New River Valley Agency On Aging

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SEP 2011
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September 13, 2011

To: Mr. Barry Helms, Interim Christiansburg Town Manager

From: Tina King, Executive Director

Subject: September Agency on Aging Board Meeting

In an effort to keep our local government officials informed on the activities of our Agency, enclosed is the agenda for the Agency on Aging's September 27, 2011, Board of Directors meeting and the minutes from the previous Board meeting. Also included are the Agency's Program reports. Please share the information with your boards and councils as you deem appropriate.

New River Valley Agency on Aging appreciates the support we receive from our local governments. We strive to be responsive to the needs of older adults and caregivers throughout the New River Valley. Your comments, suggestions and questions are welcomed. Please contact me if I can be of assistance.

III

DRAFT

New River Valley Agency on Aging
Board of Directors
Minutes
June 24, 2011

Present: Mr. W. Scott Weaver, Town of Christiansburg; Mr. John Peek, Giles County; Ms. Susan Anderson, Town of Blacksburg; Ms. Lydia Hickam, Town of Pulaski; Mr. R.L. Nicholson, City of Radford, Ms. Elaine Powell, Pulaski County; Ms. Deena Flinchum, Montgomery County; and Mr. Lowell Boothe, Floyd County. **Absent:** Mr. Robert E. Gribben, Montgomery County. **Staff:** Tina King, Cassie Mills, Candice Draper, and Jennifer Viers.

I. Call to Order

The meeting was called to order by Ms. Susan Anderson, Chair.

II. Public Comment Period

No public comments.

Mrs. King stated that after placing a Legal Ad in the Current requesting input on services for the elderly and soliciting response from clients, 15 responses were received, including 13 from clients or caregivers. She stated that the majority of comments were based around core services, and one response requested that Personal Care services be provided. Mrs. King stated that the only avenue this service is provided through is Respite because of the required licenses. She stated that this type of service may be something we need to consider; however, it would require reallocating funds away from Homemaker Services to Personal Care.

III. Approval of Minutes

Motion: A motion was made by Mr. Weaver to approve the minutes of the previous meeting as written. Mr. Peek seconded the motion.

Action: Motion carried without dissent.

IV. Agency Reports

A. Financial

Mrs. Viers presented the financial report for the period October 1, 2011-May 31, 2011. She stated that a few programs were over spent, including Respite and Homemaker. Mrs. Viers stated that funds have been expended for services in the Legal Program for the Fiscal Year 2011, and Senior Medicare Patrol funds are completely spent as planned. She stated that RSVP's spending is at 79%, and the Fiscal Year ends June 31, 2011. She stated that RSVP's budget for FY'12 for

July 1, 2011-March 31, 2012 will be a nine month budget. She stated that VICAP had funds carried over for FY'11 and are budgeted for in the FY'12 budget. Mrs. Viers stated that the VICAP program is currently at 14.25% spending for FY '12 after two months of spending. She stated that additional carryover is expected for FY'11 in several categories and is budgeted in FY'12.

B. Program Report by Jurisdiction

Mrs. King presented the Program Report for May, 2011. She stated that this report represents eight months of services. She stated that these numbers are compared with the Area Plan numbers to determine if units and clients are near projected totals. Mrs. King stated that these levels should be at around 66% at the end of May.

C. Monthly Program Needs Report

Mrs. King presented the Monthly Needs Report for May, 2011. She stated that 70 persons were waiting for Homemaker service and 8 persons were waiting for Respite. Mrs. King stated that a waiting list will be added for Legal Services.

D. Public Information and Education Report

Mrs. King presented the Public Information and Education report for the period October 1, 2011-May31, 2011. She stated that this report shows how staff is maintaining public contact with both written material and presentations in group settings.

V. Program/Services Updates

A. VICAP staff changes: Theresa McNeil (currently on staff as a Care Coordinator) will be replacing Ingrid Schneider who will be moving out of the area.

Mrs. King stated that with training from Ingrid Schneider, Theresa McNeil has transitioned into the position of VICAP Coordinator.

B. Care Coordination position: Debbie Kime formerly filled a part-time position and will now be full-time Care Coordination

Mrs. King stated that Debbie Kime has filled Theresa McNeil's position as Care Coordinator and Transition Coordinator.

C. CIRS-A Certification: National Professional Credentialing Program-Certification for Information and Referral Specialists in Aging Services: Pat Haluska and Susan Helms

Mrs. Mills stated that we now have three staff members certified as Information and Referral Specialist in Aging Services.

D. Fan Care

Mrs. King stated that Dominion Power contributed funds to VDA to be distributed to Agencies for the purchase of fans and air conditioners. She stated that the Agency was awarded $1995 to purchase fans and air conditioners for the Fan Care program. She also stated that $798 of the funds is designated for air conditioners and $1197 for fans.

E. Client Survey Results by Programs
1. Care Coordination
2. Homemaker
3. Legal Service
4. Nutrition: Congregate and Home Delivered
5. Respite Care
6. Transportation: Congregate
7. Transportation: Medical

Mrs. King stated that annual surveys were sent to clients for each program. She stated that clients have the choice to turn in a survey anonymously or include their name. Mrs. King stated that there were excellent suggestions from the Advisory Council concerning the wording of the questions on the survey. Mr. Nicholson commended the staff for their compassion for the clients.

F. Staff involvement with post Pulaski County tornado activities

Mrs. King expressed her admiration of the Agency on Aging and Senior Services staff for their involvement in the post Pulaski County tornado activities. She stated that Saturday following the tornado the staff contacted clients or their emergency contact person in the affected areas to determine if they needed immediate assistance. The staff assisted at the central location where individuals could meet with Agencies to help get relief services in place. She stated that the Agency staff assisted 14 individuals to find needed resources.

Motion: A motion was made by Ms. Anderson stating that The Board of the New River Valley Agency on Aging Commends Tina and Staff and the Pulaski Area Transit for their activity in the post tornado activity. Ms. Hickam seconded the motion.

Action: Motion carried without dissent.

VI. Unfinished Business

A. Local Government funding for 2012

Mrs. King stated that a 3% increase in funding was requested from local governments for Fiscal Year 2012. She stated that Radford City and the Town of Christiansburg have approved budgets and granted the 3% increase. Mrs. King stated that the Town of Pulaski and Pulaski County have recommended the 3% increase, but their budgets have not been approved at this time. She stated that Giles County and the Town of Blacksburg have approved the funding at level amounts. Mrs. King stated that Montgomery County and Floyd County have recommended level funding, but neither of the budgets has been approved at this time. She stated that Giles and Montgomery County have recommended additional funding for the third day of the Congregate Site.

B. Agreement and timeline of work with Pulaski County IT services

Mrs. King stated that the process to install hardware for the IT services with Pulaski County began last week and should be complete by the first week of July.

C. Program and Financial Compliance Review letter from VDA

Mrs. King presented for the information of the Board the letter from VDA concerning the Financial Compliance Review. She stated that the observations noted concerning the nutritional values in the shelf stable meals have been addressed by Carol Walters, Nutrition Supervisor.

D. Pulaski County RSVP program budget changes for FY 2011 and FY 2012

Discussed previously. Concern was expressed by Mrs. King whether RSVP funding will be available after March 2012 due to the reduction of funds by the Corporation for National Service.

VII. New Business

A. FY 2012 Area Plan (Action needed on all items)

1. FY 2012 Draft Cost Allocation Plan

Mrs. King presented the FY 2012 Draft Cost Allocation Plan.

Motion: A motion was made by Mr. Peek to approve the Cost Allocation Plan as prepared. Mr. Weaver seconded the motion.

Action: Motion carried without dissent.

2. FY 2012 Draft Budgets

Mrs. Viers presented the FY 2012 Draft Budgets.

Motion: A motion was made by Mr. Boothe to approve the FY 2012 Budgets as presented. Mr. Weaver seconded the motion.

Action: Motion carried without dissent.

3. FY 2012 Draft Area Plan

Mrs. King presented the FY 2012 Draft Area Plan.

Motion: A motion was made by Mr. Peek to approve the FY 2012 Area Plan as presented. Mr. Nicholson seconded the motion.

Action: Motion carried without dissent.

4. Request for Waiver for more than 10% Carryover to FY 2012

Mrs. King stated that each year it is helpful to carryover any additional funds available into the next fiscal year.

Motion: A motion was made by Mr. Weaver to approve the request for a waiver that will allow for more than a 10% carryover. Mr. Peek seconded the motion.

Action: Motion carried without dissent.

B. Advisory Council Recommendations for Town of Christiansburg, Floyd, Giles, Montgomery and Pulaski County appointments (Action Needed)

Mrs. King stated that the Advisory Council met on Tuesday, June 21, 2011, and recommended 6 individuals to the Board for approval for appointment to the Advisory Council. She stated that the Advisory Council may have up to 21 members, including two for each jurisdiction, and the others as a part of the members at large.

Motion: A motion was made by Mr. Boothe to approve the following appointments to the Advisory Council: Ms. Fran Hart, Town of Christiansburg; Ms. Amy Epperly, Montgomery County; Ms. Dawn Taylor, Pulaski County; Ms. Sue Quesinberry, Floyd County; Mr. Robert Miles, Giles County and Mr. Fred Thompson, Member at Large. Mr. Peek seconded the motion.

Actions: Motion carried without dissent.

VIII. Next Meeting

Mrs. King stated that the Advisory Council voted to make an effort to meet one week before the Board Meeting, in order for the Advisory Council minutes to be available before the Board meeting.

The next meeting is tentatively scheduled for September 27, 2011 at 1:00 pm.

IX. Adjournment

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Susan Anderson-Chair

NEW RIVER VALLEY AGENCY ON AGING

PROGRAM REPORT

SERVICES PROVIDED: 10/1/10 - 8/ 31/11

PROGRAM	Giles County	Floyd County	Montgomery County	Pulaski County	City of Radford	Town of Pulaski	Town of Christiansburg	Town of Blacksburg	TOTAL	Planned Service Units	% of service units delivered Y-T-D
Congregate Meals # Persons Served	25	35	28	21	6	25	20	13	173	194	89%
# Meals Served	2,225	2,526	1,212	929	435	1,128	1,593	947	10,995	12,265	90%
Elder Abuse Prevention # Persons Served	6	2	7	6	-	7	4	3	35	22	159%
# Contacts	24	17	29	25	-	34	35	15	179	105	170%
Home Delivered Meals # Persons Served	34	33	52	68	18	57	42	4	308	310	99%
# Meals Served	4,989	5,066	7,232	8,818	2,114	8,755	4,459	769	42,202	51,900	81%
Homemaker # Persons Served	4	2	6	9	7	20	4	4	56	55	102%
# of Hours Served	350	157	370	571	470	1,690	421	439	4,468	4,716	95%
Information & Assistance # of People	98	88	144	181	55	145	90	29	830	600	138%
# of Contacts	589	446	785	853	246	699	595	143	4,356	3,250	134%
Legal Services # Persons Served	2	2	6	12	2	7	1	-	32	32	100%
# hours of service	10	5	32	77	8	31	6	-	169	165	102%
Transportation # Persons Served	27	23	19	46	19	37	21	8	200	140	143%
One-Way Trips	2,839	1,886	625	1,853	1,108	2,228	1,207	307	12,053	9,171	131%
Ombudsman # Persons Served	10	3	-	46	3	38	2	1	103	N/A	N/A
# Contacts/Info.	203	63	173	198	270	151	113	318	1,489	N/A	N/A
Disease Prevention & Health Promotion # Persons Served	44	67	78	94	30	86	56	11	466	500	93%
# Individual Hours of Service	36	67	47	56	16	55	41	7	325	350	93%
Medication Management # Persons Served	38	67	74	93	30	84	54	10	450	350	129%
# Individual Hours of Service	18	38	36	50	14	46	29	5	234	265	88%

All figures are year-to-date beginning October 1, 2010

NEW RIVER VALLEY AGENCY ON AGING

PROGRAM REPORT

SERVICES PROVIDED: 10/1/10 - 8/ 31/11

PROGRAM	Giles County	Floyd County	Montgomery County	Pulaski County	City of Radford	Town of Pulaski	Town of Christiansburg	Town of Blacksburg	TOTAL	Planned Service Units	% of service units delivered Y-T-D
Care Coordination # Persons Served	1	1	5	4	3	6	1	-	21	22	95%
# Contacts	63	101	191	290	30	394	103	-	1,172	N/A	N/A
Respite Care Program # Persons Served	-	-	5	2	1	2	2	2	14	15	93%
# hours of service	-	-	964	299	111	378	375	349	2,475	2,733	91%
Home Delivered Meals (fee for service) # Persons Served	2	3	7	5	3	6	2	4	32	30	107%
# Meals Served	190	270	484	552	199	340	257	304	2,596	3,000	87%
III-E I & A # Persons Served	4	15	17	17	4	16	7	-	80	85	94%
# Contacts	22	49	67	71	14	69	27	-	319	350	91%
# Caregivers Served	1	4	6	4	-	7	1	1	24	15	160%
# Caregivers Benefited	5	22	22	22	5	23	10	2	111	90	123%

*Program Year 4/1/11 - 3/31/12

									(duplicate)		
Insurance Counseling Program # of Contacts	29	4	15	44	20	66	83	27	288	1,200	24%
# of Media Activities	1	0	0	0	1	2	4	3	11	29	38%

All figures are year-to-date beginning October 1, 2010

AUGUST MONTHLY NEEDS REPORT V D

JURISDICTION	HOMEMAKER CLIENTS ON WAITING LIST	HOMEMAKER CLIENTS / HOURS SERVED			
Giles County	6	4	Clients	24	Hours
Floyd County	5	1	Clients	12	Hours
Montgomery County	13	3	Clients	26	Hours
Pulaski County	17	6	Clients	54	Hours
City of Radford	3	3	Clients	26	Hours
Town of Pulaski	8	17	Clients	140	Hours
Town of Christiansburg	7	4	Clients	36	Hours
Town of Blacksburg	3	4	Clients	32	Hours
TOTAL	62	42	Clients	350	Hours

JURISDICTION	RESPITE CLIENTS ON WAITING LIST	RESPITE CLIENTS / HOURS SERVED			
Giles County	0	0	Clients	0.00	Hours
Floyd County	0	0	Clients	0.00	Hours
Montgomery County	2	3	Clients	68.98	Hours
Pulaski County	4	1	Clients	23.25	Hours
City of Radford	1	1	Clients	12.00	Hours
Town of Pulaski	1	1	Clients	26.00	Hours
Town of Christiansburg	1	2	Clients	35.75	Hours
Town of Blacksburg	0	1	Clients	25.00	Hours
TOTAL	9	9	Clients	190.98	Hours

JURISDICTION	HOME-DELIVERED MEALS CLIENTS ON WAITING LIST	HOME-DELIVERED MEALS CLIENTS / MEALS SERVED			
Giles County	0	23	Clients	530	Meals
Floyd County	0	28	Clients	632	Meals
Montgomery County	0	35	Clients	836	Meals
Pulaski County	0	41	Clients	901	Meals
City of Radford	0	9	Clients	215	Meals
Town of Pulaski	0	46	Clients	883	Meals
Town of Christiansburg	0	30	Clients	617	Meals
Town of Blacksburg	0	3	Clients	72	Meals
TOTAL	0	215	Clients	4686	Meals

AUGUST MONTHLY NEEDS REPORT

JURISDICTION	TRANSPORTATION CLIENTS ON WAITING LIST	TRANSPORTATION CLIENTS SERVED / TRIPS PROVIDED			
Giles County	1	16	clients	326	trips
Floyd County	2	10	clients	168	trips
Montgomery County	16	7	clients	80	trips
Pulaski County	22	8	clients	121	trips
City of Radford	6	7	clients	74	trips
Town of Pulaski	5	15	clients	245	trips
Town of Christiansburg	6	6	clients	106	trips
Town of Blacksburg	1	1	clients	20	trips
TOTAL	59	70	Clients	1140	Trips

JURISDICTION	LEGAL CLIENTS ON WAITING LIST	LEGAL CLIENTS SERVED / HOURS PROVIDED			
Giles County	0	0	clients	0	Hours
Floyd County	1	0	clients	0	Hours
Montgomery County	2	0	clients	0	Hours
Pulaski County	1	0	clients	0	Hours
City of Radford	1	0	clients	0	Hours
Town of Pulaski	0	0	clients	0	Hours
Town of Christiansburg	0	0	clients	0	Hours
Town of Blacksburg	0	0	clients	0	Hours
TOTAL	5	0	Clients	0	Hours

PUBLIC INFORMATION AND EDUCATION PRESENTATIONS

Type of Presentation	Number of Persons Attending												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	YTD
Caregiver Support	200	0	0	0	2	6	86	0	1	0	0	0	295
Elder Abuse Prevention	47	71	29	1	35	14	0	41	0	10	1	0	249
Emergency Kit for Disasters	0	0	0	0	0	0	0	0	0	0	0	0	0
Fall Prevention / Home Safety	0	20	0	0	0	82	0	0	0	0	0	0	102
Fire Safety	0	98	92	0	100	82	101	0	0	100	0	0	573
Grand-Driver Program	0	0	0	0	0	0	0	0	0	0	0	0	0
I & A / Care Coordination	2	0	6	1	0	5	4	1	20	1	1	0	41
Legal Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Medication Management	12	0	0	0	0	0	0	0	0	0	0	0	12
Money Follows the Person	0	0	0	0	0	0	0	0	0	0	0	0	0
NRV Agency on Aging	14	3	5	1	4	3	0	40	0	0	0	0	70
Nutrition Services	0	100	92	0	100	85	101	0	0	100	54	0	632
Ombudsman Related	152	16	20	10	13	155	9	33	61	25	59	0	553
Other:	0	0	0	0	0	0	0	130	0	0	0	0	130
Poison Smarts for Seniors	0	0	0	0	0	0	0	0	0	0	0	0	0
Presentation of I.D. Theft and Scam Alerts	0	0	0	0	0	0	0	0	0	0	0	0	0
Respite / Homemaker Services	0	0	0	0	0	3	0	0	0	0	0	0	3
Safety in the Home	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior Medicare Patrol	0	0	0	0	0	0	0	0	0	0	0	0	0
Title III-D (Disease Prevention/Health Promo	0	1	3	1	0	3	0	0	0	0	0	0	8
VICAP	0	2	2	0	1	0	0	0	0	0	0	0	5
Total Month	**427**	**311**	**249**	**14**	**255**	**438**	**301**	**245**	**82**	**236**	**115**	**0**	**2673**

PUBLIC INFORMATION AND EDUCATION PRESENTATIONS

Type of Presentation	Number of Persons Attending												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	YTD
tal Number of Persons by Jurisdiction: GC	31	30	36	2	29	68	32	2	1	36	0	0	267
FC	27	50	51	3	55	75	50	41	2	53	24	0	431
MC	49	53	37	2	31	58	33	3	2	30	12	0	310
PC	33	30	26	4	26	19	22	4	63	26	32	0	285
RC	67	76	13	0	46	43	3	2	0	26	25	0	301
PT	25	39	31	1	29	37	43	20	1	47	21	0	294
CB	61	25	45	1	28	47	20	130	11	12	0	0	380
BB	42	8	10	1	11	91	98	42	1	6	1	0	311
Other: (Ombudsman Related)	92	0	0	0	0	0	0	1	1	0	0	0	94
Other: (VICAP Related)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**427**	**311**	**249**	**14**	**255**	**438**	**301**	**245**	**82**	**236**	**115**	**0**	**2673**

PUBLIC INFORMATION AND EDUCATION PRESENTATIONS

Type of Publication	Number of Publications Distributed												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	YTD
Agency on Aging Brochure	278	17	9	22	133	109	246	47	154	35	123		1173
Alzheimer's Association (Grant/Information)	4	0	1	1	5	0	0	0	1	0	0		12
Assisted Living/Nursing Facility Listings	5	2	2	9	4	4	2	3	5	1	1		38
Care Coordination Brochure	0	0	0	0	0	0	0	0	0	0	8		8
Caregiver Support (including Caregiver Conf. info.)	2	1	21	4	26	430	79	7	80	16	56		722
Cooling/Fuel/Crisis Assistance	13	4	1	1	1	2	0	1	10	3	7		43
Discharge Planning	0	3	0	5	5	1	1	0	0	0	0		15
Elder Abuse Prevention Information	519	630	29	0	336	15	1	170	1	84	131		1916
Emergency Preparedness	3	0	3	5	11	0	108	21	3	2	0		156
Exercise/Healthy Living Information	0	0	0	0	0	0	0	0	0	0	26		26
Fall Prevention	0	0	1	1	0	70	0	103	0	0	0		175
Fire Safety	78	0	1	74	0	88	0	103	1	0	0		345
Five Wishes	5	0	3	4	4	2	5	5	4	0	0		32
Food Stamps (SNAP) Application	0	0	0	1	0	2	1	0	1	0	0		5
Friendly Caller Brochure	0	0	0	0	0	0	0	0	0	0	3		3
Home Health Agency Listings	16	4	0	5	5	1	3	0	1	0	0		35
Home Repair/Home Modifications	0	2	1	2	0	1	0	0	3	0	3		12
I.D. Theft and Scam Alert Information	0	0	0	0	0	0	32	1	0	0	0		33
Info. on Disability Services (VDBVI, VDDHH, BRIL)	0	0	0	0	0	0	0	0	0	0	10		10
Lion's Club Application	0	0	1	0	2	1	0	1	1	0	0		6
Medicaid Related Information (application, handbook)	36	4	1	7	5	5	2	4	55	7	15		141
Money Follows the Person	0	2	0	5	4	1	1	0	0	6	0		19
My Important Papers	225	0	1	2	7	10	17	7	0	0	3		272

PUBLIC INFORMATION AND EDUCATION PRESENTATIONS

Type of Publication	Number of Publications Distributed												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	YTD
Ombudsman Related Brochures	196	28	63	7	19	316	83	50	121	103	232		1218
Other Human Service Agency Brochures	124	6	31	135	33	20	81	36	75	54	16		611
Personal Response Information	8	7	2	5	12	22	7	10	27	17	3		120
Poison Control Information (Medication Safety Tips)	0	0	0	0	0	0	0	0	0	0	0		0
Prescription Drug Discount Information	0	1	0	2	1	0	0	0	8	0	0		12
Private Sitter's List	18	12	4	9	15	11	12	6	10	10	7		114
Senior Housing Listings	9	2	0	5	4	1	1	2	1	0	1		26
Senior Medicare Patrol	0	0	0	0	0	0	0	0	15	13	10		38
Tax Assistance Information	0	0	0	0	0	0	0	0	0	0	1		1
Transition Coordination	0	2	0	5	4	1	1	0	0	0	0		13
Transportation	26	10	0	20	11	32	16	13	1	5	3		137
VICAP	21	183	7	2	6	30	10	18	60	9	60		406
Weather Related Tips/Information	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0		0
Total Distributions	1586	920	182	338	653	1175	709	608	638	365	719	0	7893