

**The Area Agency's
Plan For Aging Services (Area Plan)
Fiscal Year 2024 - 2027**

Agency: New River Valley Agency on Aging

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PSA #: 04

Counties: Pulaski,
Montgomery, Giles
and Floyd

Cities: City of Radford and
the Towns of Pulaski,
Blacksburg and
Christiansburg

*First Year of the Area Plan:
October 1, 2023 through September 30, 2024*
Virginia Department for Aging and Rehabilitative Services

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SECTION A: AREA PLAN

This Area Plan for Aging Services describes the scope of services to be provided by the Area Agency on Aging with funding from the Department for Aging and Rehabilitative Services. It reflects a planning process based on the basic demographic characteristics of the older population and an assessment of their needs. The Area Agency on Aging submits the Plan to the Virginia Department for Aging and Rehabilitative Services for review and approval.

The Plan describes the management and administration, service systems development, service delivery, and advocacy activities of the Area Agency on Aging during the Plan period. These activities address one or more of the national goals of the Older Americans Act:

- To secure and maintain maximum independence and dignity in a home environment for older individuals capable of self-care with appropriate supportive services.
- To remove individual and social barriers to economic and personal independence for older individuals.
- To provide a continuum of care for the vulnerable elderly.

PART I: ORGANIZATION OF THE AREA AGENCY ON AGING

An Area Agency on Aging is a public or private nonprofit agency created pursuant to the Older Americans Act, which is designated by contract with the Virginia Department for Aging and Rehabilitative Services to develop and administer the Area Plan, as approved, for a comprehensive and coordinated system of services for older persons.

The Older Americans Act intends that the Area Agency on Aging shall be the leader relative to all aging issues on behalf of older persons in the Planning and Service Area. Accordingly, the Area Agency carries out a wide range of functions designed to lead to the development or enhancement of comprehensive and coordinated community-based systems in, or serving, each community in the Planning and Service Area. The elements of each such system are (1) visible focal points, (2) a range of accessible service options, (3) commitment of resources, (4) collaborative decision-making among older persons and organizations, (5) special help or targeted resources for the most vulnerable, (6) effective referral from agency to agency, and (7) sufficient flexibility to respond to individual needs.

The New River Valley Agency on Aging is a

(Complete legal name of the agency)

<input type="checkbox"/>	local government
<input type="checkbox"/>	private nonprofit organization incorporated under the laws of Virginia
<input checked="" type="checkbox"/>	joint exercise of powers organized pursuant to §15.2-1300 et seq. of the Code of Virginia
<input type="checkbox"/>	multipurpose agency

GOVERNING BOARD MEMBERSHIP

Total Board positions on July 1, 2023 (including vacancies): 8
(If position is unfilled, please list as "VACANT" on the list below.)

	Member	County or City of Residence	Date of Appointment	Type of Appointment*
1	Mr. John Peek	Giles County	10/01/2022	1
2	Ms. Johna Hicks	Town of Christiansburg	10/01/2022	1
3	Ms. Deena Flinchum	Montgomery County	10/01/2022	1
4	Ms. MaryAnn Semones	Radford	10/01/2022	1
5	Ms. Kim Wright	Pulaski County	10/01/2022	1
6	Ms. Linda Milsaps	Floyd County	10/01/2022	1
7	Ms. Lauren Colliver	Town of Blacksburg	10/01/2022	1
8	Ms. Lydia Hickam	Town of Pulaski	10/01/2022	1
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35				

* Appointment Type Codes:
 If more than one, list all that apply.

1 = County or City Appointment
 2 = Board Appointed
 3 = Advisory Council Representative
 4 = Other (describe): _____

Standing Board Committees identified in the Bylaws:

Executive Committee and Finance Committee

BOARD APPOINTED ADVISORY COUNCIL:

The Area Agency on Aging has established a council which carries out advisory functions which further the Area Agency's mission of developing and coordinating community-based systems of services for all older persons in the **Planning and Service Area (45 CFR 1321.57)**.

The Advisory Council shall be made up of more than 50 percent older persons.

General Membership Characteristics on July 1, 2023:

	Number
Total number Council members (including vacancies)	21
Members age 60+ (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in program assisted under the OAA.	13
Family caregivers of individuals who are eligible participants	2
Representatives of older persons	11
Representatives of supportive service providers	0
Representatives of the business community	2
Representatives of providers of veterans' health care (if appropriate)	0
Local elected officials	0
Representatives of health care provider organization	1
Individuals with leadership experience in private and voluntary sectors	5
General public (not including members age 60+ from above)	3

Chair Officer:

Dr. Dick Harshberger

Term of Chair

Begin Date: 01/1/2021

Term of Appointment

Begin Date: 01/01/2023

End Date: 12/31/2023

Process used to appoint members:

INSERT DESCRIPTION HERE:

Members of the Advisory Council shall be appointed annually by the Agency's Board of Directors. The Advisory Council shall be composed of a maximum of 21 members.

Dates of Advisory Council meetings for FY 2024:

December 12, 2023

March 26, 2024

June 25, 2024

September 24, 2024

Bylaws: Attach a copy of your current bylaws for the Governing Board and Advisory Council.

ADVISORY COUNCIL MEMBERSHIP

(If position is unfilled, please list as "VACANT" on the list below.)

	Member	County or City of Residence
1	vacant	Town of Blacksburg
2	Marya McPherson	Town of Blacksburg
3	vacant	Town of Christiansburg
4	Ms. Carol Cornish	Town of Christiansburg
5	Ms. Annette Calhoun	Montgomery County
6	Ms. Jill Songer	Montgomery County
7	Dr. Dick Harshberger	City of Radford
8	Dr. Helen Harvey	City of Radford
9	Ms. Hilda Burnette	Floyd County
10	vacant	Floyd County
11	Ms. Janet Johnson	Town of Pulaski
12	Ms. Terri Sternberg	Town of Pulaski
13	Ms. Dawn Taylor	Member at Large
14	Ms. Jennifer Wilsie	Member at Large
15	vacant	Member at Large
16	Mr. Dan Maderic	Member at Large
17	Mr. Dave Bryant	Member at Large
18	Mr. James Wilson	Pulaski County
19	vacant	Pulaski County
20	Mr. Fred Thompson	Giles County
21	Mr. Claude Wimmer	Giles County
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40		

SUMMARY SOURCES OF FUNDS:

Estimated FY 2024	
State Government Sources	Amount
Dept. for Aging and Rehabilitatives Servcies (OAA and State funding)	1494463
Dept. of Rail and Public Transportation	
Dept. of Medical Assistance Servcies	
Dept. of Social Services	
Dept. of Behavioral Health and Developmental Services	
VA Housing Development Authority Dept. of Education	
Respite Care Initiative	
SNAP Outreach	
Public Guardianship	
Other Specify	
Federal Government Sources	
Centers for Medicare and Medicaid Services	
Senior Companion Program	
Foster Grandparents Program	
RSVP	
Veterans Administration	
VICAP	52557
USDA - SFMNP	
Other Specify Senior Medicare Patrol	9000
Other Specify	
Local Government Sources	
Other Specify	

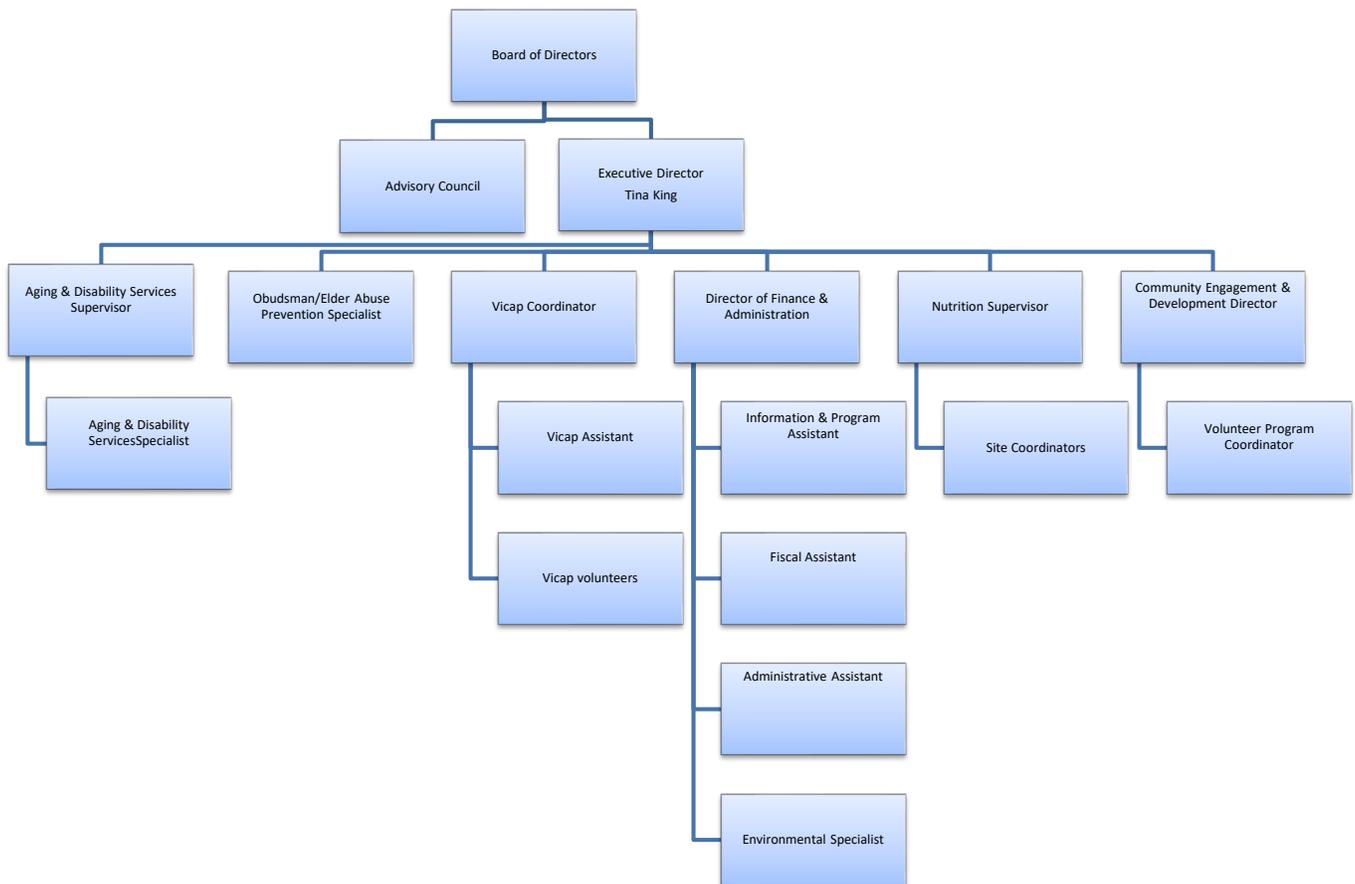
Other Specify	
Private Sources	
Dominion Energy Senior Cool Care	
Other Specify	
Other Sources	
Contributions/In-Kind	5250
Charges/Fees	22458
Investment Earnings	
Other Income	45650
Other Specify Floyd County	7627
Other Specify Giles County	8075
Other Specify Montgomery County	16652
Other Specify Pulaski County	19450
Other Specify City of Radford	5200
Other Specify Town of Blacksburg	8280
Other Specify Town of Christiansburg	9003
Other Specify Town of Pulaski	4280
Other Specify	
Total Projected Revenues	1707945

OAA Sec. 306 (a) (13) (E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act, (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

ORGANIZATIONAL CHART:

Attach an organizational chart. The chart illustrates the organizational structure of the Area Agency on Aging, including the functional units and their supervisory/reporting relationships. The chart illustrates the location of the Area Agency within a multipurpose organization, if applicable.

New River Valley Agency on Aging
Organizational Chart



STAFFING:

The Area Agency on Aging is responsible for providing for adequate and qualified staff to perform the activities under the **Area Plan for Aging Services (45 CFR 1321.55)**. The following list does not include the staff of contractors and grantees of the Area Agency on Aging.

JOB TITLE	Name(s) of Employee(s)
Executive Director	1
Director of Finance & Administration	1
Aging & Disability Services Supervisor	1
Long Term Care Ombudsman/Elder Abuse Prevention Specialist	1
Virginia Insurance Counseling & Assistance Program Coordinator	1
Virginia Insurance Counseling & Assistance Program Assistant	1
Information & Program Assistant	1
Administrative Assistant	1
Fiscal Assistant	1
Nutrition Supervisor	1
Community Engagement & Development Director	1
Volunteer Program Coordinator	1
Aging & Disability Services Specialist	3
Site Coordinators	4
Environmental Specialist	1

PART II: OBJECTIVES AND STRATEGIES:

DEMOGRAPHIC PROFILE OF THE PLANNING AND SERVICE AREA

PROFILE* FOR THE PLANNING AND SERVICE AREA

* See accompanying "2019 ACS AreaPlanDemographics.xlsx" spreadsheet for 2019 data elements.

** See Targeting Definitions for reports that provides 2019 historical information. These reports are helpful in projecting 2024 targeting.

Category	2019 ACS	In-Home Services***					2024 Targeting Objectives **					
	Total Number in 2019	CM	ADC	Chore	HM	PC	Transportation	Information & Assistance	Congregate Meals	HDM	Disease Prevention/ Health Promotion	Title III-E Caregiver
Total Persons Age 60 or Older	39,125				25		200	2000	110	435	24	60
Female	20,765				13		106	1060	58	231	13	32
Male	17,580				12		94	940	52	204	11	28
Missing												
White only	37,030				20		189	1500	90	400	18	45
Black only	1,400				2		8	200	10	15	14	10
Native American only	185											
Asian only	465				1		1	100	5	5	1	1
Native Hawaiian/Pacific Islander only												
Some other race alone or 2 or more races	54				1		1	50		5	1	2
Missing												
Hispanic (all races)	185				1		1	150	5	10		2
Low Income (Poverty)	2,869				15		120	600	35	190	12	20
Low Income (Poverty) Minority	309				5		16	100	8	10	2	5
Rural	9,585				15		48	450	35	75	10	25
Live Alone					20		190	700	80	300	16	30

**Targeting Objectives – This table reflects the population to which your agency has and will target services. Targeting should be directed to those people with the greatest economic or social need, with particular attention to members of racial and ethnic minority groups, older individuals with limited English proficiency, and to older individuals residing in rural areas.

Total Projected Persons Served for FY'24 should be the same number as reported on the Area Plan Budget for this service. The Hispanic/Latino, Low-Income/Minority and Rural columns are included in the racial categorization but are not included in the total calculation.

***In Home Services: Personal Care (PC), Homemaker (HM), Chore, Adult Day Care/Health (ADC), Case Management (CM)

OTHER SIGNIFICANT TRENDS:

Describe any relevant demographic data or trends in the Planning and Service Area that have implications for this Area Plan. For example, are there significant changes in the racial or ethnic groups, the poverty rate, urbanization of formerly rural areas, limited English proficiency, or risk for institutional placement? Please include the following: How did you utilize/apply your Community Assessment Survey for Older Adults (CASOA) results to determine which services to focus during the next area plan period? How did this impact your budget allocations?

INSERT DESCRIPTION HERE:

The New River Valley Agency on Aging's Planning and Service Area is experiencing a steady growth in the older adult population. As of 2020, there were 39,791 individuals aged 60 and above, accounting for 21.7% of the total population in PSA 4. All but Montgomery County and Radford City have an older adult population of over 25% of their total population. Almost 10,000 of these citizens live in what is considered to be rural areas.

There continues to be minimal racial diversity with 95% of the older adult population age 65 and above indicating they are White, 2.6% indicating they are Black and 1.1% indicating they are Asian or some other racial group. 97.6% of older adults indicated that English is their primary language.

Almost 8% of adults over age 60 residing in the New River Valley are at the federal poverty level. Although not considered at the federal poverty level, many additional older adults on fixed/limited incomes, struggle to pay for utilities, food, medications, transportation, etc., as this is often conveyed during calls and visits with those seeking information, resources and services.

Regarding gender, the older adult population is comprised of 55% women and 45% men.

A Community Assessment Survey for Older Adults funded by the Department for the Aging and Disability Services and conducted by a national research team, found that 46% of the older adults they surveyed living in the New River Valley were found to have information access challenges in their service area. While the New River Valley Agency on Aging strives to utilize and maximize all available avenues and sources to reach older adults and their caregivers, this indicates a need to continue and strengthen our efforts through our Information and Assistance and Outreach work along with endeavors to reach caregivers in need of information and/or services. Because 53% of the survey respondents stated they had used public library services during the recent past this is a partnership that will be utilized more for outreach to help older adults obtain information needed.

The CASOA survey also indicates that affordable, accessible, safe housing is also an area that 48% of the respondents rated as a need. Although direct housing services are not provided by the Agency, continued efforts to work with other organizations who do work in this realm will be strengthened to connect older adults to them and to help with identifying and pursuing funding opportunities to expand these efforts.

EMERGENCY PREPAREDNESS PLANNING AND RESPONSE

Sec. 306 (a) (17) of the Older Americans Act requires area agencies on aging to include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

INSERT DESCRIPTION HERE:

The New River Valley Agency on Aging maintains contact with local Emergency Management Managers and requests to be included in briefing meetings prior to expected natural disasters and for disaster recovery operations. We provide information to local governments, law enforcement and emergency services managers regarding our intent to provide general support and assistance to local governments and local emergency management managers and teams following disasters such as hurricanes, tornadoes, floods and fires.

The assistance and support is tailored to address the needs of the local governments and citizens within the localities affected. In general the Agency assists in taking applications for assistance for funding that may be available and provides transportation to adults age 60 and over to Disaster Recovery Centers and/or to other locations to obtain needed resources.

While it is the intent of the Agency to continue service operations if at all possible, prior to and following a disaster, clients will be notified by phone, if phone service is operable (from a hard copy list that is updated monthly and distributed to staff) by designated staff to check on their well-being and to inform them of the status of services. Staff will also determine if individuals have immediate needs. Should there be an immediate need that cannot be addressed by Agency staff, staff will contact the local emergency manager to determine which entity can be of assistance.

The Agency provides clients information annually on personal planning for emergency preparedness and when local weather related disasters are forecasted.

No Wrong Door Local Standards

Pursuant to **Section 51.5-135(6) of the Code of Virginia**, the Area Agency on Aging is designated as the Lead Agency in each respective service area for No Wrong Door.

No Wrong Door (NWD) is a federal initiative of the Administration for Community Living existing in all 56 states and territories. The initiative serves older adults, persons with disabilities, veterans, caregivers and their families to locate long term services and supports (LTSS). As No Wrong Door local lead entities, four core standards are required to make a fully functional system: 1) Governance and Administration, Public Outreach and Coordination, Person-Centered Options Counseling, and Streamlined Eligibility. More information regarding these federal standards can be found at: <https://nwd.acl.gov/index.html>

No Wrong Door Chart of Local Standards			
1) Governance and Administration			
	Complete	Incomplete	Describe how goal is/will be met
AAA has an active NWD Advisory Council	X		In the process of integrating the NWD Advisory Council into the NRV Agency on Aging Advisory Council. A portion of each meeting will cover NWD work, input, etc.
AAA carries out local NWD functions of Person-Centered Options Counseling and Communication, Referral, Information and Assistance	X		NRV Agency on Aging staff is trained for Person Centered Options Counseling and CRIA and provides on-going
AAA uses NWD technology (PeerPlace) to share client information with consent across organization(s) and NWD partners	X		DARS Protocol is utilized to share client information with consent across organizations and NWD partners using Peerplace
AAA adheres to privacy and security standards including not sharing any client information with any outside technology systems and/or organizations	X		Privacy and security standards per DARS guidelines are adhered to in regard to not sharing client information with outside technology and/or organizations.

2) Public Outreach and Coordination			
	Complete	Incomplete	Describe how goal is/will be met
AAA conducts local outreach and marketing of NWD to encourage partnerships and promote access to local home and community-based services	X		
3) Person-Centered Options Counseling			
	Complete	Incomplete	Describe how goal is/will be met
AAA actively implements Person-Centered Options Counseling (PC-OC) to foster a more person-centered NWD system	X		Due to new staff we will be working to actively implement this again. All applicable staff has trained using the NWD training modules
AAA managers and key staff understand the philosophy, values and concepts of NWD and person-centered thinking	X		All applicable staff have trained using the NWD modules.
AAA adheres to statewide Person-Centered Options Counseling standards and all staff remain up to date on annual training requirements <i>Virginia Statewide Options Counseling Standards and Training Requirements:</i> https://www.nowrongdoor.virginia.gov/PersonCenteredOptionsCounseling.htm	X		
4) Streamlined Eligibility			
	Complete	Incomplete	Describe how goal is/will be met
AAA utilizes NWD technology and tools, including Virginia Easy Access, PeerPlace, and NWD training platform to foster system alignment and streamline access of clients to long-term services and supports	X		

SERVICES TO BE PROVIDED:

Area Plan Services		Title III B, C, or D	Title III-E Caregiver
X if you provide this service			
Group 1: In-Home Services			
Adult Day Care			
Checking			
Chore			
Homemaker	X		X
Personal Care			X
Group 2: Access Services			
Care Coordination			
Care Transitions			
Communication, Referral, Information & Assistance	X		X
Options Counseling			
Transportation	X		X
Assisted Transportation			
Group 3: Legal Assistance			
Legal Assistance		X	
Group 4: Other Services			
Assistive Technology / DME / PERS			
Consumable Supplies			
Emergency Services			
Title III Employment Service			
Long-Term Care Coordinating Activity		X	
Medication Management			
Money Management			
Outreach/Public Information & Education		X	
Residential Repair and Renovation			
Socialization & Recreation			
Volunteer Program			
Group 5: Nutrition Services & Delivery			
Congregate Nutrition		X	
Home Delivered Nutrition		X	
Home Delivered Fee For Service <i>(Indicate here if you provided a FFS Program)</i>	X		
Nutrition Counseling		X	
Nutrition Education		X	
Group 6: Disease Prevention / Health Promotion Services			
Disease Prevention / Health Promotion		X	
CDSME			
Falls Prevention			
Health Education Screening			

Group 7: NFCSP Additional Title III – E Services	
X if you provide this service	
Counseling Services:	
Individual Counseling	
Support Groups	
Caregiver Training	
Respite Voucher:	
Respite Voucher	
Respite Services:	
Institutional Respite	
Other	
Supplemental Services:	
Financial Consultation	
Direct Payments (Defined Supplemental Services)	
Other Supplemental Services	

Group 8: Elder Rights Services	
Elder Abuse Prevention	X
Group 9: Ombudsman	
Local LTC Ombudsman Program	X

State General Fund Services	
X if you provide this service	
Care Coordination for Elderly Virginians (CCEVP)	
Service Coordination 2	
Service Coordination 1	X
SOS (Senior Outreach to Services)	
Options Counseling	X
Care Transitions	

AREA PLAN WAIVERS

Waiver to Provide a Direct Service – The Area Plan shall provide that no supportive services, nutrition services or in-home services will be directly provided by an Area Agency on Aging, unless, in the judgment of the State Agency –

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

If you check YES to this question, then provide documentation that supports your request.

Waiver for an Alternative Cost Sharing/Fee for Service Scale – The OAS sliding Fee Scale for your area is the approved sliding scale for the Older Americans Act and General Fund cost sharing/fee for service programs. If you wish to request a waiver to use an alternative sliding fee scale, you must provide a written description for the basis of the scale and attach a copy. Note: **Older Americans Act of 1965, as amended, Section 315(a)(3)** state, “A state shall not permit cost sharing [fee for service] by a low-income older individual if the income of such individual is at or below the Federal poverty line”.

Waiver for Cost Sharing/Fee for Service for Older Americans Act Programs – **Section 315(a)(6) of the Older Americans Act of 1965, as amended:** “An Area Agency on Aging may request a waiver to the State’s cost sharing policies, and the State shall approve such a waiver if the Area Agency on Aging can adequately demonstrate that –

1. a significant proportion of persons receiving services under this Act subject to cost sharing in the planning and service area have incomes below the threshold established in State policy; or
2. cost sharing would be an unreasonable administrative or financial burden upon the Area Agency on Aging.”

NOTE: The Virginia Department for Aging and Rehabilitative Services can not waive cost sharing/fee for service for General Funds. It is the intent of the Virginia General Assembly that General Funds continue to be spent as part of a cost sharing/fee for service program.

If you wish to request a waiver for cost sharing/fee for service for Older Americans Act Programs, you must provide a written description for the basis of the scale and attach a copy.

Area Plan Services X if you are applying for a Waiver	Direct Service Waiver	Cost Sharing/Fee for Services Waiver	Alternative Cost Sharing/Fee for Services Scale Waiver
Group 1: In-Home Services			
Adult Day Care			
Checking			
Chore			
Homemaker	X		
Personal Care			
Group 2: Access Services			
Care Coordination			
Care Transitions			
Communication, Referral, Information & Assistance			
Options Counseling			
Transportation	X		
Assisted Transportation			
Group 3: Legal Assistance			
Legal Assistance			
Group 4: Client Services			
Assistive Technology / DME / PERS			
Consumable Supplies			
Emergency Services			
Title III Employment Service			
Long-Term Care Coordinating Activity			
Medication Management			
Money Management			
Outreach/Public Information & Education			
Residential Repair and Renovation			
Socialization & Recreation			
Volunteer Program			
Group 5: Nutrition Services & Delivery			
Congregate Nutrition	X		
Home Delivered Nutrition	X		
Home Delivered Fee For Service			
Nutrition Counseling			
Nutrition Education			
Group 6: Disease Prevention/Health Promotion Services			
Disease Prevention / Health Promotion	X		
CDSME			
Falls Prevention			
Health Education and Screening			
Group 7: Title III-E NFCSP Services			
Counseling Services:			

Individual Counseling			
Support Groups			
Caregiver Training			
Respite Voucher:			
Respite Voucher			
Respite Services:			
Institutional Respite			
Direct Payments (Respite Services)			
Other			
Supplemental Services:			
Financial Consultation			
Direct Payments (Defined Supplemental Services)			
Other Supplemental Services			
Group 8: Elder Rights Services			
Elder Abuse Prevention			
Group 9: Ombudsman			
Local LTC Ombudsman Program			

Provide a description of the justification(s) checked above:

For Homemaker Services: The Agency completes the assessments and reassessments to determine the eligibility of the individual. We believe that this is a more efficient and effective use of funds and time. Our professional staff is well trained in using the required Uniform Assessment instrument and by doing this directly we believe that it provides more quality control.

For Transportation Services: The Agency completes assessments and reassessments to determine eligibility for service. We believe that is more efficient and cost effective to utilize our staff which is well trained in using the required UAI. Often while completing assessments for a specific service other needs are identified and can be handled in a more streamlined manner utilizing our staff.

For Congregate Meals: The Agency utilizes trained staff to complete assessments and reassessments to determine eligibility of individuals and hires and supervises site coordinators to manage nutrition sites. We believe that it is most efficient and effective use of funds.

For Home Delivered Nutrition: The Agency completes assessments and reassessments to determine eligibility for service. We believe that it is more efficient and cost effective to utilize our staff which is well trained in using the required UAI. Often while completing assessments for a specific service other needs are identified and can be handled in a more streamlined manner utilizing our staff.

For CDSME - For the evidence based programs, trained Agency staff conducts these workshops without additional costs for outside services.

DEFINITIONS

Explain How the Service is Implemented – This is a **detailed** explanation of what service is being provided and specifically how it is being provided using Older Americans Act Funds. Refer to the Service Standard as needed to develop this explanation. Be sure to include any local variations or aspects of the service that are unique to your agency.

Description of Population to be Served – Describes the population that your agency will provide services to using Older Americans Act Funds, i.e. 60 years or older, frail, rural, at or below poverty level, limited English proficiency, risk for institutional placement, etc. How were they targeted? How is this population targeted in the service implementation above? **Provide an explanation/justification if you are targeting services to a population that is not specifically prioritized in the Older Americans Act. For example, if you are targeting services to persons whose incomes are above the poverty level, provide a justification as to why.**

Service Provider(s) – State who is actually providing the service. Is it the AAA, another provider, or both? Include **all** providers of this service that are paid using Older Americans Act Funds. This includes local DSS, etc.

Older Americans Act Section 212(a) and (b) requires DARS to approve all contracts/service agreements with for-profit entities that provides services to individuals. The Area Agency shall submit relevant documents including: the agreement, information on all costs incurred, costs incurred by the recipient, and that the rates are consistent with the prevailing market rate. Check the profit status of each contractor on the individual service pages: FP = For Profit, NFP = Not-For-Profit.

Jurisdiction(s) Served – List all locations where services are provided using Older Americans Act Funds, i.e. cities and/or counties. If you are only providing services to a certain area of your Planning and Service Area please tell us. Make sure service providers line up with jurisdictions being served. If you are providing a service to all jurisdictions, you may state “**ALL**”.

Describe Other Non-Federal Funds – This section describes other non-federal funding sources that are used to provide the service. Identify in the left column the dollar amount that will be used in the service as match. In the right column indicate the funding source, i.e.: local, united way, foundations, grants, etc.

Service: Checking

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable)	Yes		No	
		If "NO" list unlicensed providers and explain:				

Service: Homemaker

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

Homemaker services provide assistance to persons with the inability to perform one or more of the following activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone or doing light housework. Homemaker services may also serve as respite for informal caregivers. With each individual who requests Homemaker Services, Agency on Aging staff will conduct an in-home assessment, utilizing Part A of the Uniform Assessment Instrument, to determine if eligibility criteria is met, what the specific needs are, and the level of priority. A Virginia Caregiver Service form will also be completed if a caregiver is involved. A screening will be performed to determine if the client will be responsible for cost sharing. If the individual is responsible for cost sharing, they will be given a copy of a signed agreement stating their cost sharing amount. A care plan will be devised with individual's and/or caregiver's input to identify service needs, specify what services will be provided, and the number of service units to be provided. The Aging & Disability Services Supervisor will complete and explain to individuals and/or caregivers, the Service Agreement. The Service Agreement shall include services to be provided, scheduled hours and days of service, information regarding voluntary contributions, emergency contacts and the severe weather policy. A copy of the Service Agreement will be provided to individuals and/or their caregivers. Homemaker tasks will be performed by sub-contractors. The Aging & Disability Services Supervisor shall conduct monitoring of the sub-contractors annually. Monitoring shall include program compliance, service delivery review, administrative review and quality assurance. A written copy of the monitoring report shall be maintained by the agency. Anonymous client surveys shall be conducted annually. A file of annual anonymous surveys with a summary of the surveys shall be maintained by the agency. A reassessment of the individual's need for services, the amount of services provided and the appropriateness of the care plan shall be performed by staff when the client's condition or situation changes, but at least annually.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:

Yes

No

C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

D. Service Provider(s):

FP

NFP

E. Jurisdiction(s) Served:

New River Valley Agency on Aging

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

Human Touch Home Healthcare

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

Care Advantage

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

Warm Hearth at Home

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

Amada

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

F. Describe Other Non-Federal Funds:

Amount

Description

Are all providers licensed? (If applicable)

Yes

No

If "NO" list unlicensed providers and explain:

Service: Personal Care

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:

Yes

No

C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

D. Service Provider(s):

FP

NFP

E. Jurisdiction(s) Served:

F. Describe Other Non-Federal Funds:

Amount

Description

Are all providers licensed? (If applicable)

Yes

No

If "NO" list unlicensed providers and explain:

GROUP 2: ACCESS SERVICES

Service: Care Coordination (Case Management)

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. This section must be completed for programs funded with Title III. If agency is also utilizing CCEVP funding for programs, those sections must also be completed.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:

Yes

No

C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

D. Describe Other Non-Federal Funds:

Amount

Description

Amount	Description

Service: Care Transitions

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. List the hospitals and other entities with whom your agency is contracted to provide services.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: CRIA (Communication, Information, Referral and Assistance)

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. List the names of formal partner agencies using CRIA to share electronic referrals.

The Agency on Aging provides communication, referrals and information and assistance to older persons, persons with disabilities, caregivers, professionals or other individuals concerning programs, services and resources that are available to them. Communication, provided to clients, caregivers, professionals or other individuals, offers general information as needed. The referral process utilizes the No Wrong Door (NWD) database of service providers to inform clients, caregivers, professionals, or other individuals about appropriate information and link them with external entities providing opportunities, services, supports and/or resources to meet their needs. For referrals, all data elements included in the Peerplace Basic Demographics are completed when possible. Information and assistance is the assessment process using at least Part A (the first four pages) of the electronic Uniform Assessment Instrument. This includes gathering information such as: physical, cognitive, emotional and social functioning; the level of both formal and informal support a client may already have; and the client's environmental and financial needs. A brief caregiver assessment is also performed when a caregiver is indicated. Additional client information is collected in the NWD Tools Application, based on the identified concerns. This information is used to develop a plan of care for each individual. Each case is then presented to Agency staff to make suggestions and to approve the care plan to see that needs are appropriately met. With signed consent from the client or responsible party, staff will use the NWD Tools Application to contact another agency or provider to make an outside referral and/or internal Agency referral. (A follow-up is conducted on a minimum of 10% of monthly referrals) Once releases are obtained, both the client or caregiver and the other agency are contacted. Follow-up calls are made to determine if referrals were received; services were started, and if not, reason why; and/or the client has additional concerns that need to be addressed. Formal partnership with: New River Valley Senior Services, Inc.

B. Description of Population to be Served: All persons regardless of age, disability or veteran status and their families and caregivers.

Communication and referral services are targeted to persons who are 60 years of age and older, persons with disabilities aged 18 and older. Individuals are eligible for Information and Assistance services if they are 60 years of age or older. Priority shall be given to older individuals who are in the greatest economic and social need, and older individuals at risk for institutional placement, with preference given to low income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. The object of this service is to enable older persons and/or their caregivers to locate and use services and resources, which promote their well being, independence, and to protect their interest and rights.

Providing III-B Service:	Yes	<input checked="" type="checkbox"/>	No	
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C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability (OAA Section 373(c)(2)).

Providing III-E Service:	Yes	<input checked="" type="checkbox"/>	No	
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D. Describe Other Non-Federal Funds:

Amount	Description
14419	other local funds

Service: Person-Centered Options Counseling

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Individuals aged 18 and over with a disability and adults aged 60 and over who request long-term supports and/or who are planning for the future regarding long-term supports.

C. Service Provider(s)	D. Jurisdiction(s) Served:

G. Describe Other Non-Federal Funds:

Amount	Description	

Service: Transportation

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

The Agency will focus on providing as feasible, non-emergency medical transportation within the Agency's service area which covers the 4th planning district, transportation to local congregate meal sites and shopping for congregate nutrition clients. A brief assessment using the uniform assesment instrument will be completed on each individual requesting transportation to determine if eligibility criteria is met, what the specific needs are and the level of priority of need for the service. Eligibility criteria include: individual is at least age 60, individual cannot drive and lacks other modes of transport by self, community support group or public transportation, whether the individual has significant economic or social need, and whether individual requires any special assistance. If an individual requesting medical transportation is eligible for the service, they will be screened to determine whether they have a cost-sharing responsibility. If the client is responsible for cost sharing, they will be given a copy of a signed agreement stating their cost sharing amount.

A reassessment determining the client's level of need for the service shall be done at least annually.

Transportation will be performed by a sub-contractor. The Agency on Aging shall conduct monitoring of the sub-contractor annually.

Monitoring shall include program compliance, service delivery review, administrative review and quality assurance. A written copy of the monitoring report shall be maintained by the agency.

Anonymous client surveys shall be conducted annually. A file of annual anonymous

client surveys with a summary of the surveys shall be maintained by the agency.

Sub-contractors shall be monitored annually. Monitoring shall include: safety policies, administrative elements, maintenance, insurance, vehicle accidents and quality assurance.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:

Yes

No

C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

D. Service Provider(s):

FP

NFP

E. Jurisdiction(s) Served:

New River Valley Agency on Aging

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

New River Valley Senior Servcies, Inc.

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

Giles Health and Family Services

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

F. Describe Other Non-Federal Funds:

Amount

Description

32941

other local funds

Service: Assisted Transportation

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:

Yes

No

C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

D. Service Provider(s):

FP

NFP

E. Jurisdiction(s) Served:

F. Describe Other Non-Federal Funds:

Amount

Description

GROUP 3: LEGAL ASSISTANCE

Service: Legal Assistance

- A. Explain How the Service is Implemented:** Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

Individuals with legal assistance needs will be referred to Southwest Virginia Legal Aid Society, Inc. (SWVLAS). Persons with sufficient resources will be encouraged to consult a private attorney of their choosing. Staff at SWVLAS will perform a short screening on all individuals age 60 and above to determine the type of legal assistance needed and to obtain demographic and financial data. Legal assistance will be provided for individuals at 200% or less of the federal poverty level and primarily for those needing protection of income, housing and personal safety. Individuals requesting assistance with powers of attorney and advanced directives will be provided appropriate forms. A one-time event will be held for individuals needing assistance with power of attorney, advanced directives, simple wills, etc., utilizing attorneys from SWVLAS. Efforts will be made by both the Agency on Aging and SWVLAS to provide advocacy, outreach and community education on critical legal issues affecting the most vulnerable older adults.

SWVLAS shall conduct regular satisfaction surveys of the persons served and the impact of the service. SWVLAS will report satisfaction survey results to the Agency on Aging on a quarterly basis.

- B. Description of III-B Population to be Served:** Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):

Please check type that applies for each provider (see descriptions below).
For definitions, see Legal Assistance Service Standard, Section IV – Types of Legal Assistance Providers.

D. Jurisdiction(s) Served:

Type:	1	2	3	4	5	FP	NFP	
Southwest Virginia Legal Aid Society	X						X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of R

Type 1: AAA contracts with a Legal Aid Program funded by Legal Services Corporation (LSC).

Type 2: AAA contracts with a Legal Aid Program not funded by LSC.*

Type 3: AAA has an attorney on staff.**

Type 4: AAA contracts with a private attorney.***

Type 5: AAA contracts with a Law School Clinical Program.****

* For legal aid programs not funded by LSC, please send a copy of the contract with the Service Provider to LegalAssistanceServices@dars.virginia.gov.

** For AAAs with an attorney on staff, please send a copy of the attorney's job description to

*** For AAAs that contract with a private attorney, please send a copy of the contract with the Service Provider to LegalAssistanceServices@dars.virginia.gov.

**** For AAAs that contract with a law school, please send a copy of the contract/agreement to LegalAssistanceServices@dars.virginia.gov .

E. Describe Other Non-Federal Funds:

Amount	Description	
680	other local funds	

GROUP 4: OTHER SERVICES

Service: Assistive Technology /DME / PERS					
Please indicate how the units are defined:		Devices		Payments	
<p>A. Explain How the Service is Implemented: Include such things as: Staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.</p>					
<p>B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural areas. (OAA Section 306(a)(1)).</p>					
Providing III-B Service:		Yes		No	
<p>C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability (OAA Section 373(c)(2)).</p>					
Providing III-E Service:		Yes		No	
C. Service Provider(s)			D. Jurisdiction(s) Served:		
E. Describe Other Non-Federal Funds:					
Amount		Description			

Service: Consumable Supplies

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:	Yes		No		
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C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:	Yes		No		
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D. Service Provider(s):	FP	NFP	E. Jurisdiction(s) Served:
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F. Describe Other Non-Federal Funds:

Amount	Description	

Service: Emergency

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Employment

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: LTC Coordinating Activities

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

The New River Valley Agency on Aging implemented a Local Long Term Care Coordination Council (LLTCCC) in 2008. The LLTCCC was formed to bring public and private health and human service agencies and providers together to coordinate long term support services, identify gaps in service and to proactively address long term care issues for older adults aged 60 and above and for persons with disabilities. The LLTCCC meets six times per year virtually by TEAMS meeting. Meeting agendas are decided by members and the meetings are led by an elected chair or co-chair. Minutes are recorded and kept by an Agency staff person. Staff regularly attend the meetings to provide information and work with other members to identify and address long term care needs and issues in the New River Valley. The New River Valley Agency on Aging Advisory Council members will serve as the No Wrong Door (NWD) (Aging and Disability Resource Connection) Advisory Council. The Advisory Council meets at least quarterly to address strategy and issues that will promote and/or affect the implementation of a streamlined information, referral and access to services process for consumers aged 60 and over and adults with disabilities seeking long term supports and services across public and private health and human services agencies and providers. The New River Valley Agency on Aging Executive Director facilitates the meetings. Minutes are recorded and kept by an Agency on Aging staff person. Staff attends the Advisory Council meetings to provide information on the technology tools available to and/or used to promote the NWD initiative, to assist with a strategic direction, and to encourage NWD partnerships.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description	
500	other local funds	

Service: Medication Management

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Money Management

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Outreach/Public Information & Education

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

The Agency on Aging will inform older persons, their caregivers and the general public of available opportunities, services, resources, issues and problems relevant to aging, disabilities and caregiving. This will be accomplished by preparing and distributing resource information, utilizing brochures and fact sheets, social networking and media and e-mail distribution; making presentations to community groups and organizations; managing resource booths at health fairs and other community events and meetings; and preparing and distributing media releases and public service announcements.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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D. Service Provider(s):	FP	NFP	E. Jurisdiction(s) Served:
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New River Valley Agency on Aging		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
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F. Describe Other Non-Federal Funds:

Amount	Description
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Service: Residential Repair & Renovation

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-B Service:	Yes		No		
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C. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:	Yes		No		
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D. Service Provider(s):	FP	NFP	E. Jurisdiction(s) Served:

F. Describe Other Non-Federal Funds:

Amount	Description	

Service: Socialization & Recreation/Senior Centers

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Volunteer Program

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

GROUP 5: NUTRITION SERVICES AND DELIVERY

Service: Congregate Meals

- A. Explain How the Service is Implemented:** How are congregate meals prepared and served (prepared and served at site, frozen/chilled reheated at site, delivered hot from vendor or central kitchen, etc.):

Hot meals are prepared by the Agency's hot meal vendor, Trinity Services, at their kitchen and individually plated and placed in carriers that help retain temperatures. Meals are then delivered to each congregate meal site in the service area by New River Valley Senior Services delivery drivers.

Staffing (volunteer or paid):

Site Coordinators are paid part time staff averaging 4.5 hours per week

Assessments:

To determine client eligibility for the congregate meals program, Part A of the Uniform Assessment Instrument and the Nutritional Risk Assessment form are completed with each individual to determine if the eligibility criteria is met, what the specific needs are, and the level of priority for the service. These forms will be completed in person if at all possible, either at the individual's home or a mutually agreeable location. In addition to providing a nutritious meal, the congregate meal site provides social engagement and programming to promote better health and nutrition. The Nutrition Risk Assessment results will determine the need to refer the client to other nutrition related resources, guide in the provision of nutrition educations and/or a referral to nutrition counseling.

Nutrition related referrals, nutrition education and nutrition counseling:

Nutrition education is a vital part of the congregate meals program.

Nutrition education is an intervention which may be delivered in-person or via video, audio, online or hardcopy. It is provided to participants and caregivers with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions.

Content is consistent with the Dietary Guidelines for Americans; it is accurate, culturally sensitive, regionally appropriate, and considers personal preferences. It is overseen by a registered dietitian. The participant shall be provided with information on a continuing basis, but at least quarterly. Data will be maintained as mandated by the Department for the Aging and Rehabilitative Services, on the information provided to each participant, along with the source of the written materials and the presenter of the information.

Participants based on determined needs from the Nutrition Risk Assessment, may be referred to other programs and resources that will meet their needs. Should the participant fall into a high nutritional risk category the opportunity to work with the Agency's contracted registered dietitian will be offered and a referral made should the participant want this service.

Program evaluation:

At least annually a program evaluation and client satisfaction survey will be sent to each congregate meals program participant. Results are compiled and utilized to guide for improvements, etc. If there is an individual concern expressed and the client has identified themselves, the Nutrition Program Supervisor follows up to get more information and alleviate the concern if possible. Also, each participant's need for services is reassessed annually and they are asked to provide input on their meals, programming, staffing, etc.. The Nutrition Program Supervisor also performs a formal on-site annual visit to evaluate each congregate site operations and the site coordinator.

If subcontracted, describe the process and frequency of monitoring:

The Nutrition Program Supervisor performs a formal annual monitoring of Trinity Services, the hot meal vendor using a standardized tool to ensure they are meeting all food safety requirements. However, based on feedback from congregate meals coordinators and participants, the Nutrition Program Supervisor constantly monitors the daily temperatures of the food delivery.

- B. Description of Population to be Served:** Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-C Service:

Yes

X

No

- C. Description of III-E Population to be Served:** Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

X

D. Service Provider(s):		FP	NFP	E. Jurisdiction(s) Served:	
New River Valley Agency on Aging			X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford	
New River Valley Senior Services			X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford	
Trinity Services GRP		X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford	
Bluedog Associates		X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford	
CPI Foods		X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford	
Total Number of Congregate Meal Sites: 6					
F. Describe Other Non-Federal Funds:					
Amount		Description			
13,141		other local funding			
Do you employ or contract the services of a Registered Dietitian for your nutrition programs?					
Yes	X	No		If yes, is the individual a:	Full-time Employee
					Part-time Employee
					X Contractor/Consultant
Number of hours per week				or number of hours per month	varies

Service: Home Delivered Nutrition

A. Explain How the Service is Implemented:

Type(s) of home delivered meals served (frozen, chilled, shelf stable, or hot):

Hot meals are prepared by a contracted vendor and delivered by New River Valley Senior Services, 5 days per week, Monday through Friday to eligible homebound individuals who live in areas that are feasible to reach frequently. For eligible individuals who live in areas that are more remote and for whom it isn't feasible to

Staffing (volunteer or paid):

All staffing related to meal preparation and delivery are contracted services with vendors.

Assessments:

An assessment using the Uniform Assessment Instrument is performed on each potential client that determines whether the individual is eligible for the service, the amount of the individual's service-specific need, and the individual's level of priority for service delivery. Part "A" Uniform Assessment Instrument and "Nutrition related referrals, nutrition education and nutrition counseling:

Nutrition Education is an important part of the home delivered meals program. It is provided to clients and caregivers with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions.

Program evaluation:

At least annually a program evaluation and client satisfaction survey will be sent to each home delivered meals client. Results are compiled and utilized to guide for improvements, etc. If there is an individual concern expressed and the client has identified themselves, the Nutrition Program Supervisor follows up to

If subcontracted, describe the process and frequency of monitoring:

The Nutrition Program Supervisor performs a formal annual monitoring of Trinity Services, the hot meal vendor using a standardized tool to ensure they are meeting all food safety requirements and also schedules an annual inspection of the Bluedog Associates facility to make sure the package and storage of the frozen meals meets the requirements of the program. The Nutrition Program Supervisor also annually monitors a

A. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Providing III-C Service:

Yes

No

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Providing III-E Service:

Yes

No

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
New River Valley Senior Services		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Trinity Services Grp	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Bluedog Associates	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
CPI Foods	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description
30000	other local funds

Infrequent Delivery of Home Delivered Meals (ID-HDM)

Check the following that apply: A plan for ID-HDM must be approved by OAS before meals are delivered less than weekly to 25% or more of HDM clients served in each jurisdiction. A new or revised plan is needed when there is a change in jurisdiction, frequency of delivery, method of delivery, or delivery vendor:

X	The AAA has an ID-HDM plan approved by OAS on file; there are no changes from the previous year. If this box is checked, the plan is part of this contract.
	The AAA is submitting a new ID-HDM plan for approval.

Service: Home Delivered Meals – Fee For Service

A. Explain How the Service is Implemented: Include such things as:

Type(s) of home delivered meals - fee for service served (frozen, chilled, shelf stable, or hot):

Hot meals are prepared by a contracted vendor and delivered by New River Valley Senior Services, 5 days per week, Monday through Friday to eligible homebound individuals who live in areas that are feasible to reach frequently. For eligible individuals who live in areas that are more remote and for whom it isn't feasible to reach frequently, frozen meals are delivered. Staffing (volunteer or paid):

All staffing related to meal preparation and delivery are contracted services with vendors.

Assessments:

An assessment using the Uniform Assessment Instrument is performed on each potential client that determines whether the individual is eligible for the service, the amount of the individual's service-specific need, and the individual's level of priority for service delivery. Part "A" Uniform Assessment Instrument and Program evaluation:

At least annually a program evaluation and client satisfaction survey will be sent to each home delivered meals client. Results are compiled and utilized to guide for improvements, etc. If there is an individual concern expressed and the client has identified themselves, the Nutrition Program Supervisor follows up to ensure the client's needs are met. If subcontracted, describe the process and frequency of monitoring:

The Nutrition Program Supervisor performs a formal annual monitoring of Trinity Services, the hot meal vendor using a standardized tool to ensure they are meeting all food safety requirements. The Nutrition Program Supervisor also annually monitors a percentage of the Home Delivered Meals routes performed by

B. Description of III-C Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
New River Valley Senior Services		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Trinity Services Grp	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Bluedog Associates	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
CPI Foods	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description

Service: Nutrition Counseling

A. Explain How the Service is Implemented: Include such things as:

Promotion of service:

Individuals receiving Congregate or Home Delivered meals will be given an informational flyer on Nutritional Counseling Services. During assessment and reassessment visits, staff will discuss and explain the Nutrition

Staff qualifications for overseeing and/or delivering the service:

The Nutrition Program Supervisor oversees the referrals that are made through the Aging and Disability Services staff who make the referrals for clients. The Nutrition Program Supervisor upon receiving the referral turns it over to the Agency's contracted registered dietitian to initiate and deliver the nutrition counseling Assessments:

POLICY

The Agency on Aging shall ensure that a nutrition screening is completed on all new clients in the Congregate Nutrition Program and the Home Delivered Meal Nutrition program and at least annually thereafter on the How the sessions are tracked:

The contracted registered dietitian will validate the initiation of services and use a Nutrition Counseling Contact Form to keep the Nutrition Program Supervisor informed on the plan of service, the number of sessions and length of sessions provided along with notice of completion of the nutrition counseling services Program evaluation:

Clients who receive Nutrition Counseling are mailed a Nutrition Counseling Evaluation form to complete and return to the Nutrition Program Supervisor who follows up with any concerns or identified unmet needs. If subcontracted, describe the process and frequency:

Although the actual Nutrition Counseling is performed by the contracted registered dietitian, beyond the program evaluation solicited from each client who receives the service to determine their input on the

B. Description of III-C Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. (OAA Section 306(a)(1)). Include such things as: Scoring system.

Any client scoring at 11 or above on the Nutrition Health Checklist and who answers "Yes" to Question 9 – "Without wanting to, I have lost or gained 10 pounds in the last 6 months" will be offered a referral to obtain Nutrition Counseling services.

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Chanda Tracy	X		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Nutrition Education

A. Explain How the Service is Implemented: Include such things as:

Staff qualifications for overseeing and/or delivering the service:

Educational materials and presenters are overseen by a contracted registered dietitian. The Nutrition Education Program utilizes materials that are consistent with the Dietary Guidelines for Americans and that are from approved sources such as federal agencies including the Administration for Community Living. How often the service is provided for both congregate and home delivered meal participants:

The Congregate Nutrition Program participants will have an education session at least quarterly in each of the congregate meal sites. Each session will be at least 20 minutes and last no longer than 1 hour. Nutrition education session topics are chosen based on the needs of the participants.

How the annual education plan accommodates older adult learners:

Materials selected for use in the Nutrition Education Program will be accommodating for older adult learners and provide written materials in larger print. The Nutrition Education Program is designed to promote general health and well-being and particularly to reduce hunger, food insecurity and malnutrition; promote

How the sessions are tracked:

Nutrition Education session records will be kept by the Congregate Nutrition Program Coordinators in the Friendship Café's to track sessions provided. These will be submitted to the Nutrition Program Supervisor to be tracked in the Agency's electronic data system.

Program evaluation:

At least annually, Congregate Nutrition Program participants and Home Delivered Nutrition clients will receive a survey to determine their satisfaction with the educational interventions and materials and to indicate any positive health steps taken as a result, along with providing suggestions on future topics for. If subcontracted, describe the process and frequency:

Although nutrition education materials and presentations are primarily handled by Agency staff, the Agency's contracted registered dietitian oversees the program to ensure that the materials provided and the

B. Description of III-C Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description	

GROUP 6: DISEASE PREVENTION / HEALTH PROMOTION SERVICE

Service: Disease Prevention / Health Promotion

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

Services will be evidence-based as defined below:

- Demonstrated through evaluation to be effective for improving the health and wellbeing or reducing disease, disability and/or injury among older adults; *and*
- Proven effective with older adult population, using Experimental or Quasi-Experimental Design; *and*
- Research results published in a peer-review journal; *and*
- Fully translated in one or more community site(s); *and*
- Includes developed dissemination products that are available to the public

Instructions: For each evidence-based program (i.e. CDSME, MOB, Bingocize, Tai Chi, C.T.I., etc.), include 1) program name; 2) program description, to include how the program meets each of the 5 bullets in the above definition, or whether the program is considered to be “evidence-based” by any operating division of the U.S. Department of Health and Human Services (HHS); 3) qualifications of the instructors; and 4) other information including who will oversee, locations, tracking of participation, screening and assessment of participants, etc.

Bingocize, a twice weekly, ten week evidenced program on falls prevention led by certified leaders who are staff members of the Agency, will be provided in person to participants in the Agency’s congregate meal programs. Additionally, the program will be offered in person to residents in a group setting at senior housing complexes and with other senior related organizations in all jurisdictions in the 4th Planning District.

A pre and post self- evaluation will be requested of participants to determine if the program had a positive impact on their health and in helping to prevent falls.

Attendance and brief demographics will be obtained by utilizing attendance logs and a questionnaire. Information obtained will be kept secured and will be entered in a secure national database and the Agency’s secure PeerPlace data base for reporting purposes..

Tai Chi for Arthritis and Fall Prevention is an evidenced based exercise program that has proven effective by medical studies and supported by arthritis foundations worldwide. This Tai Chi program provides increased flexibility, muscle strength and fitness using the Sun style of tai chi. Warm up exercises, 6 basic movements, and cool down movements will be taught in person by Agency staff members who are certified leaders for Tai Chi for Arthritis and Fall Prevention. For each workshop series, 16 sessions will be held to be covered in either twice or once a week sessions in the Agency’s congregate meal programs. Additionally, as space is available, other individuals aged 60 and above who do not attend the congregate meal’s program may participate.

Attendance and brief demographics will be obtained by utilizing attendance logs and completing at least the Virginia Quick Form. Data will be entered into the Agency’s secure PeerPlace data base for reporting purposes.

B. Description of III-D Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Health Education and Screening

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-B Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Caregiver Training

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Caregiver		Grandparent/Relative Caregiver		
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:	

E. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable)	Yes	No
		If "NO" list unlicensed providers and explain:		

Service: Respite Voucher

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, amount of voucher, program structure (reimbursement, direct payment, etc.) and program evaluation.

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Caregiver		Grandparent/Relative Caregiver		
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:	

E. Describe Other Non-Federal Funds:

Amount	Description	

Service: Institutional Respite

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Caregiver		Grandparent/Relative Caregiver	
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable)	Yes	No
		If "NO" list unlicensed providers and explain:		

Service: Other (Respite Services)

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. Include a detailed description of the program design and desired outcomes.

The goal of respite care is to relieve the emotional and physical stress of caregiving and to delay or prevent inappropriate institutionalization of the care receiver. In order to meet the respite needs of the broadest range of caregivers, the Agency will provide (through sub-contractors) adult day health care services and in-home personal care/supervision services.

The Agency will accept referrals for Respite Care from other human service agencies, medical/health care providers, individuals, etc. An intake/screening will be performed by the Aging & Disability Resource Specialist. To determine the need for respite services, an Aging & Disability Services Specialist or Care Coordinator will make a home visit and complete a Uniform Assessment Instrument and the Respite Services Level of Need Assessment supplement. A preliminary care plan will be developed with the caregiver and care recipient (as appropriate).

The assessor will also complete an income verification worksheet to determine the clients' cost sharing responsibility. If the client is responsible for cost sharing, they will be given a copy of a signed agreement stating their cost sharing amount. A care plan will be devised with client's input to identify service needs, specify what services will be provided, and the number of service units to be provided. The Aging & Disability Services Supervisor will complete and explain to clients the Service Agreement. The Service Agreement shall include services to be provided, scheduled hours and days of service, information regarding voluntary contributions, emergency contacts and the severe weather policy. A copy of the Service Agreement will be provided to clients.

All available services, programs and resources will be reviewed during the home visit. Eligibility, priority level and availability of service will be determined at weekly staff meetings, which are comprised of the Aging & Disability Services Supervisor, Aging & Disability Services Specialist(s) and the Care Coordinator. Agency staff will provide caregivers with appropriate literature and resource programs to increase their knowledge and skills with care giving issues. Agency staff will also identify appropriate support groups that may assist caregivers to better handle their care giving responsibilities.

Caregivers and care recipients receiving services through the Respite Care program will be reassessed by an Aging & Disability Services Specialist or Care Coordinator every six months (or sooner, if circumstances change) to determine respite services are still needed and/or if the number of hours of service is sufficient to meet a continued need.

Respite care will be performed by sub-contractors. The Aging & Disability Services Supervisor shall conduct monitoring of the sub-contractors annually. Monitoring shall include program compliance, service delivery review, administrative review and quality assurance. A written copy of the monitoring report shall be maintained by the agency.

Respite Service Evaluation forms shall be completed every 6 months during the reassessment of services. Anonymous client surveys shall be conducted annually. A file of annual anonymous client surveys with a summary of the surveys shall be maintained by the agency.

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Caregiver	<input checked="" type="checkbox"/>	Grandparent/Relative Caregiver	
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Pulaski Adult Day Services		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Human Touch		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Giles Adult Day Care		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Care Advantage	<input checked="" type="checkbox"/>		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Warm Hearth at Home		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
Amada	<input checked="" type="checkbox"/>		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
VT Adult Day Services		<input checked="" type="checkbox"/>	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable)	Yes	<input checked="" type="checkbox"/>	No
		If "NO" list unlicensed providers and explain:			

Service: Direct Payments (Supplemental Services)

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Caregiver		Grandparent/Relative Caregiver	
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable)	Yes	No
		If "NO" list unlicensed providers and explain:		

Service: Other Supplemental Services

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. If subcontracted, describe the process and frequency of monitoring.

B. Description of III-E Population to be Served: Caregivers who are informal providers of in-home and community care to an individual who is 60 or older or an individual who is less than 60 and has a diagnosis of early onset dementia. Grandparents or relative caregivers (related by blood, marriage, or adoption), 55 or older, who provide informal care to a child not more than 18 or an individual 19-59 who has a severe disability. **(OAA Section 373(c)(2)).**

Caregiver		Grandparent/Relative Caregiver	
C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:

E. Describe Other Non-Federal Funds:

Amount	Description	Are all providers licensed? (If applicable)	Yes	No
		If "NO" list unlicensed providers and explain:		

PART IV: TITLE VII PROGRAMS

GROUP 8: ELDER RIGHTS SERVICES

Service: Elder Abuse Prevention

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

<p>Are Elder Abuse Prevention funds used in conjunction with the Local Long-Term Care Ombudsman program?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>If YES, forgo completion of this form. Instead, go to Long Term Care Ombudsman Program.</p>
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An Elder Abuse Prevention Specialist provides community outreach programs and elder abuse prevention materials to a variety of community groups, including, but not limited to, congregate nutrition sites, senior centers, and faith-based communities. Public service announcements regarding elder abuse prevention are run annually in local newspapers and on local radio stations. Information about adult protective services is provided to older persons and staff assists with making referrals and reports of abuse, neglect and/or exploitation of older persons to local Departments of Social Services.

B. Description of Population to be Served: Persons 60 and older with low-income, greatest economic need, greatest social need, risk of institutional placement, with particular attention to low-income, low-income minority, limited English proficiency, and residing in rural or geographically isolated areas. **(OAA Section 306(a)(1)).**

Elder abuse prevention services shall be targeted to aid persons age 60 and older and incapacitated adults age 18 and older, who are at risk of abuse, neglect, and/or exploitation and who may have limited ability to care for themselves. Families and/or caregivers of an older individual may also be provided services to assist them in locating and accessing appropriate care services. The purpose of Elder Abuse Prevention Services is to increase awareness of adult abuse, neglect, and exploitation; to encourage and assist persons in making appropriate referrals for interventions; and to address situations that endanger the health, safety, and well-being of older and adults with disabilities.

C. Service Provider(s):	FP	NFP	D. Jurisdiction(s) Served:
New River Valley Agency on Aging		X	Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. Describe Other Non-Federal Funds:

Amount	Description	

GROUP 9: LONG-TERM CARE OMBUDSMAN PROGRAM

Service: Local Long-Term Care Ombudsman Program

A. Explain How the Service is Implemented:

A full-time Long-Term Care Ombudsman serves as an advocate for and on behalf of older persons in long-term care facilities and for those receiving community-based long-term care services and works

1. Number of LTC beds:
582
2. Number of staff assigned to the LTCOP:
1
3. % FTE per each staff person assigned:
78%
4. Volunteer Recruitment and Management:
n/a

B. Description of Population to be Served: Description of Population to be Served: Residents of long-term care facilities. (OAA Section 711(6)). Individuals who receive home and community-based long-term care services (*Code of Virginia, § 51.5-182*).

Persons aged 60 and older who receive home and community-based long-term care services (Code of Virginia, Title 51.5-139). Ombudsman services are targeted to long-term care recipients who reside in long-term care facilities or to persons, aged 60 or older, who receive home and community-based long-term care services.

C. Jurisdiction(s) Served: Indicate only if serving other areas outside of agency PSA (i.e. regional programs, combined programs etc.)

D. Describe Other Non-Federal Funds:		E. Specify Other Federal Funds	
Amount	Description	Amount	Description
			III-B
			Elder Abuse Prevention
			Other:

SECTION B: CARE COORDINATION FOR ELDERLY VIRGINIANS PROGRAM

Service: CCEVP Service Coordination 2

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

Is there cost sharing for this program:

Yes

No

B. Description of Population to be Served: Persons 60 and older who are frail, have disabilities, or are at risk of institutional placement. Priority shall be given to older persons who are in the greatest economic or social need and/or residing in rural and geographically isolated areas with particular attention to low-income minority individuals or individuals with limited English proficiency. Such persons shall also be unable to maintain independent living and self-sufficiency in their community due to the inability to define, locate, secure, or retain the necessary resources and services of multiple providers on an on-going basis; must be dependent in two (2) or more activities of daily living; and have significant unmet needs that result in substantive limitations in major life activities.

C. Describe Other Non-Federal Funds:

Amount	Description	

Service: CCEVP Service Coordination 1

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation.

The target population for Service Coordination 1 will be individuals 60 years of age and older who have been determined to have 1 or more dependencies in activities of daily living, such as bathing, dressing, eating, toileting or continence. In addition, the individual must have either a mobility dependency (either human or mechanical) or diagnosed with a cognitive impairment, such as Alzheimer's Disease or a related disorder. Such persons shall also be unable to maintain independent living and self-sufficiency in their community due to the inability to define, locate, secure or retain the necessary resources and services of multiple providers on an on-going basis.

A Care Coordinator will conduct a full UAI assessment prior to provision of any service coordination. Once client is enrolled into Service Coordination Level One, the Care Coordinator will provide assistance, either in the form of accessing needed services, benefits, and/or resources or arranging, in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics, as well as the needed services by providers.

A Care Coordinator will investigate a person's needs, preferences and resources, link the person to a full range of appropriate services and supports, using all available funding sources, and then monitor to ensure that services specified in the support plan are being provided.

Is there cost sharing for this program:

Yes



No

B. Description of Population to be Served: Persons 60 and older who are deficient in one (1) Activity of Daily Living and must require either mobility assistance (either human or mechanical) or suffer from a cognitive impairment, such as Alzheimer's disease or related disorder. Such persons shall also be unable to maintain independent living and self-sufficiency in their community due to the inability to define, locate, secure, or retain the necessary resources and services of multiple providers on an on-going basis.

C. Describe Other Non-Federal Funds:

Amount	Description	

Service: Senior Outreach to Services (SOS)

A. Explain How the Service is Implemented: Include such things as: staffing, outreach, resource file maintenance, assessments, and program evaluation.

B. Description of Population to be Served: Persons 60 and older living in the community.

C. Describe Other Non-Federal Funds:

Amount	Description	

Service: CCEVP Options Counseling

A. Explain How the Service is Implemented: Include such things as: staffing, plan development assessments, and program evaluation.

Options Counseling will be provided to all individuals age 18 and over with a disability and adults age 60 and over who request long-term care supports and/or who are planning for the future regarding long-term care supports.

The following situational elements that can trigger Options Counseling include, but are not limited to: a life altering personal event or situation; a significant change in the individual's circumstances; concerns expressed by the individual or the individual's family member or surrogate decision maker; a life transition; a referral or self-referral to Options Counseling and/or availability of new benefits and supports.

Screening for Options Counseling will be performed by qualified staff.

If staff determines the need for Options Counseling, the screening information will be documented utilizing the CRIA Encounter tool in the No Wrong Door system. The referral will then be given to the Options Counselor for assessment.

The Options Counselor will contact the individual to discuss individual's current circumstances. If the Options Counselor determines that further consultation is required, they will schedule a visit with the individual within 10 working days of the assessment. During the visit, the Options Counselor will assist with the action plan.

The Options Counselor will arrange for delivery of the supports chosen by an individual as a result of Options Counseling, involving others as needed to get the supports fully in place by assisting with referrals and conducting follow up to assure referrals are in place and adequate for the individual's support.

The Options Counselor will assist the individual to make an effective transition to the supports that the individual has chosen by contacting the individual and conducting other follow-up as necessary to verify referrals made; determining whether the referrals were implemented effectively; and if adjustments are needed, supporting the individual in determining the best alternative course of action.

Options Counselors will document each contact made with client, caregivers, family members, or service providers.

Once supports are in place, the Options Counselor will follow up to determine the extent to which the individual's goals have been met using a uniform instrument, administered in the method or mode of communication that the individual uses and prefers, to measure individuals' satisfaction with the Options Counseling process and the choices the individual has made. The evaluation survey shall be issued within 30 days of the completion of Options Counseling.

Is there cost sharing for this program:	Yes		No	<input checked="" type="checkbox"/>	
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B. Description of Population to be Served: Individuals aged 18 and over with a disability and adults aged 60 and over who request long-term supports and/or who are planning for the future regarding long-term supports.

Options Counseling shall be targeted to all individuals age 18 and over with a disability and to adults age 60 and over who request long-term supports and/or who are planning for the future regarding long-term supports.

C. Describe Other Non-Federal Funds:

Amount	Description	

Service: CCEVP Care Transitions

A. Explain How the Service is Implemented: Include such things as: staffing, assessments, and program evaluation. List the hospitals and other entities with whom your agency is contracted to provide services.

Is there cost sharing for this program:

Yes

No

B. Description of Population to be Served: Persons 60 and older; frail and with the greatest economic and social need. Persons at greatest risk of readmission to a hospital within 30 days of discharge.

C. Describe Other Non-Federal Funds:

Amount	Description	

SECTION C: INFORMATION ON OTHER SERVICES PROVIDED

Service: Adult Day Care		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):	D. Jurisdiction(s) Served:	
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Assisted Living		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):	D. Jurisdiction(s) Served:	
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: CDSMP/CDSME

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Certified Application Counselors

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Care Transitions

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):	D. Jurisdiction(s) Served:	
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Community Action Agency

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):	D. Jurisdiction(s) Served:	
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: DRPT Transportation

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Emergency Services (other than OAA)

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Falls Prevention

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Foster Grandparents

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Home Repair/Modification (other than OAA)

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: HUD Housing

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Low Income Home Energy Assistance Program (LIHEAP)

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Managed Care Services

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Medical Personal Care		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Medicaid Transportation		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Options Counseling

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: PACE

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Public Guardianship & Conservator Program

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: RSVP

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Senior Community Service Employment Program (Title V)

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Senior Companions

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Senior Cool Care

A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Senior Farmers' Market Nutrition Program

A. Description of the Service:		
<p>The Farm Market Fresh! Program helps eligible adults aged 60 and above get fresh, tasty, and nutritious locally grown fruit, vegetables, and cut herbs. The program also supports local farmer's who become certified to participate and farmer's markets in Virginia. Eligible participants receive coupon voucher booklets to be used to purchase approved items.</p>		
B. Description of Population to be Served:		
<p>Individuals must be age 60 or above, a resident of the PSA 4 Service Area, not living with or an immediate relative of the farmer who grows the produce. Income eligibility requirements must also be met and household income certified by individual's signature.</p>		
C. Service Provider(s):		D. Jurisdiction(s) Served:
New River Valley Agency on Aging		Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Senior Medicare Patrol

A. Description of the Service:

The purpose of SMP is to prevent, detect and report fraud, error and abuse within the Medicare system. The mission of SMP is to enable Medicare beneficiaries, as well as family members and caregivers, with ways to protect and understand their medical information. Trained SMP volunteers work within the service area to deliver this information and materials. This is done through numerous outreach events, such as Health Fairs, as well as educational presentations to local organizations and service groups. Information is also distributed through such sources as local bulletins, PSA's, social media and newspaper articles.

B. Description of Population to be Served:

Those persons eligible for Medicare, their family members and/ or caregivers living within the service area.

C. Service Provider(s):

New River Valley Agency on Aging

D. Jurisdiction(s) Served:

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. All Other Service Funding (not used as match):

Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: SNAP Benefit Counseling

A. Description of the Service:

B. Description of Population to be Served:

C. Service Provider(s):

D. Jurisdiction(s) Served:

E. All Other Service Funding (not used as match):

Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		3000

Service: VICAP

A. Description of the Service:

The Agency on Aging shall offer individualized, impartial, and confidential counseling for persons who have Medicare coverage, including persons under the age of 65 who have Medicare. The program and its volunteers shall be managed by a VICAP Coordinator. The VICAP Coordinator, along with trained and certified Counselors, shall assist persons with Medicare related issues; compare benefit options; understand Medicare rights. VICAP will also partner with Senior Medicare Patrol (SMP) to educate and empower beneficiaries to actively engage them in preventing and detecting health care fraud and abuse. Information and Assistance provided may include: Medicare enrollment; Part D Prescription Drug Plans; Medicare Advantage Plans; Medi-gap Policies; Supplemental Plans; Long-Term Care Policies; Filing for additional health insurance benefits (e.g. low income subsidy / "Extra Help") and Medicare billing issues, claims, grievances, and health-care appeals.

B. Description of Population to be Served:

Persons who have Medicare coverage, including persons under the age of 65 who have Medicare

C. Service Provider(s):

New River Valley Agency on Aging

D. Jurisdiction(s) Served:

Counties of Montgomery, Pulaski, Floyd, Giles; Towns of Pulaski, Blacksburg and Christiansburg and the City of Radford

E. All Other Service Funding (not used as match):

Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		3000

Service: Weatherization

A. Description of the Service:

B. Description of Population to be Served:

C. Service Provider(s):

D. Jurisdiction(s) Served:

E. All Other Service Funding (not used as match):

Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		

Service: Other (specify)		
A. Description of the Service:		
B. Description of Population to be Served:		
C. Service Provider(s):		D. Jurisdiction(s) Served:
E. All Other Service Funding (not used as match):		
Amount	Description	Specify Source
	Other: Federal	
	Other: State	
	Other: Local Government	
	Other: Private Funds	
	Other: Grant	
	Other: In-Kind	
Target estimated number of persons served:		