transylvania</b>													
	General Transportation		AAA		X		X		X		X				
	Medical Transportation		AAA		X		X		X		X				
<b>B064</b>	<b>Western Carolina Community Action – Henderson</b>	<b>Henderson</b>													
	General Transportation		AAA	X		X		X		X					
	Medical Transportation		AAA	X		X		X		X					
	Ensure		AAA		X		X		X		X				
<b>B065</b>	<b>Western Carolina Community Action – Transylvania</b>	<b>Transylvania</b>													
	Home Delivered Nutrition		AAA-2		X		X		X		X				
	Congregate Nutrition		AAA-2		X		X		X		X				
<b>B066</b>	<b>Pisgah Legal Services</b>	<b>Buncombe</b>													
	Legal Services		AAA	X		X		X		X					
<b>B067</b>	<b>Pisgah Legal Services</b>	<b>Henderson</b>													

A	B	C	D	E				F				G			
Prov. Code	Community Service Providers & Funded Services	Counties Served	Monitoring Agency*	Schedule for Programmatic Review**				Schedule for Unit Verification***				Schedule for Fiscal Review****			
				16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
	Legal Services		AAA	X		X		X		X					
<b>B068</b>	<b>Pisgah Legal Services</b>	<b>Transylvania</b>													
	Legal Services		AAA	X		X		X		X					
<b>B076</b>	<b>Mountain Mobility</b>	<b>Buncombe</b>													
	General Transportation		DAAS												
	Medical Transportation		DAAS												
<b>B077</b>	<b>CarePartners Adult Day Service – Buncombe</b>	<b>Buncombe</b>													
	Adult Day Care		AAA		X		X		X		X				
	Adult Day Health		AAA		X		X		X		X				
	Transportation		AAA	X		X		X		X					
	Family Caregiver		AAA	X		X		X		X					
<b>B080</b>	<b>Land of Sky Regional Council</b>	<b>Regional</b>													
	Health Promotion		DAAS												
	Senior Companion		DAAS												
<b>B085</b>	<b>Town of Black Mountain</b>	<b>Buncombe</b>													
	Senior Center General Purpose		AAA-1		X		X								
<b>B091</b>	<b>Senior Opportunity Center</b>	<b>Buncombe</b>													

A	B	C	D	E				F				G			
Prov. Code	Community Service Providers & Funded Services	Counties Served	Monitoring Agency*	Schedule for Programmatic Review**				Schedule for Unit Verification***				Schedule for Fiscal Review****			
				16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
	Senior Center General Purpose		AAA-1		X		X								
<b>B092</b>	<b>Marshall Senior Center</b>	<b>Madison</b>													
	Senior Center General Purpose		AAA-1		X		X								
<b>B093</b>	<b>Harvest House</b>	<b>Buncombe</b>													
	Senior Center General Purpose		AAA-1		X		X								
<b>B094</b>	<b>Hot Springs Senior Center</b>	<b>Madison</b>													
	Senior Center General Purpose		AAA-1		X		X								
<b>B095</b>	<b>Madison County Community Services</b>	<b>Madison</b>													
	Home Delivered Meals		AAA	X		X		X		X					
	Congregate Nutrition		AAA	X		X		X		X					
	General Transportation		AAA	X		X		X		X					
	Medical Transportation		AAA	X		X		X		X					
	In Home Aide Level I		AAA		X		X		X		X				
	Family Caregiver		AAA	X		X		X		X					

\*Identifies assessment responsibilities for the Area Agency on Aging (AAA) and the NC Division of Aging and Adult Services (DAAS). If the AAA is the monitor and there is both a provider and subcontractor(s) to be monitored, insert one of the following codes to indicate how subcontractor(s) will be monitored: AAA-1 = AAA will monitor subcontractor, AAA-2 = provider will monitor subcontractor, AAA-3 = both AAA and provider will monitor subcontractor.

\*\*Scheduled as needed but at least once every three years; \*\*\* Scheduled as needed but at least every other year; \*\*\*\* Scheduled as warranted by annual risk evaluations.



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