

*Program activities in the period November 15, 2017 through January 15, 2018 shown below reflect the Bay Aging strategic plan. Look for the * indicating that staff is meeting strategic goals. In the spirit of advocacy, share Board Notes and the e-newsletter with Board of Supervisors, community*

Langley for Families *Bay Aging Development Staff is pleased to announce a new housing partnership with [Langley Federal Credit Union's Langley for Families Foundation](#). In December 2017 Jose Iregui of Langley FCU presented Bay Aging with a check for \$10,000 for Emergency Home Repairs! We look forward to a long and rewarding partnership with the Foundation.



Pat Frere and Jean Duggan accepting \$10,000 gift from Jose Iregui

New – USDA 504 Program *In December, Bay Aging finalized a Memorandum of Understanding with the [U.S. Department of Agriculture's Rural Development to become a USDA 504 Program Grant/Loan Application Packager](#) for Bay Aging's service area. This program provides Single Family Housing Repair Loans to income eligible homeowners; and grants to income and age eligible homeowners. More details to come as Single Family Housing works to implement this program in our region.

Daffodil Gardens Phase Two (40 planned age- and income-restricted rental housing units in Gloucester) *As previously reported, this \$5.6 million project has an allocation of tax credits under the [Virginia Housing Development Authority \(VHDA\) 9% competitive Low Income Housing Tax Credit \(LIHTC\) Program](#). Staff

submitted to VHDA the project's Carryforward Allocation Agreement that requires the rental housing building to be placed in service (occupied) on or before December 31, 2019. The [Federal Home Loan Bank of Pittsburgh](#) made its Affordable Housing Program competitive funding announcements on December 14, 2017 with 52 out of 154 applications approved. Bay Aging's application for \$324,500 was not approved. Staff continues to seek capital funding.

Bay Aging is a Housing Rehabilitation Expert *As part of [Essex County's Tappahannock Tornado Recovery Community Development Block Grant Project](#), Bay Aging has overseen the completion of reconstruction/rehabilitation work on three homes. At this time there are two more homes in the bidding out process.



As part of the [Town of White Stone's Neighborhood Improvement Community Development Block Grant \(CDBG\) Project](#), reconstruction/rehabilitation work was completed on five homes and there are four more homes in the bidding out process.

Low Income Housing Tax Credit Partnership Potential *The [Woda Group](#), based in Westerville, Ohio and one of the top 50 affordable housing developers in the United States, expressed interest in continuing its LIHTC partnership approach with Bay Aging. Although no firm commitment has been made, The Woda Group has identified potential 2018 rental housing development opportunities in Hampton Roads and the

City of Richmond. The same interest has been expressed by [Surber Development & Consulting, LLC](#), for rental housing developments in Newport News and the Richmond metropolitan area, and by Waltham, Massachusetts-based [Dakota Partners, Inc.](#) for a rental housing development in Newport News. These partnerships require Bay Aging to hold 10% ownership of the project and sign a 15-year right of first refusal.



Old Man Winter Challenges Apartments Staff and Residents

The early January streak of unusually low temperatures created a major challenge at some apartment properties with less advanced fire suppression sprinkler system designs. Sprinkler water lines located in building attics at Mill Pond Village and Parker Run in Montross, Port Town Village in Urbanna and Tartan Village in Kilmarnock are susceptible to freezing and breaking when temperatures are persistently and significantly below freezing. Four residential quad-plex building lines broke during the first week of 2018! Staff is determining the appropriate retro-fits to ensure that future breaks are prevented.

*In preparation for the colder months, Resident Service Coordinators helped a multitude of residents process energy assistance forms. Those who qualified will have their electric bills paid for the months of January, February, and March. This benefit is provided by the Low Income Home Energy Assistance Program (LIHEAP) and managed by local Social Services Departments.

On December 23rd, residents at Mill Pond Village and Parker Run received complete holiday dinners through the [Bob Fox Foundation](#).

The residents also received care items such as razors, shaving cream, lotion, toothbrushes, pillows and more. In addition, holiday cards were provided by [Washington and Lee High School students](#). ***Many thanks to the Foundation and the high school students!***

Retreat to be Held at Eagle Eyrie Baptist Conference Center on Locke Mountain in Lynchburg

*The Virginia Community Action Partnership is pleased to announce its Strategic Planning Retreat for Wednesday, April 11 through Friday, April 13, 2018 at [Eagle Eyrie Baptist Conference Center](#) – a comfortable and scenic venue. Guests will be staying at the Cedar Crest Hotel, which is on the Eagle Eyrie property; the retreat itself will take place in the hotel conference room. Strategic planning is critical to positioning organizations like Bay Aging in the future ... by *defining a preferred future.*

The Partnership is encouraging attendance from all community action agencies with at least two Board Directors accompanying



staff. Are you interested in strategically strengthening Bay Aging the future? Please indicate your interest to Kathy Vesley by February 15, 2018.

Let's think BIG and think DEEPLY about the FUTURE!

Safety Net Needs Emerge *From November 15, 2017 through January 10, 2018, Care Coordination and Development staff assisted 11 families (17 children) through [Temporary Assistance for Needy Families](#) (TANF) utility and rental assistance totaling \$2,890.49.

In addition, [United Way](#) funds were used to assist seniors—of whom one senior was 94 years old—to receive heating oil or propane.

Home Care Growth *Staff is pleased to report increases in client referrals for Medicaid Personal Care and for Bay Home Care – private pay, in-home services). Meantime, the Adult Day Care Centers continue to promote their services to attract new clients. Both Centers continue to see increases in daily participation as well as new referrals.

Pauline Paige who worked with Bay Aging overseeing Personal Assistants and our companion clients, retired after 15 years of service. Amber Hatton was hired as the Home Care Manager to provide supervision and oversight for Department of Social Services and Bay Home Care companion programs as well as supervise all personal assistant staff. In addition, Anna Campbell was hired as a Home Care Scheduler and Gentry Busic was recently hired as an RN Supervisor to work with Medicaid personal care and respite clients in the service area.



**VAAACares
Serving over
3,000 Members
Statewide** *Bay

Aging dba VAAACares contracted with MCO's to provide coordinated care services statewide to members enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) Program. This program serves enrolled members who are Medicaid recipients as well as the dual-eligible population (those who receive both Medicaid and Medicare).

Bay Aging has Care Coordinators who perform care coordination activities for one MCO in the Tidewater, Central and Charlottesville regions serving the Emerging High Risk population. These members require telephonic assessments and follow-up to determine if their care needs have changed. VAAACares is currently serving over 3,000 members!

VAAACares also contracted with another MCO to complete initial member assessments, develop plans of care, and conduct interdisciplinary care

team meetings for members enrolled in the CCC Plus Program. VAAACares is serving approximately 460 of this MCO's members who reside in nursing facilities in Tidewater, Central and Charlottesville regions.

Eastern Virginia Care Transitions Partnership Serving as the Lead for VAAACares *As

the lead agency for VAAACares, Bay Aging launched the Care Transitions Intervention (CTI) program with an MCO for the Virginia Managed Long Term Services and Supports CCCPlus program in November 2017 in the Tidewater region. All other regions across the state launched during the end of November and December. An additional 12,000 aged, blind and disabled Medicaid patients are expected to enroll with this same MCO in January 2018. As of January 3, 2018, VAAACares received 147 referrals and completed 61 home visits while providing immeasurable assistance and support to the MCO by updating and documenting valuable patient information.

The EVCTP pilot contract with a long-time MCO partner ended December 31, 2017. EVCTP enrolled 893 of its members during the period April 2016 thru December 2017. Of that number only 68 people readmitted resulting in an 8.6% readmission rate!

To date, EVCTP provided assistance to more than 92 [Riverside Health System](#) patients through Remote Patient Monitoring by using telehealth monitoring equipment. Coaches provide patients with equipment training, the CTI 30-day intervention activities, screening and enrollment in Healthy IDEAS if assessments indicate additional intervention for patient's successful health outcomes.



Veteran-Directed Home and Community Based Services (VDHCBS) Expanding *The [Hampton VA Medical Center](#) announced its intention to start the VD-HCBS program effective December 1, 2017. As a partner with Peninsula Agency on Aging, Bay Aging is looking forward to serving veterans referred to the program.

[Eastern Shore Area Agency on Aging and Community Action Agency, Inc.](#) completed a Readiness Review with [The Lewin Group](#) on December 4, 2017. Our staff looks forward to partnering with them as well to expand VDHCBS services for veterans and their caregivers living on the Eastern Shore.

Bay Aging is also expanding financial management services into South Carolina! Launching a partnership with the [South Carolina Lieutenant Governor's Office on Aging](#) is another exciting development that is set to begin in January 2018.

In other news, Bay Aging has 133 veterans (statewide) enrolled as of the end of December 2017. Patient satisfaction survey results for the 4th quarter of 2017 indicate that 95% of veterans are satisfied with services received through VDHCBS!

Virginia Insurance Counseling and Assistance Program – a Successful, Proactive Resource for Seniors *VICAP program staff and volunteers recently completed a busy Medicare Annual Enrollment Period (October 15th through December 7th) where there were 1,271 people reached and 36 presentations and outreach events conducted in the community. Staff also assisted 270 people with Medicare drug plan and Medicare plan searches and helped them save over \$500,000 by changing plans!



Ombudsman Program Expands *Bay Aging has taken over the management of the Ombudsman program that covers southeastern Virginia: cities of Franklin, Chesapeake, Norfolk, Portsmouth, Suffolk, and Virginia Beach, and the counties of Isle of Wight and Southampton. Bay Aging welcomes Willie Alston, Jr. who continues in his role as the Ombudsman serving population of Virginia. The Ombudsman program works to advocate for the rights of residents of nursing homes, assisted living facilities and for persons receiving community based care services.

Diabetes Self-Management Program Brings Hope *The six-week program, held at First United Baptist Church in Gloucester, was conducted by Sandra Wilson of Bay Aging and Anne Elder of Peninsula Agency on Aging. Eight course completers received the tools and best practices they need to improve their self-care behaviors:



healthy eating, being active, monitoring their health, taking medication, engage in problem solving and learning healthy coping mechanisms. These activities work together to reduce risks associated with diabetes.

Senior Employment Training Program Making a Difference *Title 5/Senior Employment is currently working with a senior who will soon be placed for training at a King William County non-profit. In addition to this person, program staff is coordinating the placement of another strong applicant in the Northern Neck, bringing the program up to 13 seniors across the service area whose lives are enhanced through the program.

Season of Giving Brings Joy to Seniors *Seniors were generously feted during this past holiday season – many wrapped gifts containing personal care items, sweaters, blankets and more were delivered to homebound seniors. And every senior center held festive parties with music, fabulous lunches and gift exchanges!

Meals on Wheels for Pets *Yes, our lovable pooches and kitties deserve to have healthy meals too! Through a \$2,500 **Meals on Wheels Association** grant, staff is purchasing pet food which volunteers deliver to their Meals on Wheels homebound seniors who have pets. This is one more way Bay Aging ensures that seniors do not go hungry. So far 250 pounds of dog food and 200 pounds of cat food have been purchased and ready for delivery!



Amy Elkin Creative Provides Bay Aging Rebranding Options *The link shown below gives you access to reviewing four possible re-branding options: <https://bayaging.sharefile.com/d-sd6c97770bf440f99>

The first option is a refresh of the current name, *Bay Aging*, and the following three options are of the staff recommended name, *Bay Alliance*. Note that the graphics, tagline, and manifesto are interchangeable. For example, graphics/design from option #2 can be adopted with the tagline from option #1 and manifesto from option #4 or any other combination. Amy Elkin Creative will be sharing updated versions of this work at the Board of Directors Meeting, January 25, 2018.

After many hours of discussion and brainstorming, the Senior Leadership Team and other staff recommend the name change to *Bay Alliance*. Staff reasoned that the name *Bay Aging* no longer encompasses the breadth of service Bay Aging has to offer to people of any age within the community. And while a tagline could be more encompassing, it does not encourage clients whose needs or eligibility are not related to age to seek services from an organization labeled as 'Aging' related. The name *Bay Alliance* would allow any current or potential client to self-assess eligibility or desirability (particularly fee-for-service clients) for services without regard to their age.

DATA, DATA, DATA *Staff frequently discuss the essential need for including quantifying data to their outcomes reports, expanding partnerships and funding requests. Some data to consider below is based on reported data from Bay Aging services in the Middle Peninsula and Northern Neck in the period July 1, 2016 through June 30, 2017:

- ⇒ [1,428 people \(33.4%\) Bay Aging serves are under the age of 18](#)
the majority of these minors participate in Temporary Assistance for Needy Families (TANF) funded programs or their families are participating in the Housing Choice Voucher Program; Bay Aging allocates funding for both programs
- ⇒ [1,083 people \(25.3%\) age 18-69](#)
are participating in various Bay Aging programs or receiving support from Bay Aging funded assistance programs
- ⇒ [1,770 people \(41.3%\) age 70+](#)
receive regular support from Bay Aging's services, with the majority participating in the Meals on Wheels program, Care Transitions Intervention Program, and/or are living in our Senior Apartments

It is important to note that the above data is not inclusive of all people reached by Bay Aging staff:

- 1) *does not include people who did not report age when receiving services such as Bay Transit;*
- 2) *does not include data outside of the Middle Peninsula and Northern Neck for programs such as the Veteran Directed – Home and Community Based Services, which operates not only statewide but is quickly expanding to other states; and*
- 3) *does not include other VAAACares data, which also serves the entire Commonwealth.*

Major IT Challenges Bob Butler, Director of Information Technology, reports to staff and the Board of Directors that there are two huge computer system vulnerabilities called *Spectre* and *Meltdown* that have to be dealt with on every Bay Aging computer and server.

Microsoft released updates for Windows 10 that protect against both vulnerabilities. Updates for other Microsoft operating systems Windows Server and Windows 7 were received. Windows 7 patches were applied for *Meltdown* but the *Spectre* issue is much more complicated and will require manual onsite repairs to each of over 120 computers.

National Lutheran Communities & Services (NLCS) *Development staff were pleased to form a new partnership with the NLCS where their Community Impact Council awarded a \$6,000 grant to increase transportation access for seniors and people with disabilities. This will give area seniors – especially those who have multiple medical appointments that take them out of the service region – access to safe, reliable transportation and better health outcomes.



Bay Transit + Community Partners *Bay Transit is in its second year of the pilot project to operate a second bus in Middlesex County that is funded through a grant by River Counties Community Foundation.

The Bay Transit Director met with the Middlesex Board of Supervisors on January 3, 2018 to update them on the service and request financial support for FY19. Bay Aging is requesting that

- 1) Middlesex County fund 50% of the local match for the second bus (in addition to the County's local match for the first bus);

- 2) Bay Aging will apply for additional grant money from the River Counties Community Foundation for the other 50% funding.

The Board of Supervisors were receptive of this recommendation.

Bus Shelters to Protect Tappahannock Riders *Construction has begun on two new bus shelters in Tappahannock along the Rivah Ride route! Bay Transit staff anticipates to have construction completed by mid-January.

Bay Transit Christmas Party Was a Hit! *The party, held at The Beacon in Topping on Friday, December 16, 2017, was a welcome event for Bay Transit staff and staff throughout Bay Aging! Staff thanks Board Director Ed Clayton for attending and sharing in the festivities.

In addition to great food and fun, safety awards were given to all drivers who were employed for one full year who had driven at least 600 hours in that year and had no chargeable traffic violations or accidents, had no major infractions of policies in the drivers' handbook AND had attended ALL safety meetings for the year! WOW! **Forty-five drivers (83% of Bay Transit drivers) met all these qualifications.** These drivers drove ...



Congratulations on a job well done!

**Bay Transit
Moves People
Toward
Self-Sufficiency**



A Richmond County resident works his new job at the Tappahannock WalMart. Sadly, shortly after employment, he lost his source of transportation. A WalMart representative suggested Bay Transit so he decided to call. After transportation needs were discussed, he was able to keep his new job. Further – his wife just began her new job in Warsaw and Bay Transit picks her up in the evening to take her back home. ***They are on the right track toward achieving independence and self-sufficiency!***

A Gloucester County resident began riding Bay Transit in 2012 to go to various appointments. In 2013 he gained employment at Pet Castle and Bay Transit was his means of getting to work every day. Recently, he let staff know that he finally saved up enough money to buy a car! He said he truly appreciated all Bay Transit had done for him over the years and knew where to call if his transportation needs changed. ***This is yet another fine example of people working hard to achieve and maintain independence and self-sufficiency!***



Virginia Association of Area Agencies on Aging

The V4A is seeking \$1.07 million General Fund (GF) each year of the biennium in order to reduce wait lists and lists of underserved older Virginians in need of home-delivered meals and in-home care.

“...Virginia is not only the best state for making a living; it is also committed to planning and supporting “Livable Communities...The Department

for Aging & Rehabilitative Services and its 25 Area Agencies on Aging are supporting efficient, coordinated approaches for enhancing community livability and addressing the needs of older Virginians and, in fact, all Virginians who may benefit from accessible, livable communities with sufficient long-term services and supports. Virginia’s network of providers assists older Virginians and their caregivers through SERVICES AND SUPPORTS that are CRITICAL to their independence and well-being.” (DARS)

The proposed budget amendment (adding \$1,070,000 for in-home, community-based services) looks to build for the unmet need and growth in our older Virginian population:

- * **Services and supports** that allow family members to go to work (and pay income taxes) while their loved ones are safe at home during the day;
- * **Services and supports** that provide meals on wheels to shut ins...sometimes the ONLY HUMAN CONTACT THIS OLDER PERSON HAS REGULARLY;
- * **Services and supports** that ensure older Virginians have assistance with personal care and in-home care, avoiding situations that fester and may result in a trip to the emergency department;
- * **Services and supports** for the veterans, the retired teachers, the firefighters, the librarians, the nurses and moms and dads who built our communities and have just outlived their savings, and often their support network of family and friends....

Board Directors—Please Note: V4A recommends supporting this action because it allows flexibility so that AAAs can address unmet needs in your service areas. We encourage you to bring this to the attention of any of your legislative representatives you may be in touch with.