

# First Tennessee Area Agency on Aging and Disability

“...to set policy and formulate plans for activities directed toward improving the quality of life for older individuals and disabled populations in the 8 counties of Northeast Tennessee.”



# Information and Assistance

- ❖ Provide information about service available through a dedicated I & A number (928-3258)
  - ❖ Toll free (866-836-6678)
- ❖ Last year 14,761 calls were received
- ❖ Performed 1,250 Long Term Care Screenings



# Congregate and Home Delivered Meals

- ❖ We served 70,000 Congregate Meals through 16 Congregate Sites and 175,000 Home Delivered Meals
- ❖ All Home Delivered Meals are delivered by 500 volunteers and there are approximately 70 different volunteer meals routes.

# Home Delivered Meals



# Options for Community Living Services

- Intake Screening, in home assessment, case management
- Supportive services to assist individuals to remain at home
  - Home maker
  - Personal care
  - Home delivered meals
- ❖ We served 367 individuals with 255 age 60 + and 112 under age 60
- ❖ Persons on waiting list numbered 1,563

# National Family Caregiver Support Program

- ❖ Intake, screening, in-home assessments, case management
- ❖ Services are designed to support family caregivers by providing in-home, homemaker/personal care



We served 170 consumers during this fiscal year.



# Legal Services and Long Term Care Ombudsman



- ❖ Services focus on protection of public benefits, housing rights, and access to long term care
- ❖ Contract with Legal Aid of East TN

# Long Term Care Ombudsman Program

- ❖ Complaint resolution services for residents of long term care facilities, serving 98 consumers
- ❖ Contract with Legal Aid of East Tennessee with services provided by one district ombudsman, **part-time volunteer coordinator and 30 certified volunteers**



# SHIP/SMP

- Assist consumer with questions related to Medicare and TennCare benefits
- Investigation and reporting

Medicare and  
Medicaid Fraud



# CHOICES

## Medicaid Long Term Services & Supports

- ❖ "CHOICES" is TennCare's program for long-term care services for elderly (65 years of age and older) or disabled (21 years of age and older).
- ❖ The FTAAAD was designated as the Single Point of Entry for the Medicaid Long Term Care system in 2008 as part of the new CHOICES Act that was passed by the Tennessee General Assembly.

# CHOICES

## Medicaid Long Term Services & Supports

- ❖ Long-term care includes help doing everyday activities that you may no longer be able to do for yourself -like bathing, around your home, preparing meals, or doing household chores.



# CHOICES

## Medicaid Long Term Services & Supports

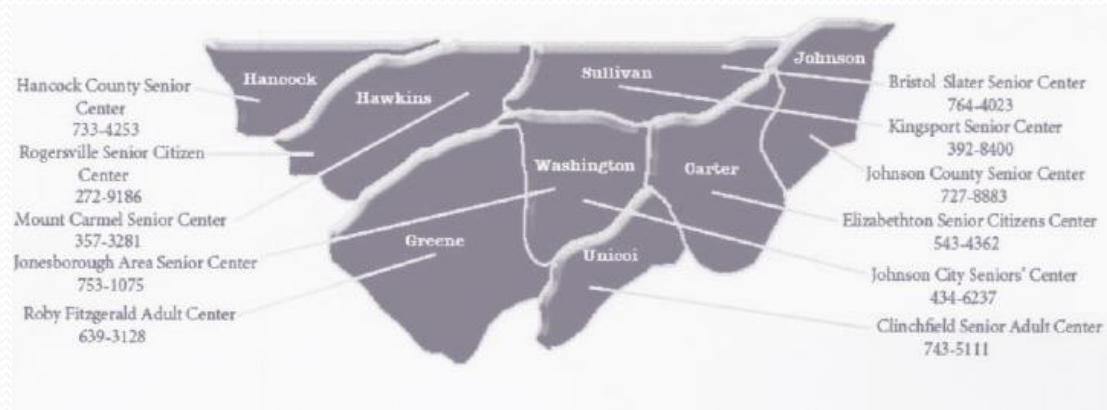
- ❖ We provide telephone intake, screening, home assessment, and gather financial verifications.



- ❖ As part of the new CMS/MDS requirements, we provide long term care counseling services to persons in the nursing home who are planning to relocate to the community.

# Senior Centers

- ❖ We support 11 centers
- ❖ Transportation/Health education, promotion/  
Exercise programs/ Recreation services



# Older Americans Act Services Help Seniors Stay at Home

**90%**

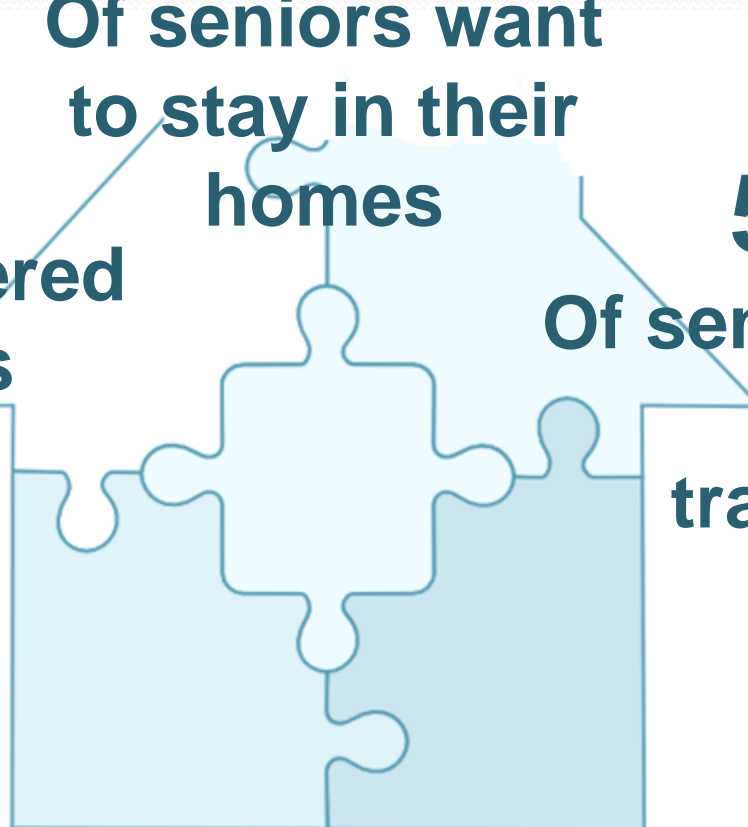
Of seniors want  
to stay in their  
homes

**53%**

Of seniors rely on  
OAA  
transportation  
to remain in  
community

**92%**

Of home-delivered  
meal recipients  
said meals  
allowed them  
to live at home







**4 out of 5  
Seniors believe  
their  
current home is  
where  
they will always live**

