



The Economic and Life Changing Impact of Senior Services



We represent the senior population of West Virginia. Did you know that during the 2016 General Election in West Virginia, voters over the age 45 represented 45.84%.

This is the group that is either needing our services or looking for services for a families member. Included within this presentation are ideas aimed to assist you as you serve.

We want to place an emphasis on our positive qualities. We are community members who reside in the communities of the people we serve. We are well established, deeply passionate and multi – faceted service providers. We are not just a place for seniors to play bingo or eat lunch. We provide services in EVERY county in West Virginia, with most providers operating more than one site within their county. WE PROVIDE A PERSONAL, HEARTFELT TOUCH TO THE PEOPLE WE SERVE. WE HAVE WORKED HARD TO BOTH EARN AND GAIN THEIR TRUST.

Senior Centers are so much more!!!



Senior Centers Enrich lives.

Everyone deserves a quality life.

We are 501.c3 non-profit corporations dedicated to providing just that.

Most Senior Centers have been serving seniors for 40 years or more.

**“Working together today . . .
for a better tomorrow”**



County Aging Programs are amongst the largest employers in the state!

Our staff members include executive directors, administrative support, registered nurses, cooks, drivers, custodial, social workers, direct care workers, outreach workers, trained Medicare Part “D” counselors through the Senior Health Insurance Program (S. H. I. P.), fiscal officers and volunteers, lots of volunteers!!



Economic Impact

Workforce

- The members of WVDSCS programs employ 3,740 people.
- Majority of the employees are low income employees and they spend their money and it goes directly back into West Virginia's economy.

Revenue

- The members of WVDSCS programs annually bring \$96,021,631 of revenue into West Virginia.
- This revenue is spent in West Virginia and supports the most needy and frail in West Virginia.

Life Changing Impact

Some of the Services provided by Members of WVDSCS in 2017

- Congregate Meals 724,156
- Home Delivered Meals 1,697,953
- Shelf staple Meals 95,326
- Seniors receiving a meal 48,700
- Seniors on waiting list for a meal 260
- 32 members serve as part of their county's Emergency Disaster plan
- Transportation trips 253,451
- Lighthouse service hours 503,154 with 2,173 people
- FAIR service hours 205,984 with 851 people
- Aged and Disabled Waiver service hours 850,273 with 2,863 people
- Personal Care service hours 1,272,923 with 1,400 people
- 1,400 people served with Case management
- Veterans Administration service hours 124,606 with 4,756 veterans

HELPING SENIOR CENTERS TO THRIVE NOT JUST SURVIVE

What have senior service agencies faced in the last three years?

1. Since 2015, the minimum wage has increased from \$7.25 per hour to \$8.75.
2. Benefits resulting from the minimum wage increase also increased.
3. Worker's Compensation, Unemployment, and health care costs have increased due to the increase in minimum wage.
4. Agencies were forced to lose experienced staff because additional funds were unavailable to increase their wages.
5. Utility, liability insurance, gasoline, building maintenance, postage, office supplies, and virtually ALL other expenses have increased.
6. Funding for equipment and infrastructure projects has disappeared with the elimination of Community Partnership Fund grants.
7. Regulations related to our In-Home programs have grown and the related costs are skyrocketing. In order for an applicant to be considered for employment with an agency, we must provide training and conduct several background checks. The Bureau of Medical Services (WV BMS) is now requiring we provide employees with an actual card, instead of a certificate upon completion of their training. This card costs \$25, per applicant. The background checks are an additional \$50 per applicant.
8. Many County Meal providers have reduced their serving days, closed sites, reduced home delivery routes, and changed their menus to include frozen or shelf stable meals.
9. The need for nutritious meals continues to grow with funding being reduced.
10. Donations and individual giving have greatly declined.

This is what aging care providers have faced during the last three years. Budgets have decreased and costs have increased. We are in the same conditions as the highways of West Virginia prior to the Roads Bill. **We need help to help those who need it most, OUR SENIORS!!**

How can you help?

- **Short Term Goals**

- Increase reimbursement rates for Aged and Disabled Waiver, Personal Care and Meals
- Keep the current Medicaid Personal Care Certificate of Need as is
- Review all state plans and policies originating within DHHR
- Eliminate restrictions on LIFE Funding.
- Reallocate Community Based Service Funds(Lighthouse, FAIR)

- **Long Term Goals**

- Reinstate Community Partnership Grants
- When state and federal mandates are passed include funding for them

Services

- Nutrition
- Transportation
- Home & Community Based
- Resource assistance
- Outreach
- Socialization
- Recreation
- Case Management
- And so much more



Nutrition

Home delivered meals are provided to those unable to come to the senior service agency to obtain one. We also provide meals at a congregate site, typically the senior center. However, we also provide meals to senior citizen high rises throughout the Mountain State.

Nutrition Education

We help promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) education.

Federal and State funding is allocated to the West Virginia Bureau of Senior Services (WV BOSS) and distributed through one of four Area Agencies on Aging to the county aging program holding the Nutrition contract. Each county holding such a contract is given a percentage of the funding which is based on an allocation formula utilized by the WV BOSS. The formula is based on a predetermined funding amount. You need to be aware that this “set amount” has not increased for many years. Senior nutrition programs are forced to serve an increasing senior population with fewer funds. How can we continue to do so?

Transportation

Most counties offer transportation to eligible individuals including those dealing with a physical or cognitive difficulty.

Trips are provided for “necessary” destinations as defined by the Federal Transportation Act. They include travel to the senior center, grocery store, medical appointments, pharmacy, bank and more.

Both Federal and State Dollars, as with nutrition, are allocated to the WVBOSS and passed through one of four Area Agencies On Aging and then to the county aging program.

The same formula is used for the distribution of these funds as is used for nutrition. In many counties the demand for transportation is at an all-time high.

Some counties may also receive funding via the West Virginia Division of Public Transit or through contracts with MTM. This contract serves Medicaid clients age 18 to 59.



Home & Community Based Programs

- Medicaid Personal Care (Medicaid)
- Aged and Disabled Waiver (Medicaid)
- Traumatic Brain Injury Waiver (Medicaid)
- Lighthouse (Licensing fees)
- Respite (Federal & State)
- F.A.I.R. (Family Alzheimer's In-home Respite)
((Licensing fees))
- Private pay programs
 - Individuals paying directly
 - Insurance coverage
- Veterans Administration Home/Home Health programs (Federal)



Medicaid Personal Care

Services include assistance with bathing, dressing, grooming, toileting, shaving, housekeeping, chores, shopping, and meal preparation.

Our funding source is both Federal and State Dollars earmarked to the West Virginia Department of Health & Human Resources. For every two federal dollars, West Virginia matches with 53 cents.



Aged and Disabled Waiver & Traumatic Brain Injury Waiver

Senior service agencies provide assistance to persons having difficulty with activities of daily living such as bathing, grooming, dressing, meal preparation, shopping for personal items, medication management, managing money, using the telephone, and doing heavy or light house work.

Funding allocations are similar to the Medicaid Personal Care program.



Lighthouse

- This program is offered to seniors who do not qualify for other programs such as Medicaid.

The primary funding source for this program is the up-front licensing fees paid by the state's racetracks for the privilege of offering table games. Each county is given a percentage of the funding based on a allocation formula developed by WV BOSS. Reimbursement rates have not increased since the program's inception in 2007.



Title III-E In-home Respite & F.A.I.R.

- We provide temporary, substitute supports of living arrangements delivered in the home to provide a brief period of respite, or rest, for family caregivers.

Once again licensing fees provide much of the funding for this program along with federal dollars. The same formula is used by WV BOSS as was previously mentioned. West Virginia now has nearly 50-thousand citizens diagnosed with some form of dementia. This program has not realized an increase in its reimbursement rate since its inception in 2006. Yet, for both Lighthouse and F.A.I.R., WV BOSS send back hundreds of thousand of dollars to the Legislature stating that counties are underserving. The truth is, most counties are overserving, but, are forced to utilize a WV BOSS mandated service fee instead of depleting licensing fees.



Outreach

- We seek out and encourage individuals to utilize existing services and benefits. Our Outreach workers are some of our best ambassadors.



Affiliations

- National Council on Aging
- National Institute of Senior Centers
- Meals on Wheels America
- Alzheimer's Association
- West Virginia Attorney General
- Local hospice agencies
- Veterans' Organizations
- United Mine Workers
- Many others

