

# NORTHWEST MISSOURI AREA AGENCY ON AGING

## ANNUAL REPORT FOR SFY 2015

SERVICE	UNITS	CLIENTS	DOLLARS SPENT
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<u>CONGREGATE MEALS</u>	241,412	8,623	\$1,273,415
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Congregate meals are prepared in accordance with USDA guidelines and served at a nutrition site, senior center or some other congregate setting.

<u>HOME DELIVERED MEALS</u>	229,391	1,938	\$1,272,785
<u>MEDICAID HOME DELIVERED MEALS</u>	115,228	438	\$ 661,211

Home delivered meals are prepared in an approved kitchen and in accordance with USDA guidelines. These meals are provided to an eligible person in their home.

<u>HOMEMAKER</u>	6,733.25	165	\$ 120,391
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A service providing assistance to people having difficulty with one or more instrumental activities of daily living: preparing meals, shopping for personal items, money management, using the telephone or doing light housework, are able to receive this service.

<u>PERSONAL CARE</u>	749.75	37	\$ 13,406
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These services provide personal assistance, stand-by assistance, supervision or cues for persons having difficulty with one or more activities of daily living: eating, dressing, bathing, and toileting and transferring in and out of bed.

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<u>I&amp;A, BENEFITS AND OPTIONS COUNSELING</u>	3,667	2,243	\$ 73,531
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I&A is Information and Assistance. We provide current, unbiased information about services and opportunities available older adults and/or caregivers. We can help you find services even if we do not provide the services or even sponsor them.

Benefits counseling is available for older adults, disabled and caregivers. Trained counselors will screen for potential benefits, answer questions and assist with applications for benefits such as Medicare, Medicaid, Social Security, VA, energy assistance, property tax credit rebate, etc.

Options Counseling provides information regarding short and long-term needs. Our counselors are available to assist in developing and implementing a plan to address those needs, as well as resources that are available.

<u>CARE COORDINATION</u>	4,635		\$ 145,528
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Our Care Coordinators are trained to assist older adults who need assistance to remain safely in their own home but also those who are transitioning from hospitals and other facilities back to their home. They will do an evaluation and assess services needed, as well as help with long term planning to help them remain safely at home.

<u>PUBLIC EDUCATION AND INFORMATION (PE&amp;I)</u>			\$ 41,450
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This service shares information and education on services that are available to older adults. We offer trainings, exhibits, publications, etc. Speakers and printed materials are available upon request for many topics affecting older adults.

<u>PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)</u>	856	93	\$ 18,247
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This is a life alert system. The client has a push button system that alerts an operator that is on duty 24-hours. The operator then contacts the client, the specified contact(s), a medical emergency team or public safety as needed.

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TRANSPORTATION

PAR	1,316	129	\$ 74,188
Client Reimbursement	324	30	\$ 19,823
Senior Express (St. Joe)	412	39	\$ 2,060
Bus Coupons (OATS & St. Joe transit)	2,231	110	\$ 4,345

PAR is a volunteer driver system that is available in some areas. We provide trained volunteer drivers to take the client to their non-emergency medical appointments.

Client reimbursement is available if there is no volunteer driver to take the client. If the client can identify a non-family member to drive them to their appointments we may be able to reimburse the client for that trip to enable them to reimburse that driver.

Senior Express is available in St. Joseph. Northwest Missouri Area Agency on Aging (NWMOAAA) partners with Catholic Charities and Faith In Action for these services. Trips are limited to city limits and cost of \$5.00. In the event that an older adult cannot pay the fee, they may apply for a scholarship from NWMOAAA.

Coupons to ride the metro bus in St. Joe or OATS, as appropriate, are available to those who need transportation for essential business and shopping, in addition to medical needs

<u>LEGAL</u>	390	131	\$ 10,035
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We contract with Legal Aid Services to provide assistance to our client group. In addition, through the legal aid hotline, people may receive basic information, assistance and referrals to participating attorneys.

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FAMILY CARE GIVER

Respite Care	2,443.50	45	\$ 45,624
PERS	1,818	202	\$ 65,350
I&A, Benefits and Opt. Counseling	284	194	
PE&I	48.25		\$ 33,618
Support Groups	6.50		\$ 27,190

Respite care provides temporary relief to the usual caregiver(s) in the client's home.

Please see above the PERS, I&A, Benefits and Options Counseling and PE&I.

PE&I is also available for Grandparents raising their grandchildren. Resources specifically for Grandparents and the challenges they face are available.

Support group services include meetings with education and resources made available to help, support and bring caregivers together.

<u>EVIDENCE BASED HEALTH PROGRAM</u>	3,160	133	\$ 29,973
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Educational classes and exercise programs that have been proven effective are available to help people live longer, healthier lives and cope with chronic conditions. We also have various levels of medication dispensers to assist clients with daily medication management.

<u>DISASTER PREPAREDNESS</u>	297.50		\$ 28,292
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We work with local groups, as well as individuals to prepare for disasters through programs, literature, supplies and education. We are also part of local and regional disaster teams to assist our client group in the event of a disaster.

<u>LONG TERM CARE OMBUDSMAN</u>			\$ 106,737
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This service involves investigation and resolution of complaints relating to conditions or actions adversely affecting the health, safety, welfare and rights of residents of long-term care facilities.

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<u>ADVOCACY</u>			\$ 23,402
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The Silver Haired Legislature (SHL) is a formally-elected body of citizens who are at least 60 years of age that promotes conscientious legislative advocacy for seniors. Support our Seniors (SOS) is a grassroots opportunity for the public to contact their representatives and comment on legislation affecting older adults and/or their communities

<u>MO SMP</u>			\$ 1,145
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Missouri Senior Medical Patrol (MO SMP) is a service in which staff and retired professionals are trained to review, counsel and assist with Medicare, Medicaid and supplemental insurance regarding possible billing fraud.

<u>AGING &amp; DISABILITY RESOURCE CENTER SATELITES (ADRCs) GRANT</u>			\$ 45,919
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ADRCs serve as single points of entry into the long-term supports and services system for older adults and people with disabilities. Sometimes referred to as “one-stop shops” or “no wrong door” systems, ADRCs address many of the frustrations consumers and their families experience when trying to find needed information, services and supports. The Area Agency on Aging covers the entire Northwest Area as an ADRC, but, also contracts with specific senior centers as satellite locations.

<u>NAVIGATOR</u>			\$ 90,946
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The Navigators are certified CMS funded specialists who provide, education, assistance and support related to the Affordable Care Act. They assist all age groups.

<u>ADMINISTRATION</u>			\$ 84,569
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NOTE: In addition to the funding above, there was an additional \$637,330 in local funding such as Senior Tax, United Way and fund raising efforts that were generated and expended on nine of the above services.