



# **Home and Community Care Block Grant**

## **Advisory Committee Orientation Manual**

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# Welcome

Welcome to the Home and Community Care Block Grant Advisory Committee (HCCBG AC) for your county.

Serving on the HCCBG AC gives you a unique opportunity to speak out on the issues and needs of the older adults in your community.

This document was prepared to give you a little information about the background of the HCCBG and about the aging network. While we hope you will ask questions, perhaps this document will assist you in preparing for the work of the advisory committee.

## Philosophy and Purpose

Establishing an efficient and effective service delivery system is critical to North Carolina meeting the needs of a rapidly growing older population. Older Adults, family caregivers, as well as local service providers often face a very complex and fragmented system of services, resulting, in part, from different eligibility criteria, service definitions, and service activities, depending upon the source of funding. The Home and Community Care Block Grant was designed to begin addressing the complexity by consolidating, under a single set of policies, procedures and service requirements, several existing funding sources targeted to older adults. The block grant is also designed to improve planning, management and coordination of in-home and community based services for older adults by providing counties increased flexibility with regard to the planning and delivery of aging services to meet the unique service needs of older adults in their communities while also ensuring that the requirements of the Older Americans Act are met.

# I. Overview

## **What is the Home and Community Care Block Grant?**

The General Assembly of North Carolina enacted Senate Bill 165, Chapter 241 of the 1991 Session Laws. This legislation established a Home and Community Block Grant for Older Adults and was supported by the North Carolina Association of County Commissioners. The Block Grant combines certain federal and state appropriations supporting home and community care for older adults which are currently administered by the Divisions of Aging and Social Services.

## **How did the Block Grant originate?**

The General Assembly in 1989 established the Department of Human Resources Advisory Committee on Home and Community Care. This committee was specifically required to consider development of a "common funding stream" for services to older adults. The Home and Community Care Block Grant is a specific recommendation of this committee.

## **What is the purpose of the Block Grant?**

Older Adults and their families often face a very complex and frustrating system of home and community care services at points of crisis brought about by health and medical problems. The Home and Community Care Block Grant is designed to address, in part, these concerns by improving the planning, management, and coordination of in-home and community based services provided to North Carolina's older adults and promoting the visibility of aging programs at the local level. Counties have increased flexibility with respect to budgeting for aging services available through the Block Grant and establish priority services to be addressed. The Home and Community Care Block Grant is intended to simplify the administration of aging services by establishing uniform service standards, eligibility, reporting and reimbursement policies for all funding sources contained in the Block Grant.

## **What does the Home and Community Care Block Grant do?**

The Home and Community Care Block Grant monies consist of funds from the Older Americans Act, state and federal funds for in-home and community care services, portions of the State In-Home Service and Adult Day funds formerly administered by the Division of Social Services and funding from the NC General Assembly for older adults.

The Home and Community Care Block Grant (HCCBG) finances a range of services primarily for at-risk older adults; they are used only as a last resort for high-risk older adults. As a secondary function, services are identified for well older adults. Priorities are established for older adults such as those at risk of abuse or neglect, members of the minority groups, women or those with greatest economic need.

County aging plans, which set the overall priorities and course for aging, are the basis for the receipt of block grant funds and, as such, define the roles of local agencies in providing services at the county level and meeting the needs of such groups. Decisions on target groups and services priorities are developed in accordance with state guidelines and the principle of local flexibility and choice.

The HCCBG is intended to allow local groups to make the decisions about what services are most needed by the older adults in their county, how much money needs to be allocated to the service and what agency will provide the service.

## **Who is involved in the Home and Community Care Block Grant?**

Implementation of the law establishing the Home and Community Care Block Grant involves key “players” from the local level through the state.

### **A. County Board of Commissioners Responsibilities**

The County Board of Commissioners will be responsible for the planning, coordination, and implementation of the county funding plan. Primary responsibilities are as follows:

1. Designation of an agency or office within the county with lead responsibility for planning and coordination of the county funding plan. The designation can be for more than one (1) year. The length of designation is at the discretion of the Board of Commissioners.
2. Appointment of a committee to serve as a Block Grant Advisory Committee to the lead agency for planning and coordination in the development of the county funding plan. The length of a committee member’s appointment is determined by the Board of Commissioners. When the Area Agency on Aging is not designated as lead agency, an area agency representative shall be appointed to the Block Grant Advisory Committee to perform as stated below. The Division strongly recommends that older adults comprise no less than 1/3 of Advisory Committee membership.
3. Ensuring that the county funding plan is in compliance with budgetary instructions provided by the Division of Aging.
4. Submission of the recommended county funding plan to the Area Agency on Aging and entering into a grant agreement with the Area Agency on Aging.

### **B. Area Agency on Aging Responsibilities in County Funding Plan Development and Approval**

The Older Americans Act requires that Area Agencies on Aging function as public advocates in the development and enhancement of community-based aging services. In carrying out their mandated responsibilities, Area Agencies on Aging shall serve on the Block Grant

Advisory Committee. Area Agencies will contribute to the development of the county funding plan as follows:

1. As necessary, train Advisory Committee members on:
  - flow of funds and budgetary requirements
  - responsibilities of the Division of Aging, Area Agency on Aging, Board of Commissioners, lead agency, and Advisory Committee
  - service standard requirements
2. Interpret demographic information in the County Data Package and explain variations in regional and county funding from the previous year.
3. Based upon monitoring and provider performance data available through the Division if Aging Management Information System, provide analysis on provider performance, expenditures and service levels, and effectiveness of client targeting.
4. Make recommendations concerning an effective services mix and provider selection.
5. Through the compliance review, approve county funding plan submitted by the Board of Commissioners.

#### C. Lead Agency Responsibilities

1. Agency or Office with Lead Responsibility for Funding Plan Criteria
  - The county manager's office, a public human services agency, a private nonprofit human services agency, or the Area Agency in Aging may be designated as the agency or office with lead responsibility for the funding plan.Primary lead responsibilities are as follows:
  - Directing the work of the Block Grant Advisory Committee in order to assure community input into the county funding plan.
  - By April 30, submit county funding plan information to the County Budget Officer. At a minimum, the County Budget Officer must be provided with the amount of Block Grant funding and required local match for each service to be funded to meet requirements of G.S. 159-10.
  - Ensuring that the approved funding plan meets all requirements as specified by the Division of Aging, and submitting the funding plan, as recommended by the county board of commissioners, to the Area Agency.

#### D. Block Grant Advisory Committee Criteria

1. The advisory committee must represent a broad range of aging interests in order to effectively build local consensus on the county funding plan. A viable committee will not be viewed as being predisposed to supporting particular providers or favoring specific interests. Representation should include the following:
  - Area Agency on Aging must be represented as specified in Section (B) of these instructions.
  - Local elected officials and civic leaders
  - Older consumers (the Division of Aging and Adult Services strongly recommends that older consumers comprise at least 1/3 of the Advisory Committee membership)

2. The committee shall function as a resource to the lead agency by obtaining input from provider interests, older consumers and their families and, providing consensus on the contents of the funding plan.

The North Carolina Division of Aging and Adult Services is the state agency designated by the law to implement the Home and Community Care Block Grant. The State's responsibilities are:

1. Consolidate all funding streams into the Home and Community Care Block Grant
2. Allocate funds to each region based on state funding formula
3. Provides technical assistance to the AAA if needed
4. Receive completed funding plan in order to submit appropriate accountability to each funding source comprising the Home and Community Care Block Grant

<b>BUNCOMBE COUNTY</b>	
<p>COUNCIL ON AGING OF BUNCOMBE COUNTY 46 SHEFFIELD CIRCLE (828) 277-8288 <a href="http://www.coabc.org">www.coabc.org</a></p>	<ul style="list-style-type: none"> <li>➤ CONGREGATE NUTRITION</li> <li>➤ FAMILY CAREGIVER SERVICES: CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, IN-HOME RESPITE, INSTITUTIONAL RESPITE</li> <li>➤ INFORMATION &amp; OPTIONS COUNSELING</li> <li>➤ HOUSING AND HOME IMPROVEMENT</li> </ul>
<p>DAYSTAY ADULT DAY SERVICES 135 CANDLER SCHOOL ROAD (828) 665-1575 <a href="http://www.daystayasheville.com">www.daystayasheville.com</a></p>	<ul style="list-style-type: none"> <li>➤ ADULT DAY CARE</li> </ul>
<p>LAND OF SKY REGIONAL COUNCIL AREA AGENCY ON AGING 339 NEW LEICESTER HWY (828) 251-6622 <a href="http://www.landofsky.org/aaa.html">www.landofsky.org/aaa.html</a></p>	<ul style="list-style-type: none"> <li>➤ FAMILY CAREGIVER SERVICES: ASSISTANCE WITH ACCESS, CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, COMMUNITY/PROGRAM PLANNING, COUNSELING, TRAINING, SUPPORT, INCONTINENCE SUPPLIES, INFORMATION &amp; ASSISTANCE, INFORMATION/EDUCATION, IN-HOME RESPITE, INSTITUTIONAL RESPITE, LIQUID NUTRITION SUPPLEMENTS, PROGRAM PROMOTION, RESPITE ADMINISTRATION, SUPPLEMENTAL SERVICES</li> <li>➤ HEALTH PROMOTION/DISEASE PREVENTION</li> </ul>
<p>MEALS ON WHEELS OF ASHEVILLE AND BUNCOMBE COUNTY 146 VICTORIA ROAD (828) 253-5286 <a href="http://www.mowabc.org">www.mowabc.org</a></p>	<ul style="list-style-type: none"> <li>➤ HOME DELIVERED MEALS</li> </ul>
<p>MOUNTAINCARE, INC. ADULT DAY SERVICES 68A SWEETEN CREEK ROAD (828) 277-3399 <a href="http://www.mountaincareservices.org">www.mountaincareservices.org</a></p>	<ul style="list-style-type: none"> <li>➤ ADULT DAY CARE</li> <li>➤ ADULT DAY HEALTH</li> <li>➤ TRANSPORTATION</li> </ul>
<p>MOUNTAIN HOUSING OPPORTUNITY 64 CLINGMAN AVE (828) 254-4030 <a href="http://www.mtnhousing.org">www.mtnhousing.org</a></p>	<ul style="list-style-type: none"> <li>➤ HOUSING AND HOME IMPROVEMENT</li> </ul>
<p>MOUNTAIN MOBILITY-BUNCOMBE COUNTY 339 NEW LEICESTER HWY (828) 250-6750 <a href="http://www.landofsky.org/mm.html">www.landofsky.org/mm.html</a></p>	<ul style="list-style-type: none"> <li>➤ MEDICAL TRANSPORTATION</li> <li>➤ GENERAL TRANSPORTATION</li> </ul>
<p>PISGAH LEGAL SERVICES 62 CHARLOTTE STREET (828) 253-0406 <a href="http://www.pisgahlegal.org">www.pisgahlegal.org</a></p>	<ul style="list-style-type: none"> <li>➤ LEGAL SERVICES</li> </ul>
<p>PREMIER HOME HEALTH CARE SERVICES 1550 HENDERSONVILLE ROAD (828) 277-5950 <a href="http://www.premierhomehealthcare.com">www.premierhomehealthcare.com</a></p>	<ul style="list-style-type: none"> <li>➤ IN-HOME AIDE LEVEL 1</li> <li>➤ IN-HOME AIDE LEVEL 2</li> <li>➤ IN-HOME AIDE LEVEL 3</li> </ul>

	➤ IN-HOME AIDE LEVEL 4
<b>HENDERSON COUNTY</b>	
BAYADA HOME HEALTH 1200 RIDGEFIELD BLVD SUITE 110 (828)-681-5100 <a href="http://www.bayada.com">www.bayada.com</a>	➤ IN-HOME AIDE LEVEL 2
COUNCIL ON AGING FOR HENDERSON COUNTY 105 KING CREEK BOULEVARD (828) 692-4203 <a href="http://www.coahc.org">www.coahc.org</a>	<ul style="list-style-type: none"> <li>➤ CARE MANAGEMENT</li> <li>➤ CONGREGATE NUTRITION</li> <li>➤ FAMILY CAREGIVER SERVICES: CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, IN-HOME RESPITE, INSTITUTIONAL RESPITE</li> <li>➤ HOME DELIVERED MEALS</li> <li>➤ LIQUID NUTRITION SERVICES</li> </ul>
HENDERSON COUNTY DSS <a href="http://www.hendersoncountync.org/dss/">www.hendersoncountync.org/dss/</a> 1200 SPARTANBURG HWY (828) 697-5500	➤ IN-HOME AIDE LEVEL 1
HOUSING ASSISTANCE CORPORATION 602 KANUGA ROAD (828) 692-4744 <a href="http://www.housing-assistance.com">www.housing-assistance.com</a>	➤ HOUSING AND HOME IMPROVEMENT
LAND OF SKY REGIONAL COUNCIL AREA AGENCY ON AGING 339 NEW LEICESTER HWY (828) 251-6622 <a href="http://www.landofsky.org/aaa.html">www.landofsky.org/aaa.html</a>	<ul style="list-style-type: none"> <li>➤ FAMILY CAREGIVER SERVICES: CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, INCONTINENCE SUPPLIES, INFORMATION AND ASSISTANCE, IN-HOME RESPITE, INSTITUTIONAL RESPITE, LIQUID NUTRITION SUPPLEMENTS</li> <li>➤ HEALTH PROMOTION/DISEASE PREVENTION</li> </ul>
MOUNTAINCARE, INC. ADULT DAY SERVICES 114 COLLEGE DRIVE (828) 697-7070 <a href="http://www.mountaincareservices.org">www.mountaincareservices.org</a>	<ul style="list-style-type: none"> <li>➤ ADULT DAY CARE</li> <li>➤ ADULT DAY HEALTH</li> <li>➤ TRANSPORTATION</li> </ul>
PISGAH LEGAL SERVICES 440 SOUTH CHURCH STREET (828) 692-7622 <a href="http://www.pisgahlegal.org">www.pisgahlegal.org</a>	➤ LEGAL SERVICES
PREMIER HOME HEALTH CARE SERVICES 1550 HENDERSONVILLE ROAD (828) 277-5950 <a href="http://www.premierhomehealthcare.com">www.premierhomehealthcare.com</a>	➤ IN-HOME AIDE LEVEL 2
WESTERN CAROLINA COMMUNITY ACTION 526 7 <sup>TH</sup> AVE EAST (828) 698-8571 <a href="http://www.wcca.net">www.wcca.net</a>	<ul style="list-style-type: none"> <li>➤ MEDICAL TRANSPORTATION</li> <li>➤ GENERAL TRANSPORTATION</li> </ul>

<b>MADISON COUNTY</b>	
<p>LAND OF SKY REGIONAL COUNCIL            AREA AGENCY ON AGING            339 NEW LEICESTER HWY            (828) 251-6622    <a href="http://www.landofsky.org/aaa.html">www.landofsky.org/aaa.html</a></p>	<ul style="list-style-type: none"> <li>➤ FAMILY CAREGIVER SERVICES: CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, INCONTINENCE SUPPLIES, INFORMATION AND ASSISTANCE, IN-HOME RESPITE, INSTITUTIONAL RESPITE, LIQUID NUTRITION SUPPLEMENTS</li> <li>➤ HEALTH PROMOTION/DISEASE PREVENTION</li> </ul>
<p>MADISON COUNTY DEPARTMENT OF COMMUNITY SERVICES            462 LONG BRANCH ROAD            (828) 649-2722  <a href="http://www.madisoncountync.org/communityservices.php">www.madisoncountync.org/communityservices.php</a></p>	<ul style="list-style-type: none"> <li>➤ CONGREGATE NUTRITION</li> <li>➤ HOME DELIVERED MEALS</li> <li>➤ IN-HOME AIDE LEVEL 1</li> <li>➤ MEDICAL TRANSPORTATION</li> <li>➤ GENERAL TRANSPORTATION</li> </ul>
<p>PISGAH LEGAL SERVICES            221 S GASTON STREET    (828) 253-0406  <a href="http://www.pisgahlegal.org">www.pisgahlegal.org</a></p>	<ul style="list-style-type: none"> <li>➤ LEGAL SERVICES</li> </ul>

<b>TRANSYLVANIA COUNTY</b>	
<p>CAREPARTNERS ADULT DAY SERVICES            23 MEDICAL PARK DRIVE            (828) 884-2980 <a href="http://www.carepartners.org">www.carepartners.org</a></p>	<ul style="list-style-type: none"> <li>➤ ADULT DAY CARE</li> <li>➤ ADULT DAY HEALTH</li> </ul>
<p>CAREPARTNERS HOME CARE            1266 ASHEVILLE HWY            (828) 883-5254 <a href="http://www.carepartners.org">www.carepartners.org</a></p>	<ul style="list-style-type: none"> <li>➤ IN-HOME AIDE LEVEL 1</li> <li>➤ IN-HOME AIDE LEVEL 2</li> </ul>
<p>LAND OF SKY ALZHEIMERS RESPITE            AREA AGENCY ON AGING            339 NEW LEICESTER HWY            (828) 251-6622 <a href="http://www.landofsky.org/aaa.html">www.landofsky.org/aaa.html</a></p>	<ul style="list-style-type: none"> <li>➤ FAMILY CAREGIVER SERVICES: CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, INCONTINENCE SUPPLIES, IN-HOME RESPITE, INSTITUTIONAL RESPITE, LIQUID NUTRITION SUPPLEMENT</li> </ul>
<p>LAND OF SKY REGIONAL COUNCIL            AREA AGENCY ON AGING            339 NEW LEICESTER HWY            (828) 251-6622 <a href="http://www.landofsky.org/aaa.html">www.landofsky.org/aaa.html</a></p>	<ul style="list-style-type: none"> <li>➤ FAMILY CAREGIVER SERVICES: CARE MANAGEMENT, CAREGIVER DIRECTED VOUCHERS, COMMUNITY RESPITE, INCONTINENCE SUPPLIES, INFORMATION AND ASSISTANCE, IN-HOME RESPITE, INSTITUTIONAL RESPITE, LIQUID NUTRITION SUPPLEMENTS</li> <li>➤ HEALTH PROMOTION/DISEASE PREVENTION</li> <li>➤ SENIOR COMPANION</li> </ul>
<p>PISGAH LEGAL SERVICES            137 NORTH BROAD STREET            (800) 489-6144 <a href="http://www.pisgahlegal.org">www.pisgahlegal.org</a></p>	<ul style="list-style-type: none"> <li>➤ LEGAL SERVICES</li> </ul>
<p>TRANSYLVANIA COUNTY TRANSPORTATION            98 EAST MORGAN STREET            (828) 884-3203 <a href="http://www.transylvaniacounty.org">www.transylvaniacounty.org</a></p>	<ul style="list-style-type: none"> <li>➤ MEDICAL TRANSPORTATION</li> <li>➤ GENERAL TRANSPORTATION</li> </ul>
<p>WESTERN CAROLINA COMMUNITY ACTION            181 HILLVIEW EXTENSION            (828) 884-3219 <a href="http://www.wcca.net">www.wcca.net</a></p>	<ul style="list-style-type: none"> <li>➤ CONGREGATE NUTRITION</li> <li>➤ HOME DELIVERED MEALS</li> </ul>

## **II. The Aging Network**

## **What is the Aging Network?**

The “aging network” is a term used loosely to describe national, regional, state and local interest groups who advocate for or serve older adults. Some components of the aging network are in place because they are mandated by legislation such as the Older Americans Act (OAA). Other components such as various advocacy groups have developed on their own initiative.

The administrative core of the network on aging includes the Administration on Aging (AOA) at the Federal Level, ten AOA regional offices, 57 State Units on Aging (SUAs) and 665 Area Agencies in Aging (AAAs) at the planning and service level. The network extends to public and private service providers and agencies, such as nutrition sites, social services departments, multipurpose senior centers, advisory councils and advocacy groups, as well as to the private, voluntary, and corporate sectors. Non-administrative components of the aging network also include national organizations, private industry, and the general public including older adults and consumers of services. As may be observed, the aging network is inclusive of all persons and groups that are attempting to improve the lived of our nation’s older adults.

## **Administration on Aging**

The OAA established the AoA, which is headed by an Assistant Secretary for Aging and is an agency of the U.S. Department of Health and Human Services. AoA is the federal focal point and advocacy agency for older persons, as mandated by the OAA, and administers most OAA programs at the federal level. These programs provide assistance to older persons and their caregivers, as well as critical support services, such as nutrition and transportation, for older persons at risk of being prematurely or unnecessarily institutionalized. AoA also administers programs that protect the rights of vulnerable and at-risk older persons and educated them and their communities about the dangers of elder abuse and consumer fraud. Other OAA programs offer older persons opportunities to enhance their health and serve their communities through employment and volunteer programs.

## **State Units on Aging**

AoA awards funds for supportive home and community-based services to the SUA’s, which are located in every state and U.S. territory. In addition to funding critical nutrition and supportive services, funds are awarded to the SUA’s for elder rights programs, including the Long-Term Care Ombudsman Programs, legal services, outreach and elder abuse prevention efforts. Funding for programs is allocated to each SUA based on the number of persons over the age of 60 in the state. Most states are divided into planning and service areas, so that programs can be tailored to meet the specific needs of older persons residing in those areas.

## **North Carolina Department of Health and Human Services**

The Division of Aging and Adult Services is the State agency responsible for planning, administering, coordination, and evaluation of the activities, programs, and services developed under the Older Americans Act and related programs for the older adult population. As the State's Agency on Aging, the Division of Aging and Adult Services has the responsibility to:

- Develop, administer, and monitor the activities of the State Plan on Aging required by the State
- Be primarily responsible for the coordination of all statewide activities related to the purposed of the Older Americans Act
- Divide the entire State into districts, planning and service areas
- Review and approve the area plans developed by North Carolina's Area Agency on Aging (AAAs)
- Monitor, assess, and evaluate the implementation of each area plan
- And carry out all other appropriate functions and responsibilities as prescribed under the Older Americans Act, federal regulations, the State plans on aging, North Carolina laws, rules, and regulations.

### **Area Agencies on Aging**

Area Agencies on Aging (AAA) are offices established through the Older Americans Act that serve to facilitate and support the development of programs to address the needs of older adults in a defined geographic region and support investment in their talents and interests. In North Carolina, AAAs are located within regional Councils of Government.

### **Local Service Providers**

The Service Delivery System in each state is very different. In North Carolina, aging services are handled by a variety of local providers. Regardless of the agency, they are bound by the state-wide service standards that describe how services will be provided. These agencies are also connected to the county and Area Agency on Aging by service contracts once the Home and Community Care Block Grant Advisory Committee has determined who the local service providers will be.

## The Older Americans Act – A Link to Services

The Older Americans Act (OAA) of 1965 affirms our county's high sense of responsibility toward the well-being of older citizens. The assistance it offers has expanded tremendously over the years to include a wide range of services that touch many lives and communities across the land. Most importantly, it provides an essential stimulus – through a partnership of federal government with state and local governments, the private sector, and older people themselves – for creating a comprehensive and coordinated service system aimed at improving the lives of older Americans. This act was most recently amended in 2006.

The goal of the OAA is to remove barriers to economic and personal independence and to assure the availability of appropriate services for those individuals who need them. The law's present emphasis on the elderly and on community-based long-term care offers a tremendous opportunity for providers and the OAA social services network to work together in addressing specific community problems.

The Older Americans Act embraces the following objectives for assuring older Americans –

- An adequate income
- The best possible physical and mental health
- Suitable housing
- Full restorative services for those who require institutional care, including a comprehensive array of community-based long-term care services
- Opportunity for employment
- Retirement in health, honor and dignity
- Civic, cultural, educational and recreational opportunities
- Community services that provide a continuum of care for the vulnerable elderly
- Freedom to plan and manage their lives.

Though the original objectives of the OAA remain much the same today, emphasis on community-based long-term care services, on the vulnerable elderly, on services for victims of Alzheimer's disease and special training for those who will care for such individuals were more recently incorporated in the legislation.

# North Carolina Area Agencies on Aging

## Mission

The Area Agency on Aging exists to:

- fulfill the mandated responsibilities of the Older Americans Act of 1965, as Amended;
- plan, coordinate and advocate for the development of comprehensive community-based service delivery systems to meet the needs of Older Americans;
- preserve and strengthen the quality of life for older citizens through cooperative efforts of elected officials, non-profit community agencies, private enterprise, academic resources;
- assist local communities to respond to issues confronting the rapidly growing older population.

## Activities

The Area Agency on Aging meets the challenge of its mission by:

- providing training and technical assistance for local providers of priority services (such as transportation, nutrition, in-home care, case management, housing and other services);
- providing grant preparation, community coordination efforts, needs assessment, resource inventories;
- Regional Ombudsman assistance to county-appointed nursing home and adult care home community advisory committees;
- development and implementation of a regional multi-year plan;
- assisting the development of multi-purpose senior centers.

## Structure

In North Carolina, Area Agencies on Aging are located within Regional Councils of Government. They work closely and continuously with the North Carolina Division of Aging and Adult Services (part of the Department of Health and Human Resources) to fulfill the responsibilities of the Older Americans Act of 1965, as amended.

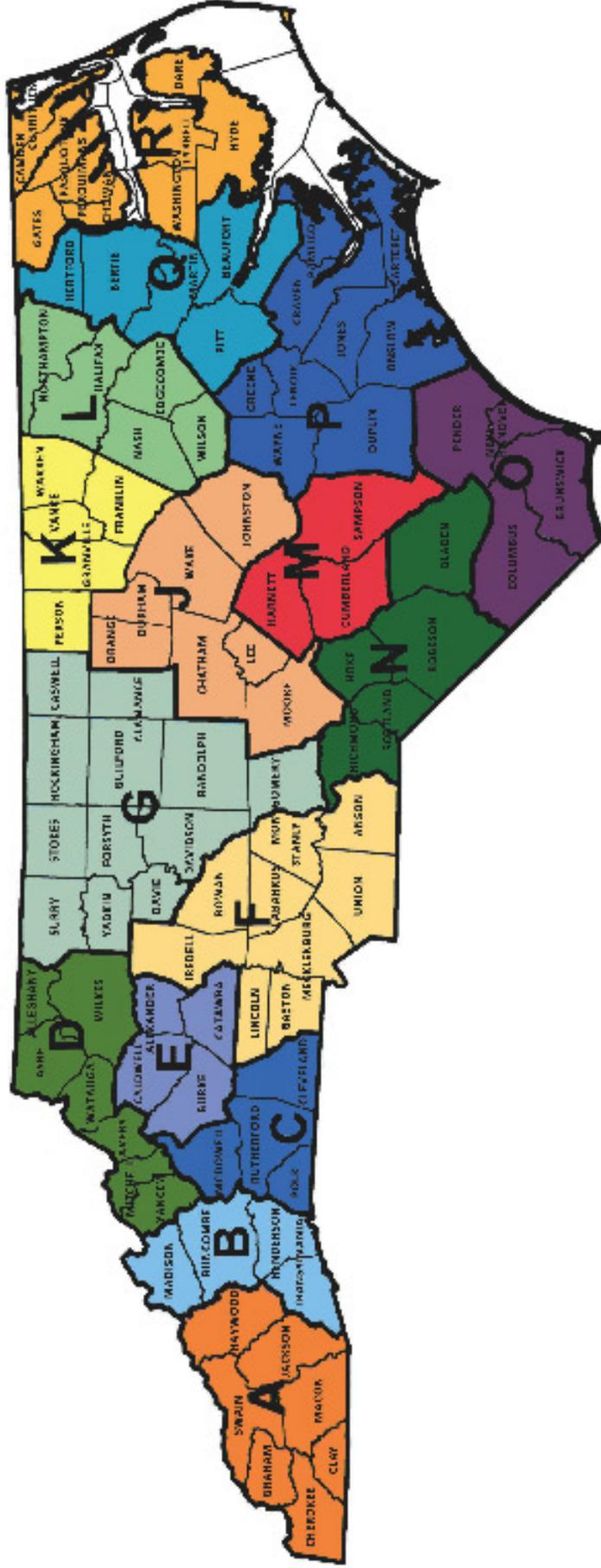
As part of the Regional Council organization, the Area Agencies on Aging are integrally tied to local governments in the area whose representatives make up the Regional Council policy board. Also, the planning and administrative activities are coordinated with other Regional Council programs (including emergency medical services, community development, economic development, employment and training, housing.)

Each Area Agency on Aging works with an Advisory Council, comprised mostly of older persons, which assists the staff and the policy board of elected officials.

## North Carolina Area Agencies on Aging

Region A	Southwestern Commission 125 Bonnie Lane Sylva, NC 28779 828-586-1962	Region K	Kerr Tar Regional COG PO Box 709 Henderson, NC 27536 252-436-2040
Region B	Land of Sky Regional Council 339 New Leicester Hwy, Suite 140 Asheville, NC 28806 828-251-6622	Region L	Upper Coastal Plain COG PO Box 9 Wilson, NC 27894 252-234-5952
Region C	Isothermal Planning & Development Commission PO Box 841 Rutherfordton, NC 28139 828-287-2281	Region M	Mid-Carolina COG PO Drawer 1510 Fayetteville, NC 28302 910-323-4191
Region D	High Country COG 468 New Market Blvd Boone, NC 28607 828-265-5434	Region N	Lumber River COG 30 CJ Walker Road COMtech Park Pembroke, NC 28732 910-618-5533
Region E	Western Piedmont COG PO Box 9026 Hickory, NC 28603 828-322-9191	Region O	Cape Fear COG 1480 Harbour Drive Wilmington, NC 28401 910-395-4553
Region F	Centralina COG 525 North Tryon Street 12 <sup>th</sup> Floor Charlotte, NC 28202 704-372-2416	Region P	Eastern Carolina COG 233 Middle Street PO Box 1717 New Bern, NC 28563 252-638-3185
Region G	Piedmont Triad Regional Council Greensboro Office 2216 W. Meadowview Road, Suite 201 Greensboro, NC 27407 336-294-4950	Region Q	Mid-East Commission 1385 John Small Avenue Washington, NC 27889 252-946-8043
Region J	Winston-Salem Office 400 W Forth Street, Suite 400 Winston-Salem, NC 27101 336-761-2111	Region R	Albemarle Commission PO Box 646 Hertford, NC 27944 252-426-5753
	Triangle J COG PO Box 12276 Research Triangle Park, NC 27709 919-549-0551		

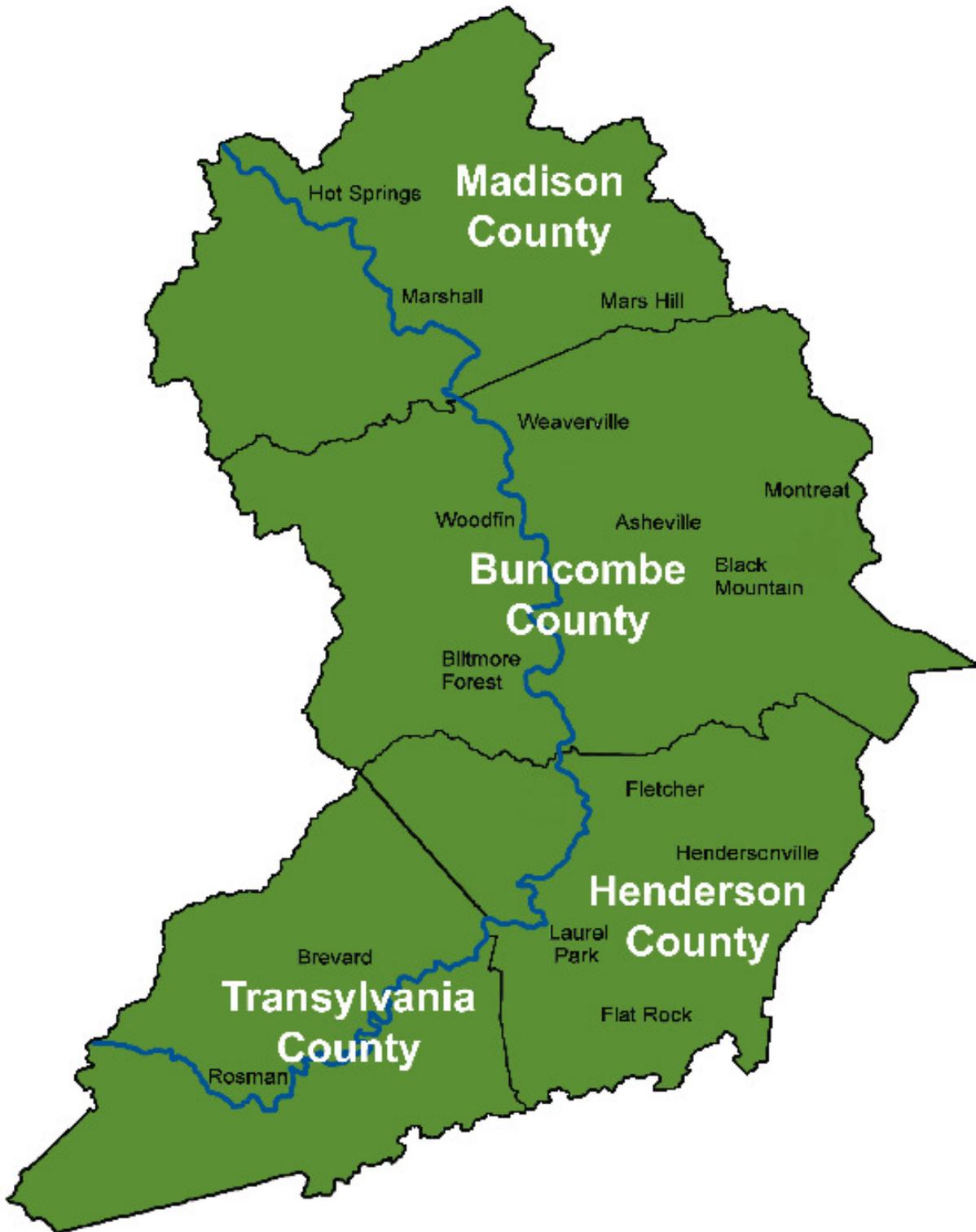
# North Carolina Lead Regional Organizations



## Regions

- Region A - Southwestern Commission
- Region B - Land-of-Sky Regional Council
- Region C - Isothermal Planning & Development Commission
- Region D - High Country Council of Governments
- Region E - Western Piedmont Council of Governments
- Region F - Centralina Council of Governments
- Region G - Piedmont Triad Regional Council
- Region J - Triangle J Council of Governments
- Region K - Kerr-Tar Regional Council of Governments
- Region L - Upper Coastal Plains Council of Governments
- Region M - Mid-Carolina Council of Governments
- Region N - Lumber River Council of Governments
- Region O - Cape Fear Council of Governments
- Region P - Eastern Carolina Council of Governments
- Region Q - Mid-East Commission
- Region R - Albemarle Commission

## Region B



## **What is the Land-of-Sky Regional Council?**

Land-of-Sky Regional Council (LOSRC) is a multi-county, local government planning and development organization in North Carolina. It is one of 17 such organizations in the state and serves Region B, which includes the counties of Buncombe, Henderson, Madison and Transylvania.

Land-of-Sky Regional Council is made up of chief elected officials – mayors and county commission chairpersons and alternates – from member governments, one private representative of economic development interests in each county and two at-large members. Members meet monthly to plan programs and set policies and goals to benefit the entire region.

Member governments include the counties of Buncombe, Henderson, Madison and Transylvania and the municipalities of Asheville, Biltmore Forest, Black Mountain, Montreat, Weaverville, Woodfin, Fletcher, Hendersonville, Laurel Park, Hot Springs, Mars Hill, Marshall, Brevard and Rosman – the Upper French Broad River Watershed.

### **Budget / Funding**

The Council's annual budget contains federal, state and local government funds and some foundation and private funds. Municipal and county governments pay fees for specific services.

### **History**

The Council began in 1966 as a partnership of five counties. Later, one county became part of "Region A" and "Region B" brought the region's municipalities (now number 15) into the partnership. Though there was some "shadowboxing" as a former Asheville Mayor put it, meaningful cooperation began to occur. The Council and its member governments worked with a federal partner, the Appalachian Regional Commission (ARC) and other federal agencies to help fund regional hospitals, libraries, community colleges, water and sewer projects, industrial parks and sites, etc.

### **Committees & Staff of LOSRC**

The Land-of-Sky Regional Council is governed by an executive committee composed of Council members elected by the Council Members. The Council is supported by a number of advisory councils, committees and task forces. These include Advisory Council on Aging, Senior Volunteer Services Advisory Council, Family Caregiver Advisory Group, and the Regional Solid Waste Recycling Advisory Group.

Council activities are coordinated through six departments: Local Government Services, Aging and Volunteer Services, Administration, Finance, Mountain Mobility, and Mountain Area Workforce Development Board.

**Member Counties and Municipalities**

- |                       |                        |                        |                         |
|-----------------------|------------------------|------------------------|-------------------------|
| Buncombe<br>Asheville | Henderson<br>Flat Rock | Madison<br>Hot Springs | Transylvania<br>Brevard |
| Biltmore Forest       | Fletcher               | Mars Hill              | Rosman                  |
| Black Mountain        | Hendersonville         | Marshall               |                         |
| Montreat              | Laurel Park            |                        |                         |
| Weaverville           |                        |                        |                         |
| Woodfin               |                        |                        |                         |

**Board of Delegates**

**Executive Committee**

- Chair - Larry Harris - Town of Black Mountain  
 Vice Chair - Barbara Volk - City of Hendersonville  
 Secretary - Patrick Fitzsimmons - Town of Weaverville  
 Treasurer - Mike Hawkins - Transylvania County  
 Past Chair - George Goosmann - Town of Biltmore Forest  
 County Delegate - John Mitchell - Henderson County  
 Municipal Delegate - Albert Gooch - Village of Flat Rock  
 Minority Delegate - Nancy Allen - Town of Marshall  
 Aging / Volunteer Services Delegate - Bob Tomasulo

**Interim Executive Director**  
Nathan Ramsey

**Deputy Executive Director**  
Danna Stansbury



- MAWD Board**
- MAWD Director: Nathan Ramsey
  - Performance & Accountability Specialist: Melissa Wright
  - Regional Business Services Coordinator: Barbara Darby
  - Business Services Representative: Derrick Edwards
  - Education and Work-Based Learning Coordinator: Christy Cheek
  - MAWD Support Specialist: Zia Rifkin

**Finance**

- Finance Director: Charlotte Sullivan
- Grants Accounting Specialist: Arlene Wilson
- Payroll and Finance Specialist: Sherry Christenson
- Accounting Assistant: Wanda Clark

**Administration**

- Communications and Administrative Services Coordinator: Christina Giles
- Administrative Support Specialist: Zia Rifkin



**Economic and Community Development Director**  
Erica Anderson



- Area Agency on Aging Director: LeeAnne Tucker
- Family Caregiver Specialist: Ruth Price
- Caregiver Program Associate: Pat Hilgendorf
- Caregiver Program Associate: Carol McLlman
- Project C.A.R.E. Manager: Nancy Hogan
- Long Term Care Ombudsman I: Cori Search
- Long Term Care Ombudsman I: Jamie Foust
- Long Term Care Ombudsman I: Telle King
- Aging Program Specialist, Contracts: Zack Schmitt
- Aging Program Specialist, Health Promotion: Stephanie Stewart
- Senior Companion Program Manager: Ann Whisenhunt
- Foster Grandparent Program Manager: Stacy Friesland
- Aging & Disabilities Program Specialist: Linda Kendall Fields\*
- Buncombe County Aging Plan Coordinator: Ali Climo\*



**Non-Emergency Medicaid Transportation**

- NEMT Manager: Glenda Brown
- NEMT Specialist: Tanya Carver
- NEMT Specialist: Tequila Menken
- NEMT Specialist: LeChelle Fore
- NEMT Specialist: Yareli Portillo
- NEMT Specialist: Pegge Dixon

**Mountain Mobility**

- Mountain Mobility Manager: Vicki Jennings
- Mobility Specialist: Geri Ballew
- Senior Transit Program Assistant: Charlie Lee
- RIDE Program Coordinator: Heather Roberts-VanSickle

- Senior Environmental Planner: Bill Eaker
- Fleet Services Consultant (WRP): Chris Dobbins
- GIS Coordinator: Jon Beck
- Planner II, Regional: Mary Roderick
- Planner I, Regional: Sara Nichols
- Planner I, Regional: Stuart Bass
- Planner I, Zoning Administrator: Adrienne Isenhower

**FBRMPO Board**

- French Broad River MPO Director: Tristan Winkler
- Transportation Planner II: Nick Kroncke
- Transportation Planner I: Emily Scott-Cruz
- Transportation Planner I, TDM: VACANT

**LOSRO Board**

- Transportation vPlanner II, RPO: Vicki Eastland
- ECD Support Specialist: Zia Rifkin

**Waste Reduction Partners**

- WRP Director: Terry Albrecht
- Energy Program Manager: Russ Jordan
- WRP Office Manager: Dee Hanak
- Solid Waste Manager: Jan Foster
- Water Programs Manager (WRP): Tom Kimmell



Brownfields Project Manager: Tracy Wahl

C.A.R.E. - Caregiver Alternative for Running on Empty  
 GIS - Geographic Information Systems  
 MIS - Management Information System  
 MPO - Metropolitan Planning Organization  
 NEMT - Non-Emergency Medicaid Transportation  
 RPO - Rural Planning Organization

SCSEP - Senior Community Services Employment Program  
 WRP - Waste Reduction Partners  
 \*Independent Contractor  
 \*\*SCSEP Participants  
 (WRP) - Retired Volunteer Engineers, Scientist, and Architects

## **Land of Sky Regional Council's Area Agency on Aging Programs & Services**

The Area Agency on Aging (AAA) advocates for the needs of older adults and works with county government appointed planning committees, service providers and other community organizations to:

- Provide technical support in the development of a comprehensive area plan for aging
- Support providers in meeting administrative requirements related to operating for government funded program standards
- Help coordinate service delivery between agencies
- Provide resources related to ongoing quality improvement of services

### ***Home and Community Care Block Grant Services***

- In-Home aide
- Transportation
- Adult day/health care
- Legal services
- Home delivered meals
- Care management
- Congregate meals
- Senior Companions
- Housing Improvement
- Senior Center operations
- Information and Assistance

Over \$3 million in federal, state, and local resources are available in our Region for planning, administration and a variety of services to help keep older adults independent.

### ***Ombudsman Program for Long-Term Care facility residents***

- Responds to complaints made regarding the care of residents
- Ensures understanding and implementation of residents' rights
- Trains five advisory committees appointed by county commissioners
- Works to increase awareness of elder abuse and elder rights
- Publishes guide to regional long-term care facilities

### ***Family Caregiver Support Program***

Provides services to family members who are primary care providers for older persons.

- Information and Assistance in gaining access to services
- Financial support for respite care
- Caregiver education, counseling, support groups
- Provides training opportunities and technical assistance

### ***Senior Community Service Employment Program***

Provides employment training and work experience to adults over 55 who are economically disadvantaged.

- Job search and job keeping skills
- Employment Readiness Training
- Special Skills Training (computer, CNA, etc...)
- Job Placement Assistance
- Supportive Counseling

### ***Health Promotion, Disease Prevention***

The purpose of this service is to support older adults in maintaining optimal physical, mental and emotional health.

- Evidenced Based Health Promotion Programs
  - Chronic Disease Self Management Program (CDSMP)
  - Arthritis Exercise Program
- Coordination, administration of regional Health Promotion activities
- Administration and management of Health Promotion funding

### ***NC Senior Tar Heel Legislature***

- Assesses the legislative needs of older adults by convening a forum modeled on the General Assembly.
- Provides information and education to Senior Citizens on the legislative process.
- Promotes citizen involvement and advocacy concerning aging issues
- Each county has a Senior Tar Heel Delegate and Alternate. The Tar Heel Legislature meets three times a year, usually in Raleigh, NC.

### ***Area Plan***

The Area Plan is developed by the Area Agency on Aging to outline the priority initiatives to be addressed within the region for a multi-year time period. The Plan is submitted to the state's North Carolina Division of Aging and Adult Services. The Area Agency on Aging staff identifies those priorities that most impact the region in conjunction with local planning committees and the Advisory Council on Aging and develops strategies for addressing the priorities.

The Area Plan also incorporates the Home and Community Care Block Grant Funding Plan for each county which defines the services, providers, units, and unit costs for priority services to be provided in each of the four counties. The Funding Plan also includes the assurances and commitments of compliance for all regulations associated with the Home and Community Care Block Grant.

## Land of Sky Regional Council

339 New Leicester Highway, Suite 140  
 Asheville, North Carolina 28806  
 Phone: 828.251.6622 Fax: 828.251.6353  
[www.landofsky.org](http://www.landofsky.org)



The Area Agency on Aging is a leader and catalyst in helping older adults lead more independent, vibrant lives. Part of a national network of aging agencies established by the Older Americans Act, we work to strengthen home and community care for older adults, caregivers, and volunteers.

<p><b>LeeAnne Tucker – ext. 1115</b>                  Director of Area Agency on Aging  <a href="mailto:leeanne@landofsky.org">leeanne@landofsky.org</a></p>	<p>Leads and directs the Area Agency on Aging programs to provide services to older adults and their caregivers. Develops multi-year Area Plan in cooperation with the counties. Assists counties with recommending use of Home and Community Care Block Grant funds, resource development, coordinating services, and creation of county aging plans. Oversees the Regional Aging Advisory Council and the Senior Tar Heel Legislature. With staff, manages over 50 state, federal, and local contracts, 5300 nursing home beds, hundreds of volunteers, and accountable for over 5 million dollars on an annual basis.</p>
<p><b>Ruth Price – ext. 1122</b>                  Family Caregiver Specialist  <a href="mailto:ruth@landofsky.org">ruth@landofsky.org</a></p> <p><b>Pat Hilgendorf</b>                  Caregiver Program Associate  <a href="mailto:patricia.hilgendorf@gmail.com">patricia.hilgendorf@gmail.com</a></p> <p><b>Carol McLimans</b>                  Caregiver Program Associate  <a href="mailto:patricia.hilgendorf@gmail.com">patricia.hilgendorf@gmail.com</a></p>	<p>Develops and implements the Caregiver Support Program. Assesses the need for expansion of existing caregiver services and initiates new ones working in partnership with local agencies. Provides information and assistance to family caregivers and helps them identify needs and access services. Targets kinship caregivers caring for grandchildren and great-grandchildren. Provides community education.</p>
<p><b>Telle King – ext. 1109</b>                  Regional Ombudsman  <a href="mailto:telle@landofsky.org">telle@landofsky.org</a></p> <p><b>Cori Search – ext. 1112</b>                  Regional Ombudsman  <a href="mailto:cori@landofsky.org">cori@landofsky.org</a></p> <p><b>Jamie Foust – ext. 1119</b>                  Regional Ombudsman  <a href="mailto:jamie@landofsky.org">jamie@landofsky.org</a></p>	<p>Advocates for residents living in nursing and adult care homes. Handles complaint resolution. Updates and publishes the <i>Long Term Care Housing Directory</i>. Provides orientation, on-going training, and technical assistance to county based nursing and adult care home committees of volunteers. Provides community education.</p>

<p><b>Zack Schmitt – ext. 1114</b> Aging Program Specialist <a href="mailto:zack@landofsky.org">zack@landofsky.org</a></p>	<p>Provides technical assistance and support needed to aging service providers in order to ensure compliance with federal and state funding regulations. Creates and administers contracts. Monitors service providers. Provides technical assistance with reimbursement for services in relation to data entry and client service use tracking.</p>
<p><b>Stephanie Stewart – ext. 1117</b> Aging Program Specialist <a href="mailto:stephanie@landofsky.org">stephanie@landofsky.org</a></p>	<p>Coordinates health promotion and disease prevention funding and programming. Programs include Community Health Worker Program at Asheville Terrace Apartments, Community Health Leaders, Living Healthy with a Chronic Condition or Diabetes, WNC Fall Prevention, and Matter of Balance. Provides technical assistance and support to senior centers. Provides community education.</p>
<p><b>Nancy Hogan – ext. 1111</b> Project C.A.R.E. Family Consultant <a href="mailto:nancy@landofsky.org">nancy@landofsky.org</a></p>	<p>Project C.A.R.E. (Caregiver Alternatives to Running on Empty) assists caregivers of people with dementia by providing a Family Consultant to help resolve caregiving issues. Connects caregivers with community resources and arranges funding to help pay for temporary relief, known as "respite" care. Provides community education.</p>
<p><b>Stacy Friesland – ext. 1132</b> Foster Grandparent Program Manager <a href="mailto:stacy@landofsky.org">stacy@landofsky.org</a></p>	<p>Recruits limited-income older adult volunteers to assist at-risk children. Coordinates stipend pay and supervision of volunteers with public and non-profit agencies where volunteers are assigned. Develops on-going training and recognition for volunteers, new station placements, and promotional and public relations for the program.</p>
<p><b>Ann Whisenhunt – ext. 1126</b> Senior Companion Program Manager <a href="mailto:ann@landofsky.org">ann@landofsky.org</a></p>	<p>Recruits limited-income older adult volunteers to help adults who need assistance to remain independent. Coordinates stipend pay and supervision of volunteers with public and non-profit agencies where volunteers are assigned. Develops on-going training and recognition for volunteers, new station placements, and promotional and public relations for the program.</p>
<p><b>Linda Kendall Fields</b> Aging and Disabilities Program Specialist <a href="mailto:lindakf@landofsky.org">lindakf@landofsky.org</a></p>	<p>Coordinates reporting requirements for various aging contracts including Money Follows the Person.</p>
<p><b>Ali Climo</b> Buncombe County Aging Plan Coordinator <a href="mailto:aliclimo@gmail.com">aliclimo@gmail.com</a></p>	<p>Coordinates efforts to create an age-friendly community in Buncombe County where older adults are safe, well, and engaged.</p>

Additional Area Agency on Aging initiatives include:

- [Senior Tar Heel Legislature](#) to educate and advocate for issues pertaining to older adults and caregivers with the North Carolina General Assembly.
- [Trailblazer Award](#) to honor and recognize aging service providers in our region.
- [Older Americans Month](#) to celebrate older adults in our region.

# **III. HCCBG Service Descriptions & Reports**

# Home & Community Care Block Grant Service Descriptions

## A. Adult Day Care

Provides an organized program of services during the day in a community group setting for the purpose of supporting the personal independence of older adults and promoting their social, physical, and emotional well-being. Services must include a variety of program activities designed to meet the individual needs and interests of the participants, and referral to and assistance in using community resources. Also included are medical examinations required for individual participants for admission to day care services and thereafter when no otherwise available without cost, and food and food services to provide a nutritional meal and snacks as appropriate. Transportation to and from the service facility may also be provided or arranged when needed and not otherwise available within the geographical area specified by the Adult Day Care Program. Services must be provided in a home or center certified to meet State Standards for Adult Day Care programs.

## B. Adult Day Health Care

Provides an organized program of services during the day in a community group setting for the purpose of supporting older adults' personal independence, and promoting social, physical, and emotional well-being. Services must include health care services and a variety of program activities designed to meet the individual needs and interests of the participants, and referral to and assistant in using appropriate community resources. Also included are food and food services to provide a nutritional meal and snacks as appropriate to the program. Transportation to and from the service facility is provided or arranged for when needed and not otherwise available within the geographical area specified by the Adult Day Health Program.

## C. Care Management

Provides professional assistance for older adults with complex care needs and/or their families in accessing, arranging and coordinating the package of services needed to enable the older adult to remain at home.

## D. Congregate Nutrition

The provision of a meal in a group setting that provides 1/3 of the Recommended Daily Dietary Allowance.

## E. Consumer-Directed Support

An option for people who need assistance to stay within their own homes and community, and who typically receive services through: Disability Service Providers, Mental Health Service Providers, Social Service Agencies, Long-Term Care Agencies, Aging Services (to name a few) This service offers people choice and control over the type of services

received, and when, where, and by whom those services are delivered. When the principles of consumer-directed supports are put into practice as features within service delivery, the individual is given as much choice and control as possible. This control allows participants to achieve goals and meet needs while using public funds responsibly and with accountability. These principles acknowledge, respect, and recognize individuals' capabilities, autonomy, personal rights, independence, need for control of supports to facilitate quality outcomes in their lives. Consumer-directed supports are often talked about or heard by other names. When people say "self-directed" or "self-determination" or "participant-directed", there are common connections.

#### F. Group Respite

The provision of respite care in a safe setting where caregivers can take care recipients who do not require personal (hands on) care to get a break from their caregiving responsibilities. The program operates on a scheduled basis for a period of less than 6 hours a day. This service provides caregivers and care recipients with social opportunities, activities, information about community resources, and/or other services. Group respite services are sometimes called "Caregiver's Day Out".

#### G. Health Promotion and Disease Prevention

Provision of allowable services which promote the health and wellness of eligible older adults.

#### H. Health Screening

General medical testing, screening and referral for the purpose of promoting the early detection and prevention of health problems in older adults.

#### I. Home Delivered Meals

The provision of a home delivered meal that provides 1/3 of the Recommended Daily Dietary Allowance to a home-bound older adult.

#### J. Skilled Home (Health) Care

Skilled health care prescribed by a physician which is provided in the home of an older adult in need of medical care. Allowable services include: skilled nursing; physical, occupational, and/or speech therapy; medical social services and nutrition care.

#### K. Housing and Home Improvement

A service which assists older adults with obtaining or retaining adequate housing and basic furnishings. Types of assistance provided may include: providing information regarding housing/housing with services options available; methods of alternative housing/housing with services options; helping to improve landlord-tenant relations; identifying substandard housing securing correction of housing code violations; assisting with finding and relocating to alternative housing; and providing labor and/or materials for

minor renovations and/or repair of dwellings to remedy conditions which create a risk to the personal health and safety of older adults.

L. Information and Case Assistance

A service which assists older adults, their families and others acting on behalf of older adults, in their efforts to assist older persons with obtaining appropriate services to meet their needs.

M. In-Home Aide

The provision of paraprofessional services which assist functionally impaired older adults and/or their families with essential home management, personal care, and/or supervision necessary to enable the older adult to remain at home as long as possible.

N. Institutional Respite Care

The temporary placement of an older adult who requires constant care and/or supervision out of his/her home to provide their unpaid, primary caregiver relief from caregiving responsibilities.

O. Mental Health Counseling

A service which incorporates care consultation, evaluation, and outpatient treatment to older adults who are experiencing mental health problems.

P. Senior Companion

A part-time, stipend, volunteer opportunity for low-income persons, 60 years of age or older, who are interested in community service. Senior Companions provide support, task assistance and/or companionship to adults with exceptional needs (i.e. developmental disabilities, functional impairments, or persons who have other special needs for companionship).

Q. Senior Center Operations

Operation of a multipurpose senior center includes the provision of a broad spectrum of services and activities for older adults. The primary objectives of a multipurpose senior center are: the centralized provision of services which address the special needs of older adults; opportunities for older adults to become more involved in the community; and the prevention of loneliness and premature institutionalized by promoting person independence and wellness.

## R. Transportation

A service which provides travel to and/or from community resources such as medical appointments and nutrition sites or other designated areas for older adults needing access to services and activities necessary for daily living.

## S. Volunteer Program Development

Volunteer Program Development is the development of a systematic process of utilizing volunteers of all ages to support community services for older adults. Volunteer Program Development may be provided in any of the following locations:

1. designated community facilities accessible to older adults;
2. home of an older adult;
3. program settings accessible to older adults.