Maryland
DEPARTMENT OF AGING
Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Rona E. Kramer | Secretary

November 15, 2019

Carolyn True
Frederick County Department of Aging
1440 Taney Avenue
Frederick, MD 21702

Dear Carolyn True,

The Maryland Department of Aging (Department) has completed its review of the Frederick County Area Agency on Aging's FY 2020 – FY 2023 Area Plan following recent receipt of all required documents. This letter constitutes a determination that the FY 2020 – FY 2023 Area Plan forms, budget, and comprehensive plan narrative are approved as having met the requirements of the Older Americans Act of 1965 as amended and applicable State laws, regulations, and policies.

Any substantive changes to the Area Plan may not be made unless they have been requested in writing and have been approved by the Department. All budget modifications above 5% within a program category, must be requested in writing and require written approval from the Department. Any changes to federal or state allocations will be communicated to the agency in a timely manner.

Thank you for your continued support and cooperation.

Sincerely,

Caryn D. Lasser
Deputy Secretary

Enclosures

cc: Rona E. Kramer, Secretary
Area Plan Reviewers
Division Chiefs

301 West Preston Street | Suite 1007 | Baltimore, Maryland 21202-2374
Local: 410-767-1100 | Toll Free: 1-800-243-3425 | TTY users call via Maryland Relay | Fax: 410-333-7943
aging.maryland.gov

APPLICATION
AREA PLAN FY 2020

AAA: Frederick
Address Line 1: Frederick County Senior Services Division
Address Line 2: 1440 Taney Avenue
Address Line 3: Frederick, MD 21702
Telephone #: 301-600-1605
Website: www.FrederickCountyMD.gov/seniorservices

DUNS Number: 63199665
Tax ID/EIN: 52-6000943

Name of AAA Director: Carolyn B. True
Title of AAA Director: Director/Operations
E-mail for AAA Director: ctrue@frederickcountymd.gov

AAA #: 09
Planning and Service Area #: 04
County(ies) within PSA: Frederick

The Period Covered by this Area Plan is from 10/1/2019 to 9/30/2020;

I certify that I am authorized to submit this Area Plan Update on behalf of the designated Area Agency on Aging. I understand that:

- All funds are to be expended for the purposes set forth herein and in accordance with all applicable laws, regulations, policies, and procedures of the U. S. Administration on Aging and the State of Maryland;

- Any proposed changes in this Area Plan shall be submitted in writing by me and upon approval by the State, such changes shall become part of the Area Plan.

- Funds must be administered in compliance with the Older Americans Act; Title VI of the Civil Rights Act of 1964; and Title V of the Rehabilitation Act of 1973, Section 504, which forbid discrimination because of race, color sex, religion, national origin, age or physical handicap in providing individuals with services or other benefits;

- Funds awarded by the State agency may be terminated at any time for violation of any terms and requirements of this agreement, pursuant to the terms of the Notification of Grant Award; and

- The Maryland Department of Aging reserves the right to delete or add additional requirements to the Area Plan and Update format as U. S. Administration on Aging and State requirements change; and

APPLICATION
AREA PLAN FY 2020

AAA: Frederick

My signature on this Area Plan indicates that the Area Agency on Aging, which I represent, meets the assurances of the Older Americans Act, other federal and State laws and regulations and Maryland Department of Aging policy.

Carolyn B. Tine — 5/28/19

Signature of AAA Director — Date

County Executive, Mayor, or President of the Board of County Commissioners
(Required if the AAA is part of county or city government.)

Jan H. Gardner — County Executive

Print Name — Title

Jan H Gardner — 6-11-19

Signature BB — Date

Chairman of the Board of Directors
(Required if the AAA is a private non-profit organization.)

Print Name — Title

Signature — Date

Chairman, Commission on Aging, or Designee
(If applicable)

Print Name — Title

Signature — Date

Chairman, Advisory Council, or Designee
(If applicable)

Sandra Wastler — Chair

Print Name — Title

Sandra Wastler — 5/28/19

Signature — Date

Area Agency on Aging: Frederick County

G. ASSURANCES

Please initial each page of the Assurances in blue ink.

A. Administration

1. Organization

The AAA assures that it will comply with the Americans with Disabilities Act of 1990 and applicable regulations. All services and programs will be accessible to qualified persons with disabilities. The AAA bears sole responsibility for assuring that it is in compliance with the law.

The AAA assures that it will establish an advisory council consisting of older individuals (including minority individuals) who are participants or who are eligible to participate in programs assisted under this Act, representatives of older individuals, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the AAA on all matters relating to the development of the Area Plan, the administration of the Plan and operations conducted under the Plan. **Sec. 306(a)(6)(D)**

The AAA assures that it will retain records for 3 years after the date that the AAA submits its final expenditure report or the date on which resolution of audit exceptions, litigations, etc. occurs (whichever date is later). **45 CFR 92**

2. Contracts

The AAA assures that it will

1) Maintain the integrity and public purpose of services provided, and service providers, under this Title in all contractual and commercial relations. **Sec. 306(a)(13)(A);**
2) Disclose to the federal Assistant Secretary for Aging and the Department
   i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
   ii) the nature of such contract or such relationship. **Sec. 306(a)(13)(B);**
3) Demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided under this Title by such agency has not resulted and will not result from such contract or such relationship. **Sec 306(a)(13)(C)**
4) Demonstrate that the quantity or quality of the services to be provided under this Title by such agency will be enhanced as a result of such contract or such relationship. **Sec. 306(a)(13)(D)**; and
5) On the request of the federal Assistant Secretary for Aging or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals. **Sec. 306(a)(130(E);**

Name and Title: Carolyn B. True, AAA Director

Initials: CBT

Date: 5/28/2019

Assurances – FY 2020 Area Plan

Area Agency on Aging: Frederick County

The AAA assures that funds received under this Title will be used

1) To provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (a)(4)(A)(i); and
2) In compliance with the assurances specified in paragraph (13) and the limitations specified in section 212. **Sec. 306(a)(15)**

The AAA assures that it will not prevent the recipient of a grant or contract from entering into an agreement with a profit-making organization to carry out the provision of the OAA and the Department's State Plan.

1) If funds provided under the OAA to such recipient are initially used by the recipient to pay part or all of a cost incurred by the recipient in developing and carrying out such agreement; such agreement guarantees that the cost is reimbursed to the recipient;
2) If such agreement provides for the provision of 1 or more services, of the type provided under the OAA by or on behalf of such recipient, to an individual or entity seeking to receive such services-
   a) The individuals and entities may only purchase such services at their fair market rate;
   b) All costs incurred by the recipient in providing such services (and not otherwise reimbursed under paragraph (1), are reimbursed to such recipient; and
   c) The recipient reports the rates for providing such services under such agreement in accordance with subsection (c) and the rates are consistent with the prevailing market rate for provision of such services in the relevant geographic area as determined by the area agency on aging; and
3) Any amount of payment to the recipient under the agreement that exceeds reimbursement under this subsection of the recipient's costs is used to provide, or support the provision of, services under the OAA.

Any agreement described above may not-

1) Be made without the prior approval of the Department (or, in the case of a grantee under Title VI, without the prior recommendation of the Director of the Office for American Indian, Alaska Native, and Native Hawaiian Aging and the prior approval of the Assistant Secretary), after timely submission of all relevant documents related to the agreement including information on all costs incurred;
2) Directly or indirectly provide for, or have the effect of, paying, reimbursing, subsidizing, or otherwise compensating an individual or entity in an amount that exceeds the fair market value of the services subject to such agreement;
3) Result in the displacement of services otherwise available to an older individual with greatest social need, and older individual with greatest economic need, or an older individual who is at risk for institutional placement; or
4) In any other way compromise, undermine, or be inconsistent with the objective of service the needs of older individuals, as determined by the Assistant Secretary. **Sec. 212.**

Name and Title: Carolyn B. True, AAA Director

Initials: CBT

Date: 5/28/19

Area Agency on Aging: Frederick County

The AAA assures that it will specify, in grants, contracts and agreements implementing the Plan, the identity of each focal point requested in **Sec. 306(a)(3)(B).**

B. Comprehensive Plan of Services

1. Coordination with Community Action Agencies and other Community Agencies

The AAA assures that it will:

1) Where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults and families; and
2) If possible, regarding the provision of services under this Title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that
   a) Were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 U.S.C. 2790) for fiscal year 1981 and did not lose the designation as a result of failure to comply with such Act; or
   b) Came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 675(c)(3) of the Community Services Block Grant Act (42 U.S.C. 9904(c)(3).
   c) Make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such service and, if possible, work in coordination with organizations that have experience in providing training, placement and stipends for volunteers or participants (such as organizations carrying out federal service programs administered by the Corporation for National and Community Service), in community service settings. **Sec. 306(a)(6)(C)**

The AAA assures that it will establish effective and efficient procedures for coordination of:

1) Entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and
2) Entities conducting other federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in Sec. 203(b) of the Older Americans Act, within the area. **Sec. 306(a)(6)(E)**

The AAA assures that it will coordinate planning, identification, assessment of needs and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement with agencies that develop or provide services for individuals with disabilities. **Sec. 306(a)(5).**

Name and Title: Carolyn B. True, AAA Director

Initials: CBT

Date: 5/28/19

Area Agency on Aging: Frederick County

2. Services

The AAA assures that it will set specific objectives for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

1) including specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and
2) include proposed methods of carrying out the preference in the area plan. **Sec. 306(a)(4)(A)(i)**

The AAA assures that it will include in each agreement made with a provider of any service under this Title, a requirement that such provider will:

(1) Specify how the provider intends to satisfy the service needs of low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;
(2) To the maximum extent feasible, provide services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
(3) Meet specific objectives established by the area agency on aging, for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area. **Sec. 306(a)(4)(A)(ii)**

The AAA assures that no supportive services, nutrition services or in-home services will be directly provided by the State agency or an area agency on aging in the State unless, in the judgment of the State agency

(1) Provision of such services by the State agency or the area agency on aging is necessary to assure an adequate supply of such services;
(2) Such services are directly related to such State agency's or the area agency on aging's administrative functions; or
(3) Such services can be provided more economically, and with comparable quality, by such State agency or the area agency on aging.

Regarding case management services, if the State agency or the area agency on aging is already providing case management services (as of the date of submission of the plan) under a State program, the plan may specify that such agency is allowed to continue to provide case management services. **Sec. 307(a)(8)(A) and (B)**

The AAA assures that it will provide, to the extent feasible, for the furnishing of services under the OAA, consistent with self-directed care. **Sec. 307(a)(27)**

Name and Title: Carolyn B. True

Initials: CBT

Date: 5/28/19

Area Agency on Aging: Frederick County

3. Nutrition

The AAA assures that a nutrition project shall

1) Solicit the advice of a dietitian in the planning of nutritional services; and
2) Provide meals that
   a) Comply with the Dietary Guidelines for Americans, published by the Secretary of Health and Human Services and the Secretary of Agriculture,
   b) Provide to each participating older individual
      (1) A minimum of 33 1/3 percent of the daily recommended dietary allowances as established by the Food and Nutrition Board of the Institute of Medicine of the national Academy of Sciences, if the project provides 1 meal per day,
      (2) A minimum of 66 2/3 percent of the allowances if the project provides 2 meals per day; and
      (3) 100 percent of the allowances if the project provides 3 meals per day, and
   c) To the maximum extent practicable, are adjusted to meet any special dietary needs of program participants.
3) Designs meals that are appealing to program participants
4) Enter into contracts that limit the amount of time meals must spend in transit before they are consumed,
5) Where feasible, promote intergenerational meal programs.
6) Provide meals, other than in-home meals, in setting in as close proximity to the majority of eligible older individuals' residences as feasible.
7) Comply with applicable provision of state or local laws regarding the safe and sanitary handling of food, equipment and supplies used in the storage, preparation, service and delivery of meals to an older individual.
8) Carry out the project with the advice of dietitians, meal participants and other individuals knowledgeable with regard to the needs of older individuals.
9) Establish procedures that allow nutrition administrators the option to offer a meal, on the same basis as meals provided to participating older individuals, to individuals providing volunteer services during the meal hours and to individuals with disabilities who reside at home with and accompany older eligible individuals.
10) Nutrition services will be available to older individuals and their spouses, and may be made available to individuals with disabilities who are not older individuals but who reside in housing facilities occupied primarily by older individuals at which congregate nutrition services are provided, and
11) Provide nutrition screening, nutrition education and where appropriate, nutrition counseling. **Sec. 339**
12) Monitor nutrition programs and contracted meal providers for compliance with the following:

Name and Title: Carolyn B. True, AAA Director

Initials: CBT

Date: 5/28/19

a) Program performance, including safe food handling practices, client assessment and record-keeping;
b) Menu certification by a licensed dietitian or nutritionist ensuring that menus meet the Maryland Senior Nutrition Program Menu Standards;
c) Reporting of meals served to only eligible clients;
d) Contribution collection so that no eligible person is being required to contribute and no eligible person is denied a meal for the inability to pay;
e) Nutrition Services Incentive Program (NSIP) funds received are used to purchase foods of U.S. origin to prepare meals for persons eligible to participate in a Title IIIC nutrition program;
f) NSIP funds are not used to supplant funds previously earmarked for services for older persons;
g) Client information is collected to comply with the National Aging Services Information System (NAPIS) State Performance Report; and
h) Books, records and other documents relevant to the Program are retained for no less than 3 years. **Nutrition Services Evaluation Form (MDoA)**

4. Outreach

The AAA assures that it will use outreach effort that will

1) Identify individuals eligible for assistance under this Act, with special emphasis on
   a) Older individuals residing in rural areas;
   b) Older individuals with greatest economic need (with particular attention to low-income minority older individuals) and older individuals residing in rural areas;
   c) Older individuals with greatest social need (with particular attention to low-income minority older individuals) and older individuals residing in rural areas;
   d) Older individuals with severe disabilities
   e) Older individuals with limited English-speaking proficiency; and
   f) Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
   g) Older individuals at risk for institutional placement; and
2) Inform the older individuals referred to in sub clauses (a) through (g) above and the caretakers of such individuals, of the availability of such assistance. Sec. **306(a)(4)(B)**

5. Special Populations

The AAA assures that it will ensure that each activity untaken by the agency, including planning, advocacy and systems development, will include a focus on the needs of low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. **Sec. 306(a)(4)(C)**

Name and Title: Frederick County, AAA Director

Initials: CJT

Date: 5/28/19

The AAA assures that it will, to the maximum extent practicable, provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as 'older Native Americans'), including

1) Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older native Americans to programs and benefit provided under this Title.
2) Coordinate the services the agency provides under this Title with services provided under Title VI. **Sec. 306(a)(11)(A)(B)**

The AAA assures that it will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans. **Sec. 306(a)(11)(C)**

6. Treatment for Abuse/Neglect

The AAA assures that in carrying out the State Long-Term Care Ombudsman program under section 307(a)(12), it will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this Title. **Sec. 306(a)(9)**

7. Legal Assistance

The AAA assures that it will:

1) Enter into contracts with providers of legal assistance that can demonstrate the experience or capacity to deliver legal assistance
2) Include in any such contract provisions to assure that any recipient of funds will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under this Act and governing membership of local governing boards) as determined appropriate by the federal Assistant Secretary for Aging; and
3) Attempt to involve the private bar in legal assistance activities authorized under Title III of the OAA, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis. **Sec. 307(a)(11)(A)**

The AAA assures that no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social and economic need and has agreed, if the grantee is not a Legal Assistance Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under Title III on individuals with the greatest need and the AAA makes a finding, after assessment, pursuant to standards for service

promulgated by the federal Assistant Secretary for Aging, that any grantee selected is the entity best able to provide the particular services. **Sec. 307(a)(11)(B)**

The AAA assures that it will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect and age discrimination. **Sec. 307(a)(11)(E)**

The AAA assures that in carrying out services for the prevention of abuse of older individuals, it will conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for:

1) Public education to identify and prevent abuse of older individuals;
2) Receipt of reports of abuse of older individuals;
3) Active participation of older individuals participating in programs under the OAA through outreach, conferences and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
4) Referral of complaints to law enforcement or public protective service agencies where appropriate. **Sec. 307(a)(12)(A)**

The AAA assures that it will not permit involuntary or coerced participation in the program of services described in this paragraph by alleged victims, abusers or their households. **Sec. 307(a)(12)(A)**

The AAA assures that all information gathered in the course of receiving reports and making referrals shall remain confidential unless all parties to the complaint consent in writing to the release of such information, except that such information may be released to a law enforcement or public protective service agency. **Sec. 307(a)(12)(C)**

Name and Title: Carolyn B. True, AAA Director

Initials: CBT

Date: 5/28/19

FEDERAL FUNDS ATTACHMENT

Because some federal funds finance the grant to which this form is attached, certain federal requirements and restrictions apply to the grantee.

1. Certification Regarding Lobbying Form (Exhibit 1 attached). Sign and return if applicable. 18 U.S.C. 1913 and Section 1352 of P.L. 101-121 require that all prospective and present subgrantees and subcontractors (this includes all levels of funding) who receive more than $100,000 in federal funds must submit the form "Certification Against Lobbying." It assures, generally, that recipients will not lobby federal entities with federal funds, and that, as is required, they will disclose other lobbying on form SF- LLL.

2. Form SF-LLL, Disclosure of Lobbying Activities: must be submitted by those receiving more than $100,000 in federal funds, to disclose any lobbying of federal entities (a) with profits from federal contracts or (b) funded with nonfederal funds.

3. Uniform Guidance Pursuant to 2 C.F.R. part 200 and 45 C.F.R. part 75. Grantee must comply with all applicable provisions of 2 C.F.R. part 200 and 45 C.F.R. part 75.

4. Contract Provisions Required by 2 C.F.R. part 200 and 45 C.F.R. part 75. In accordance with 2 C.F.R. part 200 and 45 C.F.R. part 75, and in addition to other provisions required by the grant, all contracts made by the grantee must contain provisions covering the following, as applicable:

   A. Remedies. Contracts for more than the simplified acquisition threshold currently set at $150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

   B. Termination for Cause and Convenience. All contracts in excess of $10,000 must address termination for cause and for convenience by the non–Federal entity including the manner by which it will be effected and the basis for settlement.

   C. Contract Work Hours and Safety Standards Act (40. U.S.C. 3701–3708). Where applicable, all contracts awarded by the non–Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working

conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

D. Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR part 401 and any implementing regulations issued by the awarding agency.

E. Clean Air Act (42 U.S.C. 7401–7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251–1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non–Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

F. Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR part 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

G. **Procurement of Recovered Materials** (45 C.F.R. § 75.331). A non–Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

5. Audit Requirements. Subpart F of 2 C.F.R. part 200 and 45 C.F.R. part 75 requires that grantees (both recipients and sub-recipients) which expend a total of $750,000 or more in federal assistance shall have a single or program-specific audit conducted for that year in accordance with the aforementioned regulations. All sub-grantee audit reports, performed in compliance with the aforementioned regulations, shall be forwarded within 30 days of

report issuance to the Maryland Department of Aging, Planning and Operations Division, 301 W. Preston Street, #1007, Baltimore, MD 21201.

6. No Discrimination. Grantees receiving federal funding must comply with certain anti-discrimination laws, as described below.

   A. Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as amended, provides that no otherwise qualified handicapped individual in the United States will, solely by reason of the handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. These requirements pertain to the provision of benefits or services as well as to employment. The HHS implementing regulations are codified at 45 CFR parts 84 and 85.

   B. All subrecipients comply with Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d *et seq.*, provides that no person in the United States will, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The HHS implementing regulations are codified at 45 CFR part 80.

   C. There may be no discrimination on the basis of age, according to the requirements of the Age Discrimination Act of 1975.

   D. For any education program, as required by Title IX of the Education Amendments of 1972, there may be no discrimination on the basis of sex.

   E. The Drug-Free Workplace Act of 1988, 42 U.S.C. 701 *et seq.*, requires that all organizations receiving grants from any Federal agency agree to maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for debarment. HHS implementing regulations are set forth in 2 CFR part 382, "Requirements for Drug-Free Workplace (Financial Assistance)."

   F. Limited English Proficiency - Recipients of Federal financial assistance must take reasonable steps to ensure that people with limited English proficiency have meaningful access to health and social services and that there is effective communication between the service provider and individuals with limited English proficiency. To clarify existing legal requirements, HHS published "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons." This guidance, which is available at http://www.hhs.gov/ocr/lep/revisedlep.html, provides a description of the factors that recipients should consider in determining and fulfilling their responsibilities to individuals with limited English proficiency under Title VI of the Civil Rights Act of 1964.

7. Acknowledgment of Federal Funding. As required by HHS appropriations acts, all HHS recipients must acknowledge Federal funding when issuing statements, press releases, requests for proposals, bid invitations, and other documents describing projects or programs funded in whole or in part with Federal funds. Recipients are required to state (1) the percentage and dollar amounts of the total program or project costs financed with Federal funds and (2) the percentage and dollar amount of the total costs financed by nongovernmental sources.

8. The Federal Funding Accountability and Transparency Act, as amended ("FFATA"). Complete and return the attached form: Exhibit 2. FFATA requires that information on federal awards (federal financial assistance and expenditures) be made available to the public. For example, FFATA requires the submission of a Dun & Bradstreet Data Universal Numbering System (DUNS) Number for grantee. The FFATA Subaward Reporting System ("FSRS") is the reporting tool Federal prime awardees (i.e. prime contractors and prime grants recipients) use to capture and report subaward and executive compensation data regarding their first-tier subawards to meet the FFATA reporting requirements. The sub-award information entered in FSRS will be displayed on www.USASpending.gov. See the FSRS website for additional information: https://www.fsrs.gov/

Exhibit 1

CERTIFICATION REGARDING LOBBYING

Certification for Contractors, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award document for subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

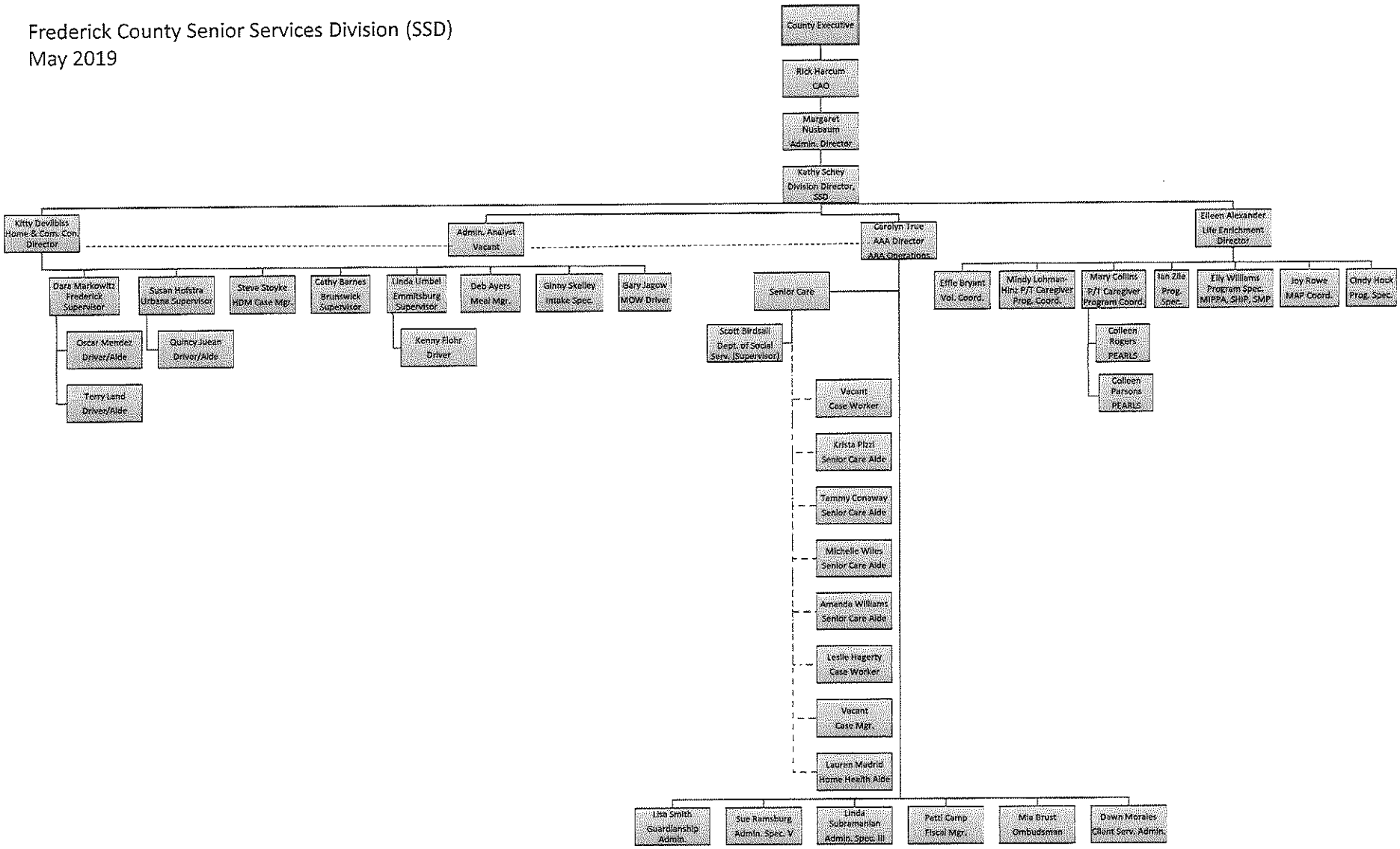
Jan H. Gardner
Signature BS

Frederick County Executive
Title

Frederick County, MD
Agency/Organization

6-11-19
Date

Frederick County Senior Services Division (SSD)
May 2019



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Administration Form B

PROPOSED STAFFING PLAN

FY2020 **Total FTEs: 28.43** **AAA: Frederick**

Title of Position (employee names may be included)	Total Full Time Positions (FTE=35+ hours/week)	Specific Funding Sources (e.g. IIIB, State Ombudsman, etc...) If multiple, include the percentage per source.	Programs Covered by Position and Percentage of Time per Program
Director, Senior Services	1	County funding	All Programs, 1.0
Director, AAA, Operations	100%	County funding	All Programs, 1.0
Director Home and Community Connections	1	County funding	III-B, IIIC-1, IIIC-2, Meals on Wheels, III-D
Director, Life Enrichment	Vacant	County funding	III-E, SHIP,
Fiscal Manager	1	County funding	All Programs, 1.0
Administrative Specialist V	1	County funding, III-B	All programs, .75, III-B .25
Administrative Specialist III	1	County funding	All programs, 1.0
Ombudsman	1	State OMB Federal OMB	Ombudsman, Elder Abuse 1.0
Caregiver Support Coordinator	0.6	III-E, SCOF	Caregiver, III-E .969; SCOF .031
Caregiver Support Coordinator	0.4	III-E, SCOF	Caregiver, III-E .944; SCOF .056
Guardianship Administrator	1	Public Guardianship, Vul.Elder., County	G'ship, .7, Vul. Elder .27, County .3
Client Services Administrator	1	HCB , MAP	
Service Navigator	1	SHIP, SMP, MAP, I&A, MIPPA, IIIB	SHIP .26, SMP .08, MAP .38, I&A .15 IIIB .04
Service Navigator	1	County funding	SHIP, MIPPA, SMP
Service Navigator	1	County funding	SHIP, MAP
MAP Coordinator	1	County funding	MAP related programs
HDM Case Manager	1	County funding	MoW, Assessments, home visits
Intake Specialist	1	County funding	MoW
Senior Center Supervisor (F)	1	III-B	III-B
Meal Manager	1	Cong. Meals, HDM	Cong. Meals, .75, HDM .25
Senior Center Supervisor (B)	1	III-B, Cong. Meals, HDM	III-B .42, Cong. Meals .47, HDM .11
Senior Center Supervisor (U)	1	III-B, Cong. Meals, HDM	III-B .6, Cong. Meals .25, HDM .15
Driver/Aide (F)	0.5	Cong. Meals, HDM, III-B	Cong. Meals .35, HDM .05, III-B.1
Driver/Aide (F)	0.5	Cong. Meals, HDM, III-B	Cong. Meals .35, HDM .05, III-B.1
Driver (E)	0.43	III-B, Cong Meals, HDM	Recreation .04, Cong. Meals .22, HDM .17
Driver (U)	0.5	III-B, Cong. Meals, HDM	III-B .35; HDM .05, III-B 1
In-home Aide	1	III-B	Personal Care, Chore 1.0
In-home Aide	1	III-B	Personal Care, Chore 1.0
In-home Aide	1	III-B	Personal Care, Chore 1.0
In-home Aide	1	III-B	Personal Care, Chore 1.0
Case Worker	Vacant	Sr. Care County funding	Case Management
Case Worker	Vacant	Sr. Care County funding	Case Management
Case Worker	1	Sr. Care County funding	Case Management
Volunteer Coordinator	1	County funding	All programs 1.0
Driver (MoW)	0.5	MoW/County funding	MoW/County funding .50
Community Services Manager	Vacant	County funding	Senior Centers, Evidence based programs

Administration Form C

EEO INFORMATION

FY 2020 **AAA: Frederick**

Complete this form for positions that are currently filled. **Date Completed: 5/29/2018**

Type of Position	Gender		Age and Disability			Racial-Ethnic Composition						
	M	F	18-59	60+	With a Disability	White	African-American	Hispanic	Asian-Pacific Is.	Native American	Two or more races	Other
1) Agency Executive/Management Staff		4	3	1		4						
2) Other Paid/Professional Staff												
A. Planning												
B. Development												
C. Administration												
D. Service Delivery	2	15	12	5		16	1					
E. Access/Care	5	6	8	3		9		1				1
F. Other												
3) Clerical/Support Staff		2	2			2						
Total Staff	7	27	25	9	0	31	1	1	0	0	0	1

Administration Form D1

CONTRACTS

Issued by the Area Agency on Aging
For FY 2020

FY 2020 **AAA: Frederick**

Name of Contractor(s)	Beginning/ Ending dates of Contract	Monitor of Contract (Person, Position, Contact Information)	Source of funds Amount of funds	Related Budget Pages	Service Categories Covered by Contract (use categories in budget)	Units of Service to be provided by Service Category (include unit names)
Creative Software Solutions	10/1/18 -9/30/19	Carolyn B. True	Multiple grants	8	N/A	N/A
Daybreak Adult Day Services	7/1/18 - 6/30/19	Carolyn B. True	County funds, 85,000	2	Respite	890
A. Candice Valencia	10/1/18 - 9/30/19	Carolyn B. True	III-B; $18,000	8	Fitness Instruction	10,000
Edwina Stewart	10/1/18 - 9/30/19	Carolyn B. True	III-E, $750	9	Counseling Asst.	75
Saber Corp	On-going	Carolyn B. True	Various, $7,500	2, 7, 8, 9, 10, 11, 12	AIM Software	N/A
Kelli Donaghue	10/1/18 - 9/30/19	Carolyn B. True	III-B, $35.00/hr	8	Fitness Instruction	1350
Claudia Olson	10/1/18 - 9/30/19	Carolyn B. True	III-B, $6,000	8	Fitness Instruction	700
Watson Hall Partners	6/1/19 - 5/31/19	Carolyn B. True	IIIC-1, IIIC-2, $160,000	11, 12	Congregate, HDM	700
Homewood	3/1/19 - 2/28/20	Carolyn B. True	MoW, $130,00	11, 12	Meals (MoW)	70,000
Legal Aid	10/1/18 - 9/30/19	Carolyn B. True	III-B, $8,403	6	Legal Assistance	600

PENDING CONTRACTS

Contractor and/or terms have not been finalized by the Area Agency on Aging
For FY 2020

FY 2020 **AAA: Frederick**

Name of Contractor (if known)	Beginning/ Ending dates of Contract	Monitor of Contract (Person, Position)	Source of funds Amount of funds (if known)	Related Budget Pages (if known)	Service Categories Covered by Contract (use categories in budget)	Units of Service to be provided by Service Category (include unit names)
N/A						

Administration Form D3

GRANTS

Awarded *by* the Area Agency on Aging
For FY 2020

FY 2020 | **AAA: Frederick**

Name of Grantee(s)	Type of Agency	Beginning/ Ending dates of Grant	Monitor of Grant (Person, Position)	Source of funds Amount of funds	Service Categories Covered by Contract (use categories in budget)
Dept. of Social Services	Government	7/1/19 - 6/30/20	Carolyn B. True	Sr. Care	Sr. Care gap filling services for seniors waiting for personal care services.
Dept. of Social Services	Government	Auto renew	Carolyn B. True	III-B	Personal Care

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Administration Form D4

AGREEMENTS

(INCLUDING MEMORANDA OF UNDERSTANDING WITH LOCAL AGENCY PARTNERS)

For FY 2020

FY 2020 **AAA: Frederick**

Name(s) of Agency(ies) Organizations, etc. in Agreements	Effective Date of Agreement	Monitor of Agreement (Person/Position)	Total funds in Agreement (if applicable) Identify if Revenue or Expense	Purpose of the Agreement or MOU (Describe briefly)
State of MD, MDH	7/1/19-6/30/20	Carolyn B. True	N/A	Supports Planning
Elder Services Provider Council	9/1/19-6/30/20	Carolyn B. True	N/A	Facility space for meetings
Elder Abuse/Vul. Adult	on-going	Carolyn B. True	N/A	Multi-disc team to assist re: clier
Asian American Center	4/1/19-6/30/21	Carolyn B. True	N/A	RSVP volunteer site
Living Well Center	9/1/18-8/31/21	Carolyn B. True	N/A	SteppingOn license
Shepherd University	On-going	Carolyn B. True	N/A	Clinical site for RN students
Towson University	On-going	Carolyn B. True	N/A	Clinical site for RN students
Delaplaine Visual Arts Ctr.	On-going	Carolyn B. True	N/A	Arts programming, space

If the AAA has additional agreements that could not be included above, please include a separate attachment with this information.

**Please include any provider agreements with the Maryland Department of Health for Supports Planning and/or other services and any local partners with which the AAA has agreements (e.g. local health departments local departments of social services for MAP).*

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Administration Form D4

AGREEMENTS
(INCLUDING MEMORANDA OF UNDERSTANDING WITH LOCAL AGENCY PARTNERS)
For FY 2020

FY 2020 **AAA: Frederick**

Name(s) of Agency(ies) Organizations, etc. in Agreements	Effective Date of Agreement	Monitor of Agreement (Person/Position)	Total funds in Agreement (if applicable) Identify if Revenue or Expense	Purpose of the Agreement or MOU (Describe briefly)
Frederick Co. Sheriff's Office	9/1/18 -8/31/19	Carolyn B. True	295000, Expense	MoW provider
Hood College	On-going	Carolyn B. True	N/A	Clinical site for RN students
Frederick Co. Health Dept.	On-going	Carolyn B. True	N/A	MAP, AERS

If the AAA has additional agreements that could not be included above, please include a separate attachment with this information.

**Please include any provider agreements with the Maryland Department of Health for Supports Planning and/or other services and any local partners with which the AAA has agreements (e.g. local health departments local departments of social services for MAP).*

Service Needs Form A

PROJECTED NUMBER OF CLIENTS TO BE SERVED
UNDER TITLE III

FY 2020 — **AAA: Frederick**

A. ELDERLY CLIENT COUNTS By Type of Service	TOTAL
1. Unduplicated Count of Persons to be Served for Registered Services Supported By OAA Title III	1,500
2. Estimated Unduplicated Count of Persons to be Served for Unregistered Services Supported by OAA Title III	4,500
3. Total Estimated Unduplicated Count of Persons to be Served through Services Supported by OAA Title III ***Note: This total is not necessarily the sum of 1 and 2.There may be duplicates between 1 and 2, which will need to be subtracted out.***	5,000

B. TITLE III UNDUPLICATED CLIENT COUNTS	Clients for Registered Services	Clients for All Services	% Impact (Autofill)
1. Total Clients by Race or Ethnicity	1500	5000	9.49%
White (Alone) Non-Hispanic	900	3000	60.00%
White (Alone) Hispanic	112	375	7.50%
American Indian or Alaskan Native (Alone)	5	14	0.28%
Asian (Alone)	14	47	0.94%
Black or African American (Alone)	282	940	18.80%
Native Hawaiian or Other Pacific Islander (Alone)	10	28	0.56%
Persons Reporting Some Other Race	5	14	0.28%
Persons Reporting 2 or More Races	5	14	0.28%
Race Missing	167	235	4.70%
2. Rural Clients	35	94	1.88%
3. Clients in Poverty	96	282	10.02%
4. Clients in Poverty/Minority	21	47	6.15%

Elderly Client Count: Individuals age 60 or older.

Registered Services include: Personal Care, Homemaker, Chore, Home-Delivered Meals, Adult Day Care/Health, Case Management, Congregate Meals, Nutrition Counseling and Assisted Transportation. Definitions are included in the Area Plan attachments.

Race, Ethnicity, Rural, Poverty and Poverty/Minority Data: Prior year data can be found in the NAPIS report Section I-B and I-C. Gray shaded cells are percentages of total clients served. Other Percentage Impact is of total older adults, total older adults in poverty, and total minority older adults in poverty

Service Needs Form B

TITLE III - Eligible PROJECTED SERVICE USE PROFILE

PLEASE COMPLETE ALL BLANK FIELDS

FY 2020 AAA: Frederick

Services	Number of Providers	Unduplicated Persons To Be Served	Projected Service Units
Cluster 1 Registered Services			
1) Personal Care	1	105	5325
2) Homemaker	0	0	0
3) Chore	1	74	1985
4) Home-Delivered Meals	4	375	79000
4a) NSIP Home-Delivered Meals*			
5) Adult Day Care/Day Health	0	0	0
6) Case Management	0	0	0
Cluster 2 Registered Services			
7) Congregate Meals	1	400	7200
7a) NSIP Congregate Meals*			
8) Nutrition Counseling	0	0	0
9) Assisted Transportation	0	0	0
Total Unduplicated Registered Clients			
Cluster 3 Specified Non-Registered Services			
10) Transportation	1		5000
11) Legal Assistance	1		1300
12) Nutrition Education	2		1550
13) Information and Assistance	1		22000
14) Outreach	1		350
15) Health Promotion	1	1200	
Total Unduplicated Count of Providers	13		

Cluster 4 Other Non-Registered Services *(see list and instructions, p.2)*

Service Name**	Service Unit Name (Hours, classes, contacts, etc.)	Projected Service Units
Physical Fitness	sessions	20,000
Recreation	sessions	25,000
Volunteer Development	hours	10,000
Consumer Education	sessions	6,000
HealthPromotion/DiseasePrevention	contacts/sessions	6,000

***NSIP projected meal counts (4a and 7a) are to be included in the Home-Delivered Meals (4) and Congregate Meals (7) figures. See NAPIS report Section II-A as well as the Definitions Appendix within that document.**

****Use the same name as the budget categories noted in the Excel Budget Sheet.**
NOTE: All Title III-eligible programs provided by the AAA and not considered elsewhere in the Area Plan should be listed in this chart.

Service Needs Form B (Continued)

CLUSTER 1 MISSING DATA - FY 2018

Please report FY 2018 missing data from Cluster 1 Registered Services (page 6 of the FY 2018 NAPIS Report)

FY 2020 AAA: Frederick

CLUSTER 1 MISSING DATA – FY 2018

Please report FY 2018 missing data from Cluster 1 Registered Services (page 6 of the FY 2018 NAPIS Report

Cluster 1 Registered Services	Number Missing	Percentage Missing (Relative to Total Clients in Cluster 1) (Autofill)
Age Missing	0	0.00%
ADL Missing	93	20.99%
Live Alone Missing	93	20.99%
Total Clients in Cluster 1:	443	

Please briefly discuss what efforts the AAA is taking in FY 2019 and FY 2020 to reduce the percentage missing in each area to 5% or less.

Missing data is attributed to clients receiving Personal Care and Chore services. Those programs have been without two FT staff.

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Service Needs Form C AAA: Frederick

Chart 1 – Client Satisfaction and Meal Feedback
Please indicate the results of your most recent annual client satisfaction survey for home delivered and congregate meals, respectively, and indicate the year of survey. You may also list up to two additional, important feedback results. Answer "n/a" if the question is not included in your client satisfaction data collection.

	Home Delivered Program			Congregate Program		
Frederick	Number of clients responding "Yes"	Total responses	Year	Number of clients responding "Yes"	Total responses	Year
Rate meal quality good to excellent	55	72	2019	34	49	2019
Would recommend the service to a friend	67	72	2019	42	49	2019
Service helps them eat healthier foods	59	72	2019	32	49	2019
Service helps improve their health	55	72	2019	22	49	2019
Service allows them to see friends or socialize more	27	72	2019	46	49	2019
Service allows them to remain living in their home	65	72	2019	28	49	2019
Total	328	432		204	294	
Other:						
Other:						

Chart 2 – Summary of Estimated Services FY 2019 and 2020

Home Delivered Meals					Congregate Meals				
	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Estimated		FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Estimated
Total Meals	75,434	77,285	79000	79000	Total Meals	10,106	9,828	7200	7200
NSIP Meals	70,955	71,027	72000	72000	NSIP Meals	9,393	9,065	7000	7000
Unduplicated clients	457	373	375	375	Unduplicated clients	1,055	984	400	400
Unduplicated Volunteers	221	246	200	200	Unduplicated Volunteers	30	31	30	30
Nutrition education units	included in total for CM	included in total for CM	750	750	Nutrition education	2535	2914	800	800

Chart 3 - Average Costs & Donations Across All Contractors (1)

Home Delivered Meals				Congregate Meals			
	FY 2018 Actual	FY 2019 Estimated	FY 2020 Estimated		FY 2018 Actual	FY 2019 Estimated	FY 2020 Estimated
Cost/meal	$2.50-$4.83	$2.50-$4.83	$2.50-$4.95	Cost /meal	$4.56	$4.56	$4.83
Donation/meal	$0.26	$0.23	$0.23	Donation / meal	$2.55	$3.47	$3.47

NOTES: (1) A contractor is an organization or business that is contracted to provide meals which a provider organization or contractor delivers to participants. An example of a contractor is a caterer.

(2) A Provider is an organization or person which provides services to clients under a formal contractual arrangement with an AAA or State Unit on Aging. An example is a Meals on Wheels organization which has an agreement with a AAA to deliver meals to clients, perform assessments, and similar non-catering services. Some organizations may function as both a contractor and a provider

Chart 4 - Mandatory Monitoring and Screening Planned FY2020

	Home Delivered	Congregate
Number of meal providers (2)	3	1
Planned AAA staff monitoring visits per meal provider	1	1
Planned number of nutrition education topics/programs (3)	2	2
Planned number of annual assessments per home delivered meal participant. (Response is likely 1 or 2 based on annual or semi-annual assessments)	1	
Percent of participants who will be asked to complete a nutritional screening (5)	100	100

NOTES: (3) for example, Calcium education materials = 1 topic; please do not list the number of service units anticipated

(4) reference: Most Current APD

Chart 5 - Closing or Opening of Congregate Meal Sites

Name and complete address (street, city, zip) of site	Opening in FY2020	Closed in FYs 2019	Closing in FY2020
N/A			

Service Needs Form D - Health Promotion 2020 AAA: Frederick

Chart 1: FY2018-FY2020 Actual and Projected Health Promotion Programs that do not meet the ACL definition of an Evidence-Based Program

FY2018		FY2019		FY2020	
(A) Actual Persons Served (Autofill)	(B) Actual Units of Service (sessions) (Autofill)	(A) Projected Persons Served	(B) Projected Units of Service (sessions)	(A) Projected Persons Served	(B) Projected Units of Service (sessions)
1375	24088				

*SNF B health promotion should equal evidence-based programs, plus n

Chart 2: FY2018-FY2020 Actual and Projected Evidence Based Programs Funded by Title IIID --Note: Title IIID funds may only support the highest-tier evidence based programs (as defined by ACL), provided without a fee.

FY2018		FY2019		FY2020	
(A) Actual Total Unduplicated Persons Served (Autofill)	(B) Actual Units of Service (sessions) (Autofill)	(A) Projected Total Unduplicated Persons Served	(B) Projected Units of Service (sessions)	(A) Projected Total Unduplicated Persons Served	(B) Projected Units of Service (sessions)
40	574	60	272	98	1292

Chart 3: FY2019 Projected Highest-Tier Evidence Based Programs (includes all funding sources) --Note: Title IIID funds may only support the highest-tier evidence based programs (as defined

(A) Name of Program (Select from Dropdown)	If "Other", identify program name	(B) Unduplicated Persons Served with IIID Funds*	(C) Total Unduplicated Persons Served (all funding sources)	(D) Total Unduplicated Program Completers	(E) Total Units of Service (sessions) supported by IIID funds	(F) Total Units of Service (sessions--all funding sources)	(G) Title IIID funding, if any	(H) Other funds, if any	(I) IIID Funding Per Person Served
									#DIV/0!
Powerful Tools for Caregivers		25	25	25	150	150	$ 13,067.00		522.68
PEARLS		0	1	1	0	1		$ 10,000.00	#DIV/0!
									#DIV/0!

Service Needs Form E

OMBUDSMAN PROGRAM DATA

FY 2020 AAA: Frederick

1. Visitation (Advocacy Visits, non-complaint related based on recent NORS data)

Type of Facility	10/1/17 - 9/30/18 (Actual)	10/1/18 - 9/30/19 (Projected)	10/1/19 - 9/30/20 (Projected)
# of Nursing Homes (NH)	9	9	9
# of NHs visited quarterly	9	9	9
% of NHs visited quarterly (autofill)	100.00%	100.00%	100.00%
# of Assisted Living Facilities (ALFs)	20	21	22
# of ALFs visited quarterly	20	21	22
% of ALFs visited quarterly (autofill)	100.00%	100.00%	100.00%

2. Cases and Complaints Data

	10/1/17 - 9/30/18 (Actual)	10/1/18 - 9/30/19 (Projected)	10/1/19 - 9/30/20 (Projected)
# of NH Cases Closed	11	12	13
# of NH Complaints Closed	11	12	13
# of ALF Cases Closed	8	9	9
# of ALF Complaints Closed	8	9	9

Service Needs Form E (Continued)

OMBUDSMAN PROGRAM DATA

3. Ombudsman Program Activities AAA: Frederick

	10/1/17 - 9/30/18 (Actual)			10/1/18 - 9/30/19 (Projected)			10/1/19 - 9/30/20 (Projected)		
	NH	ALF	Total	NH	ALF	Total	NH	ALF	Total
a) # of Volunteers (certified and non-certified)			0			1			1
b) # of Training Sessions for Facility Staff			0			0			0
c) # of Consults to Facilities			77			80			83
d) # of Information and Consultations to Individuals			199			200			201
e) # of Surveys Involved In	5	1	6	7	1	8	8	2	10
f) # of Sessions with Resident Councils	4	0	4	5	1	6	6	2	8
g) # of Sessions with Family Councils	1	1	2	3	1	4	4	1	5
h) # of Community Education Sessions			3			4			4

Service Needs Form F

LEGAL ASSISTANCE PROGRAM DATA

FY 2020 **AAA: Frederick**

IIIB Provider Outreach Activities

Location	***Description of Community Outreach Topic*** *(i.e. - overview of Legal Assistance Program/Services, Advance Directives, Power of Attorney, scams, Money SMART for Older Adults, etc.)*
Frederick Senior Center	Advanced Medical Directives
Brunswick Senior center	Law Day
Emmitsburg Senior center	Law Day
Urbana Senior Center	Law Day
Frederick Senior Center	World Elder Abuse Awareness Day Shred Event- Outreach on Scam Prevention/ Identity Theft

Additional Legal Services (non-contracted IIIB providers)

Please list services provided outside of contracted service providers' activities.

Contributor	***Description of Service Provided*** *(i.e. - pro-bono assistance with advance directives on Law Day)*
Bar Association	Law Day- Wednesday May 1, 2019 (Pro Bono Medical Advanced Directives)

Service Needs Form G

GUARDIANSHIP PROGRAM DATA		
FY 2020	AAA: Frederick	
Avoidance Activities		
Number of Education/Training Events/Sessions:	Audience (family members, hospital/NH/ALF staff, etc.):	Topic(s) (i.e.: surrogate decision making, advance directives, overview of guardian responsibilities, appropriate referral process
	Local attorneys, general public	Guardianship responsibilities, process, advance care planning

Service Needs Form G (Continued)

GUARDIANSHIP PROGRAM DATA				
FY 2020		AAA: Frederick		
Actual and Projected Guardianship Data for State Fiscal Years				
Time Periods	Total Number of Guardianship Cases	Number of NEW Guardianship Cases	Number of Cases Avoided	Number of Medical Consultations
7/1/17 - 6/30/18 (Actual)	24	7	20	0
7/1/18 - 6/30/19 (Estimated)	23	5	25	0
7/1/19 - 6/30/20 (Projected)	30	10	25	1

****Please provide a brief description of any trends resulting in a significant change in the number of petitions and/or appointments (i.e. – a local entity filing a high percentage of the recent cases):**	
There have been 3 nursing facilities that have changed ownership within the county within the last year. As they review records, there may be an influx of petitions for guardianship.	
Number of Case Managers:	**1**
Average Number of Wards per Case Manager:	**20**
Comments:	

Service Needs Form H

NATIONAL FAMILY CAREGIVERS SUPPORT PROGRAM

FY 2020 **AAA: Frederick**

Family Caregivers of Older Adults ONLY

Service Category	Projected Units of Service	Number of Unduplicated Caregivers Served	Number of Unduplicated Providers
Education/Training/Support	125	100	6
Respite Care	925	35	0
Supplemental Services	12	12	0
Access Assistance	7,000	750	18
Information Services	35	-	3
TOTAL	**8097**	**897**	**27**

***See instructions regarding the local 25% matching funds requirement**

NATIONAL FAMILY CAREGIVERS SUPPORT PROGRAM

Grandparent Caregiver Program

Service Category	Projected Units of Service	Number of Unduplicated Caregivers Served	Number of Unduplicated Providers
Education/Training/Support	0	0	0
Respite Care	1	1	0
Supplemental Services	0	0	0
Access Assistance	10	5	0
Information Services	4	2	2
TOTAL	**15**	**8**	**2**

***See instructions regarding 10% IIIE Maximum for Grandparents and the local 25% matching funds requirement.**

Service Needs Form I

MARYLAND ACCESS POINT OPERATIONS DATA

FY 2020 AAA: Frederick

Chart 1 - Information and Assistance

Service Categories	Units of Service			# of Unduplicated People Served		
	FY 2017 Actual	FY 2018 Estimated	FY 2019 Estimated	FY 2017 Actual	FY 2018 Estimated	FY 2019 Estimated
INFORMATION	7161	8000	8000			
REFERRAL	1626	1700	1700			
ASSISTANCE	3782	5300	5300	1490	1550	1550
Application Assistance	1636	2900	2900			
Related to CFC/CPAS	0	600	600			
Related to the Waiver/Registry	0	600	600			
Other Applications	1636	1700	1700			
Total # In-depth Interviews for LTSS	472	600	600			
With written Action Plan for LTSS (subset of above)	100	200	200			
Arranging private pay services	0	0	0			
All other assistance	1674	1800	1800			
FOLLOW-UP*	269	500	500			
Totals	18356	23900	23900			

**Follow up - Units of service must be equal to or greater than the number of unduplicated people receiving assistance*

Service Needs Form I (Continued)

MARYLAND ACCESS POINT OPERATIONS DATA

FY 2020 AAA: Frederick

Chart 2 - Population Served (Assistance Only)

Description	FY 2017 Actual	FY 2018 Estimated	FY 2019 Estimated
Adults ages 60+	1333	1500	1500
Ages 21-59	135	150	150
Age 20 or below	10	15	15
Unknown Age	12	10	10
Total (Unduplicated)	1490	1675	1675
Physical Disabilities	325	400	450
Intellectual/Developmental Disabilities	69	100	150
Mental/Substance Use Disorders	167	250	300
Traumatic Brain Injury	41	75	700
Dementia/Alzheimer's and Related Disorders	116	150	200
Veterans (60+)	85	100	150
Informal Supports/Caregivers	279	300	350

Service Needs Form I (Continued)

MARYLAND ACCESS POINT OPERATIONS DATA

FY 2020 AAA: Frederick

Chart 3 - Staffing

Category	FY 2017 Actual	FY 2018 Estimated	FY 2019 Estimated
FTE Staff for MAP	4.15	5	5
Volunteers for MAP	6	7	8
AIRS Certified Staff	3	4	5
How many staff are performing Options Counseling?	2	3	4
How many certified staff are performing Options Counseling?	2	3	4
How many staff have received Person Centered Counseling Training?	3	4	5

**Please follow the federal fiscal year (October 1 through September 30).*

Service Needs Form I (Continued)

MARYLAND ACCESS POINT OPERATIONS DATA

FY 2020 AAA: Frederick

Chart 4 (will contain duplicates)

Part IV: Topics Identified	FY 2017 Actual	FY 2018 Estimated	FY 2019 Estimated
Abuse	6	100	150
Assisted Living Facilities/Nursing Homes	19	50	100
Assistive Technology	18	50	100
Caregiver Support Services	156	200	250
Employment	6	25	50
General Information	1318	1200	1200
Health/Health Related	739	800	850
Housing	337	500	550
Income/Financial Resources	847	1000	1100
In-Home Care	290	350	400
Legal	27	100	150
Leisure	61	100	150
Nutrition/Food	423	500	550
Prescriptions/Pharmacy/Assistance	588	650	700
Transportation	65	75	100
Utility Assistance	121	150	200
Totals (includes duplicates)	5021	5850	6600

Service Needs Form J

ELDER ABUSE PREVENTION PROGRAMS

2020 **AAA:** Frederick

Education/Training and Outreach

Please provide a brief description of proposed trainings to be provided to individuals, including caregivers described in part E of Title III, professionals, and paraprofessionals. Topics can include identification, prevention, and treatment of elder abuse, neglect, and exploitation, with particular focus on prevention and enhancement of self determination/autonomy.

The Long Term care Ombudsman plans to conduct 2 outreach trainings for direct care staff on various kinds of abuse in an Assisted Living setting.

Indicate the projected number of training sessions:

	Number of Sessions	Total Number of Attendees
Sessions directed to seniors who live in the community	1	15
Sessions directed to seniors who live in institutional settings	2	15
Sessions directed to professionals	1	15

Coordination

1. In your jurisdiction, is there an inter-agency group that carries out elder abuse activities?

A. **Yes** [x] **No** [ ]

B. If yes, please provide a brief description of the group, including the name, others involved, and frequency of meetings.

In Frederick County, there is a ElderAdult Vulnerable Adult taskforce that is made up of a multiple disciplainary team. The Group consists of members of Frederick Memorial Hospital, the City and County Police, AERS, APS, Fire and Rescue and Mental Health.

2. Does the group have a Memorandum of Understanding or any other coordinating agreement in place?

A. **Yes** [x] **No** [ ]

COMPREHENSIVE PLAN OF SERVICES

1. *Overview*

The Area Agency on Aging, Frederick County Senior Services Division of Frederick, Maryland, is responsible for providing services for a planning and service area (PSA) that incorporates all of Frederick County, including the City of Frederick, one of the larger cities in the state and the County seat.

Frederick County is the largest county (geographically) in the state with a landmass of 664 square miles. The County's workforce commutes to the Baltimore/Washington metropolitan areas, although the local economic development office continues to bring business and corporations to the area, thereby increasing the tax base and local job opportunities. Agriculture/farming has been a mainstay in Frederick County for many years.

According to the U.S. Census Bureau, American Community Survey, as of 2017, Frederick County's total population is estimated at 246,105 people. The number of older adults age 60+ in Frederick County is estimated at 46,881 and is growing at a rate three times that of the overall population (*Maryland Department of Planning, Maryland Data Center*). As a result, the proportion of the County's population that is older is growing larger. By 2020, the number of adults age 60+ will surpass the number of school age children. The disabled population in Frederick County currently represents 10.4% of the total population, equaling 23,086 individuals who may require the Division's assistance (*U.S. Census Bureau, American Fact Finder, Disability Characteristics, American Community Survey 5 year estimates*). According to the United Way's ALICE Report (Asset Limited Income Constrained Employed), 52% of the 65+ households cohort are ALICE, 9% (approximately 3,000 people) of the cohort are at federal poverty level (FPL). Approximately, 7,000 comprise the remainder. This segment of the population has difficulty making ends meet. In FY'19, this Division served over 6,000 unduplicated people.

Frederick County, like many non-urban counties in Maryland continues its transition from a rural community toward a more densely populated jurisdiction with the challenges to infrastructure such growth brings. This includes challenges to the health and human service infrastructure, which was designed for a smaller, more rural population. While the County is relatively prosperous overall, it is home to a growing number of people with financial, social and health needs. The rapid growth of the older adult population is re-shaping the County's demographics; increasingly the face of need in the County may be that of a senior citizen.

Much of this growth is occurring in the age groups between 60 and 74, and reflects the aging of the leading edge of the baby boomer generation, particularly those born between 1946 and 1950. This new group of mature adults brings different expectations and life styles into their retirement years, requiring the Frederick County Senior Services Division to make changes to its approach to services and programs.

The increase in another age group, those 85 and over presents a different kind of challenge. Over the next 25 years, the 85 and over age group in Frederick County will almost quadruple (*Maryland Department of Planning, Maryland State Data Center*). This group is more likely to need in-home services, long-term care and be dependent on family members to remain in the community. A higher proportion of this age group suffers from various forms of dementia. The

result is a growing demand need for support services, to which the Frederick County Senior Services Division is responding based upon current staff and available resources.

The Seniors First Committee, a group appointed by the County Executive presented its report to the County Executive in November 2016. The report was accepted which created an action plan and 33 recommendations to:

- Analyze current staff and financial resources with recommended structure
- Work with Frederick County Parks and recreation to determine how/when to transition recreational and fitness activities oversight
- Analyze co-location possibilities with partner agencies
- Decide on a new name for the Division
- Address the changes to the County Ordinance that establishes the Division and the Commission on Aging
- Address the wait list issues with the Meals on Wheels program
- Increase the capacity of staffing resources
- Analyze the existing senior center structure

The report included a recommendation that the Department of Aging be removed from the Citizens Services Division organizational structure and become a stand-alone Division, (now named Senior Services Division) reporting to the County Executive's office. To facilitate the implementation of this recommendation, the Frederick County Code was amended to include the new Senior Services Division, a division director was hired in July 2018, and department head positions were recruited and hired. They include the Home and Community Connections Director and the other, the Life Enrichment Director were recently filled. Both positions were advertised to the public, casting a wide recruitment net. The Home and Community Connections Director oversees health related services and supports, senior centers and nutrition programs; the Life Enrichment Director will oversee the volunteers, community partnership opportunities and educational programs (i.e. Caregiver Support, health promotion/disease prevention). The former Director of the Department of Aging continues to serve as the area agency on aging Director and Public Guardian.

The Division continues to explore how to generate consistent and additional revenue streams, recognizing that public funding and the restrictions that come with it sometimes hinder the ability to serve people effectively. An example of the Division's approach is the café program at the Frederick Senior Center through which participants pay for light meals. The Café is cost neutral and even has some available revenue that can be used to expand menu items. Over the last year, the Senior Services Division has offered clients and consumers the opportunity to pay for trips and café meals using a credit card. The Division was one of the first county agencies to offer this alternative and we have expanded this payment option to other areas of our operation including congregate meals, gift certificates, respite and home delivered meals.

FY 2020

Over the last several years, the Senior Services Division's ability to offer assistance to older adults has been challenged by limited resources, both in the community and limited staff. The number of citizens who need help has grown tremendously and the state mandated requirement to also serve people age 18+ who have a disability has impacted the Division's

ability to provide timely and necessary assistance. (In fact, the disabled population in Frederick County represents 10.4% of the total population or 23,086 individuals who may require the Division's assistance [*US Census Bureau, American Fact Finder, Disability Characteristics, American Community Survey 5 year estimates*]). The Division has reached capacity at a time when the older adult population is growing exponentially, along with the demand for services in order to age in place. Not only is the Division experiencing uncertainty of funding and fragile staffing, but also a transition from allocation based funding to fee for service.

The Senior Services Division remains committed serving older adults with the highest quality of services and with a focus on person centered, consumer directed care options. However, this area agency on aging (AAA) must also cope with reduced program budgets, a severe strain on community resources (especially affordable housing) and restrictions on funding which limit its ability to adapt services to emerging needs. Division staff is taking greater strides to reach out to the community by hosting Information and Assistance (I&A) events at the senior centers, in municipalities, and older adult housing communities and complexes. We have regular events at these locations in order to assist older adults with the completion of government benefit applications, provide health insurance counseling about insurance invoices and Explanation of Benefit forms. The staff (now known as Service Navigators) offers resolutions and recommendations to older adults and their family members as they attempt to navigate what can be considered complex governmental systems.

Over the years, the Frederick County Senior Services Division has developed expertise in finding resources for individuals in need. In some areas such as caregiving and health insurance, the Division has a reputation for helping people of all ages, not just older adults. As a result, as more seniors, their families, and younger adults struggle to obtain help, the Division continues to face growing pressure on its service system.

Although the economy is improving, persons who previously would not have needed assistance from any organization when economic times were better, are now facing financial and personal situations that are difficult for the individuals and agencies to resolve. The inability of family members to provide support because of their own challenges is one reason for the influx of new clients to the Senior Services Division. Rising costs for adequate housing, utilities and food as well as unemployment / under employment creates hardships for everyone, including lower income seniors and their families. Our traditional non-profit partners also struggle to keep up with the demand for services even as their financial status has declined. As a result, there may be less people/organizations that are in a position to help older adults and their families as they once did. In fact, in recent time, the food banks regularly request food donations due to empty shelves.

Frederick County continues to explore options concerning our ability to collect and analyze data in order to made data informed decisions. We recognize and appreciate the need to fulfill NAPIS reporting requirements however; NAPIS reporting is one piece of a much larger puzzle that encompasses the AAA network. Increasingly, Frederick County is asked to quantify how the work we do is relevant at a time when data driven decisions are expected. This AAA needs data to inform budget decisions, make program changes and to determine performance outcomes. A database application that satisfies not only the transactional reporting required by MDoA <u>and</u> satisfies the evidence-based data demands related to the value of services will:

- Enable the collection of data for performance outcome measures

- Provide for an evaluation of services and gaps in service,
- Promote customer satisfaction
- Document trends/changing needs
- Promote the ability to create informative dashboards that promote consumer transparency (How the program/activity adds value to the individual/community? How can we measure the value that is added? What data do we need to measure it)?

As noted in area plans from previous years, gaps in services or consistent unmet needs continue this year:

- A significant increase in the number of older people who need affordable housing. The waiting list for subsidized housing in the County is over 400 persons, and clients of the Division often wait years to obtain a Section 8 subsidized apartment. Rents in Frederick County are higher than what many older adults can afford. **In fact, according to the US Census Bureau, 52% of adults age 60+ in Frederick County spend more than 30% of their income on rent.**
- More seniors are unable to afford necessities, including utilities, medication and food.
- A growing number of individuals with intellectual disabilities and behavioral health disorders who are seeking services and assistance. Increasingly, this group includes adults of all ages.
- More applicants in different stages of dementia are seeking services. The County has few affordable supervised care facilities for these individuals. This has become of significant note for Guardianship clients.
- New barriers for older adults seeking access to health care. Primary care physicians in the County are less willing to accept new Medicare patients. This is a major issue, given the growth of the Medicare eligible population.
- A change in nutrition needs as the number of frail elderly in the County grows. Enrollment in the home delivered meals is growing, while the congregate program numbers are decreasing (a nationwide trend).
- An increase in older adults, families and caregivers with complex needs who require assistance navigating systems. These clients often require advocacy, case management and close coordination by the Division with other service agencies. The Division does not have a sufficient number of staff members to provide regular case management for some clients, many of whom do not have family support.
- Patients discharged from the local hospital who need help transitioning to community-based services.
- Long-term clients aging in place who need more in-home services or a more structured environment but lack the funds to purchase these services.
- Lack of transportation services. The County has limited public transportation options, and volunteer transportation alternatives struggle to keep up with demand.
- Access to affordable dental care for seniors without insurance
- The number of Guardianship clients is increasing.
- The number of homeless and/or older adults with chronic disease, dementia and behavioral health overlays is another challenge for service provision.

1. *FY 2020 - 2023 Plans for Targeting Priority Populations Update*

The Frederick County Senior Services Division continues to use its resources to target seniors in greatest social and economic need for services. The Division focuses particular attention on low-income older minority individuals, older individuals residing in rural areas and older individuals with limited English proficiency. We accomplish this by working with area houses of worship whose congregations are predominately minority populations and with local multi-cultural organizations such as the Asian American Center, Spanish Speaking Community of Maryland and Centro Hispanic. Although we see limited minority seniors who use current Division facilities, by collaborating with organizations like these whose purpose is to serve the growing minority populations, the Division can increase its competency in serving older adults of other nationalities through the community partners where these seniors are more comfortable. There are limited senior services available for the growing immigrant/minority populations in Frederick County and we want to work closely with organizations who serve these populations to close this service gap. By increasing access to services for non-English speaking clients, we hope to provide for their overall quality of life.

Although we have infrequent job openings within the Division, we have offered a preference in hiring for those qualified applicants who are bi-lingual and are fluent in American Sign Language.

Frederick County's total Native American population is small; approximately 0.3% of the total population. The number of Native Americans age 60 and older is approximately 0.2% or (*US Census, American Fact Finder*). The Division is ready to provide services to this community to assure that Native Americans benefit from the same programs as other older adults in this planning and service area.

Frederick County Government has a contract with a local provider for interpreting services. The Senior Services Division uses this contract in an effort to communicate more effectively with people for whom English is not their primary language. Recently, the Division established an account with a firm that specializes in immediate translation services when the low English proficiency (LEP) caller is on the phone. This enables the staff person to connect with a translator so that the caller's needs are communicated in the language of their choice.

State Health Insurance Program (SHIP) staff visits neighborhoods and areas in the northern and southern geographic areas of the County to talk with Medicare beneficiaries who may be eligible for benefits but have not enrolled in them.

The Division is also responding to the increase in limited English speaking seniors in the County. The Urbana Senior Center host participants who converse in 17 different languages and hosts two ESL (English as a Second Language) classes for participants interested in improving their language skills.

Advisory Board

The Frederick County Executive has appointed a Senior Services Advisory Board, which as provided by the Older Americans Act, serves as an advisory body to the County Executive and to the Senior Services Division. The Ordinance establishing the former Commission on Aging was abolished and replaced with the Senior Services Advisory Board (SSAB). (As a result of the

Division's change in organizational status, the Senior Services Advisory Board's bylaws are being amended and have not yet been approved by the County Executive.) According to the bylaws, the Commission *"...shall carry out advisory functions that further the Frederick County Senior Services Division's mission of developing and coordinating community-based systems of services for all older persons in Frederick County."* (Official Bylaws, Frederick County Commission on Aging, dated May 3, 2007)
Currently, in order to be considered as a member of the Senior Service Advisory Board, a person:

- Must have a demonstrated interest in aging issues in the County
- Be a registered voter of Frederick County.

In addition, the Commission's bylaws state that members' qualifications include:

- At least 50% must be 60 years of age or older
- Members must represent the geographic areas of the County, with no more than 50% being residents of Frederick City. The amended bylaws, if approved, require that to the extent possible, all five Council districts should be represented on the advisory board.
- No more than 20% of the members shall be providers of aging services in the County. The advisory board may use their discretion to determine the definition of a provider.

The Commission meets on the 2nd Monday of every month and the executive committee composed of the Chair, Vice Chair, an at large member and immediate past Chair (if applicable) meet to determine the agenda. The Executive Committee has the authority to act for the Commission between meetings if action or a decision is necessary prior to the next meeting.

The Senior Services Advisory Board continues to advocate for senior services in Frederick County and the executive committee has created five workgroups that further the mission of the Commission and help improve aging services in Frederick County. They include:

1. Communications
2. Living Well in Place
3. Public Policy
4. Business Task Force
5. Health and Wellness

The Senior Services Advisory Board does not provide direct services to older adults, however the advisory board does promote the well-being and quality of life of older adults in the County. Recent activities include a review and presentation of various forms of pain management (including acupuncture and cannabis) and affordable housing. The Business Task Force, a subcommittee of the Board, facilitated the production of a caregiver video targeted at employers to use as a tool to educate them on the needs of their employees as they care for an older loved one.

(Membership list is attached).

Coordination with Other Agencies

The Division has significant relationships with other agencies to meet unmet needs. In fact, the Division has over 100 formal and informal partnerships with organizations throughout the County. (i.e. Division of Assessments and Taxation, Parks and Recreation, Emergency Management Services, Rebuilding Together, Delaplaine Visual Arts Center, United Way,

institutions of higher education). Inter-agency referrals between this Division and faith based and other community partners continue to grow as public and private organizations collaborate to complement the array of services available to persons in the County. Since the Division cannot solely be responsible for all services to seniors, we know that other agencies in the County are also addressing the services and needs of older adults, and we work cooperatively to ensure communication flows back and forth. Shortly, the Division will unveil a new, easy to remember telephone number (301-600-1234) that will help clients and participants connect with the Division.

The Division is working with its partners to address emerging needs as follows:

- The Division continues to participate in the Elderly and Vulnerable Task Force, an interagency committee modeled after a similar group in Montgomery County. Agencies that serve adults at risk work together in these meetings to coordinate services. Among the agencies attending are the Frederick City Police, Sheriff's Department, the local hospital, Division of Fire and Rescue Services, Department of Social Services, State's Attorney's Office and Way Station, a behavioral health agency.

- A partnership between Division staff members and hospital representatives was established to provide presentations to the public about advanced directives and the need to plan for long-term care. Through various publications produced by the Division, we are also able to help educate citizens about the long-term care options, service providers and resources available in the County.

- Meetings with families and care providers occur regularly and the Division, through the Information and Assistance (I&A) and caregiver programs, provides information and application assistance to low income older adults in order to facilitate their access to food stamps, housing options, transportation, energy assistance, tax credit programs and healthcare services. These services as well as other community resources are listed in the Division's resource guide

- The Division continues to support several evidence based programs including *Powerful Tools for Caregivers, Program to Encourage Active and Rewarding Lives (PEARLS),* and *Walk with Ease*. These programs assist older individuals and family caregivers learn about and make behavioral changes intended to reduce the risk of injury, disease, and disability.

a. **Interagency Committee (IAC)** – The IAC composed of the Health Officer, Director of Social Services and the AAA director approve the Senior Care annual plan. A separate MAP committee meets to review the status of mutual clients, issues in the community and serves as a brainstorming opportunity for representatives.

b. **Community Based Services to Promote Independence** – The AAA works in a coordinated manner with the Senior Care and the home delivered meal programs. Case managers (Senior Care, home delivered meals/Meals on Wheels, Community Options Waiver, AERS) are in regular communication and provide information about clients to ensure they receive any available resources. This confidential flow of information prevents duplication of services.

Gaps in service include:

More people in need of services yet very few options are available given long wait lists and funding considerations.

- A significant increase in the number of older people who need affordable housing. The waiting list for subsidized housing in the County is over 400 persons, and clients of the Division often wait years to obtain a Section 8 subsidized apartment. Rents in Frederick County are higher than what many older adults can afford. (monthly rent for 1 bedroom market apartment $1,200)
- More seniors are unable to afford necessities, including utilities, medication and food.
- A growing number of individuals with intellectual disabilities and *behavioral health disorders* who are seeking services and assistance. Increasingly, this group includes adults of all ages.
- More applicants experiencing different stages of dementia are seeking services. The County has few affordable supervised care facilities for these individuals.
- New barriers for older adults seeking to access health care. Primary care physicians in the County are less willing to accept and in some cases closing their practice to new and existing Medicare patients. This is a major issue, given the growth of the Medicare eligible population.
- A change in nutrition needs as the number of frail elderly in the County grows. Enrollment in the home delivered meals is growing, while the congregate program has decreasing participation.
- An increase in older adults, families and caregivers with complex needs who require assistance navigating systems. These clients often require advocacy, case management and close coordination by the Division with other service agencies. The Division does not have a sufficient number of staff members to provide regular case management for the clients; many of whom do not have family support.
- Patients discharged from the local hospital that need help transitioning to community-based services.
- Long-term clients aging in place who need more in-home services or a more structured environment but lack the funds to purchase these services.
- Lack of transportation services. The County has limited public transportation services for seniors and the disabled. Routes are difficult for some to navigate, scheduling is not always flexible based on medical appointment needs and pricing can be an obstacle. The few volunteer transportation alternatives struggle to keep up with high demand from users.
- Affordable dental care for seniors without insurance

c. **Case Management** – The Frederick County Senior Services Division provides comprehensive and transitional case management services for specified programs as required (Community Options Waiver, Senior Care, Community First Choice, Public Guardianship). The AAA also refers persons to private business entities who offer case management if requested. Case management services through Senior Care and Supports Planning through CFC and CoW are separate entities and do not provide services to the same clients. However, these programs do provide assistance so that clients can benefit from all programs for which they are eligible,

but does not overlap any ongoing case management service that may be covered through those programs.

Through the Maryland Access Point (MAP) program, this AAA can assist Frederick County older adults, persons with disabilities and the family members or caregivers who support them. MAP is a single point of entry for access to a Level I screen, information, referral, and awareness; options counseling, advice, and assistance; streamlined eligibility determination for public programs, and person-centered transition support. This approach to accessing long-term supports and services has a direct impact on case management. The Division's person-centered approach is generating an increase in requests for services, and is changing the way the Division operates its programs on a day-to-day basis.

The Division will continue to explore fee for service options in order to meet the demand and growth for on- going case management programs when possible.

Representatives from the SHIP/SMP/MIPPA program gather at senior centers one day each month to assist with completion of government benefit applications and to answer questions. Appointments are also offered at several older adult communities and a homeowner's/renters tax credit component has been added to the program. Staff and volunteers continue to assist with the completion of government benefit applications (i.e. QMB/SLMB, MEAP, LIS) Medicare Part D counseling, health insurance assistance and provide limited case management.

Frederick County offers long-term care case management through the Community Options Waiver for Older Adults. One case manager is responsible for recruiting and helping to enroll providers as well as enrolling eligible nursing home participants who wish to return to the community. The coordinator follows their progress through the application process and conducts quarterly reviews to ensure that the client continues to receive needed services under the Waiver as physical condition warrants.

As case management has transitioned to a person-centered model, most clients require more time and support from the case manager. To the extent that community resources allow, the supports planner will continue to coordinate community resources and supports from various programs and payment sources to assist applicants and participants in developing a comprehensive plan for community living, coordinate the transition from an institution to the community, and maintain community supports throughout the client's participation in services.

d. **Mental Health Services**

The Division continues to work with non-profit agencies that provide mental health services to increase awareness of mental health issues, and remove barriers to diagnosis and treatment. Mental health screenings have been offered at health fairs and in workshop settings. Title IIIB funds are not used for mental health services.

Several Division programs, including the State Health Insurance Program (SHIP), Guardianship, Elder Abuse and Maryland Access Point (MAP) coordinate with mental health services but for some clients, the ability to access those services, because of the restrictive limitations (sometimes due to the type of funding) of the program, make it difficult to receive services. It is also noteworthy that very few long-term care facilities are willing to admit a resident with

significant behavioral issues. Frederick County saw this first hand with a guardianship client who was placed at an acute care facility and when she was ready to be discharged, there was not a long-term care facility in the region who would admit her because of her behaviors. The client stayed at the acute care facility for almost 4 months and finally resolved with the assistance of the Behavioral Health Administration. The case shed a spotlight on Maryland's gap in mental health long-term care placement. Specifically, this case highlighted the following issues:

- Chronic mental illness
- Client's refusal to accept medications / treatment
- Client resided in acute care setting where enormous pressure for discharge was placed on the Guardian of Person
- (Initially) unable to obtain placement in long term care setting because of behavioral health situations which required state intervention to "resolve"

The Division continues to participate in the Elderly and Vulnerable Task Force (EAVA), an interagency committee modeled after a similar group in Montgomery County. Agencies that serve adults at risk work together in these meetings to coordinate services. Among the other agencies attending are the Frederick City Police, Sheriff's Department, the local hospital, (including social workers from the behavioral health unit when needed) Division of Fire and Rescue Services, Department of Social Services, State's Attorney's Office (when necessary) and Way Station, a behavioral health agency. Mental health needs continue to be the focus of many of the clients this group encounters and we discuss ways we can assist these individuals.

The Division refers older adults to the local Mental Health Association's (MHA) walk- in crisis center if immediate counseling is needed. This service can help deter hospital stays, help solve immediate issues, and guides the consumer to other community resources for possible solutions.

With assistance from the Mental Health Association, the Division has prepared a suicide prevention protocol to be used as a general guideline in the event that a client displays, or discusses, suicidal thoughts or a plan. The policy helps staff know what steps to take for the safety of the clients and themselves, however at any time during a conversation or interaction, if it is determined that staff is compromising his/her own safety they should leave and contact 911 immediately.

e. **Emergency Preparedness Plan**

As an agency within Frederick County Government, the Division's emergency preparedness plan is dictated by the County's Emergency Operations Plan. The Division's role in carrying out the plan is determined by the Emergency Management Division. In this County, the Senior Services Division assists whenever needed, depending on the nature of the emergency and the expected duration. A Continuity of Operations Plan (COOP) has been prepared, and is regularly updated to ensure it is relevant and current.

Senior Education – On at least a quarterly basis, the Division provides information and education about sheltering in place, supplies to have on hand during extreme temperatures, and the need for a personal plan for older adults via printed material as well as on our webpage (http://www.frederickcountymd.gov/158/Senior-Centers). Our caregiver and e-newsletters also

provide information and education to caregivers, to those on our distribution lists, and we maintain a presence on social media networks to help remind people about the need to be prepared. Finally, we provide information to our homebound clients by placing educational inserts with meals and when we make home visits to clients.
Outreach Initiative – In coordination with the American Red Cross chapter, other County divisions, the emergency management office, faith based communities, fire and rescue services, non-profit organizations who work with persons with disabilities and those with limited English proficiency, the Division continues to coordinate and provide information so that older adults who may not be known to aging services can gain access to information through their trusted resources. We use a data system (Everbridge) that sends alerts our home delivered meal clients (and their emergency contact person) if meals will not be delivered due to poor weather conditions.
Facility Identification - Frederick County's emergency preparedness division has identified several locations/facilities throughout the County that can be used as shelters if needed, and other publicly owned locations that can serve as warming/cooling centers when weather conditions warrant.
Personnel Resources and Training – All Division staff have taken and successfully passed ICS 100, 700 and 800. The AAA Director has also successfully passed ICS 300 and 400 and participates in two subcommittees of the Emergency Management Policy Advisory Committee (EMPAC). The Ombudsman sits on the local long-term care emergency preparedness committee and helps nursing facilities and assisted living facilities identify alternate locations if a facility must be evacuated. Other considerations of this committee include transportation, staging areas and staffing if more than one facility must be evacuated at the same time.

All staff members have current CPR/AED certifications that are renewed every two years. Staff were recently trained in *CRASE, Civilian Response to Active Shooter Event.*

The Senior Services Division encourages all clients to have more than one emergency backup in their plan of service. The Division also encourages clients to contact 211 for emergency assistance beyond what can be covered under their service plan through Community First Choice and Community Options waiver.

As required in the Long Term Services and Supports Solicitation, the supports planner assists each participant with the development of an emergency back-up plan that is documented in the Plan of Service and includes emergency contacts and steps to follow in the event of an emergency.

The Senior Services Division values the right of individuals to choose services based upon their needs, and as a result of the shift to person centered planning and choice in the long term services and supports arena, we may not know the number of clients who are not able to receive services due to an emergency. If individuals become known to the emergency preparedness officials, if the Emergency Operations Center (EOC) is activated, the staff would refer those people to the appropriate agency for assistance. Life sustaining assistance is prioritized. As noted above, clients of the Division are encouraged to have a backup plan and be prepared. They also know they can call their case manager for assistance.

5. *Nutrition and Supportive Services*
    a. *Nutrition Services*

Trends - Mirroring national trends, the Frederick County Senior Services Division continues to experience a decline in congregate meal participation and an increase in home delivered meal requests. Between FY'17 and FY'18 the number of congregate meals remained stable at 10,107, although the number of participants decreased by 7%. The meal stability is attributed to an increased effort to host large special events that included a C-1 eligible meal. Of those participating in the congregate program, the majority are age 75 and greater with those age 85+ representing 17% of all participants.

The Division made the decision to change the method of reporting one time Elder Expo meals because of the inability to collect the required demographic information (age, race, gender). The meals will be entered in our AIM database as male/female guest over/under 60. This change is significant because the unduplicated number of clients will decrease, although the total number of congregate meals served will be reported.

Senior center supervisors use a variety of methods to achieve congregate and home delivered meal feedback, including informal discussion, specific verbal requests for feedback, observation of plate waste and the annual distribution of an anonymous survey form to meal participants and non-participants. In previous years, the majority found the food offered to be tasty, varied and served at correct temperatures. Criticisms include too much food offered at one time; preferences are for soup/sandwich, soup/salad or sandwich/salad combinations without additional components. Some participants find the components offered to be inconsistent with the recommendations for diabetic diets; more options are needed for ethnically appropriate menus and increasing requests to accommodate gluten free, vegetarian and other special diet needs. As a result, meal participation remains very low for participants under age 75. The Division continues to request guidance from state officials and colleagues on how the menus can better reflect the current requests of participants.

The home delivered meal program continues to expand as an increasing number of older adults and adults with disabilities "age in place" by choice or necessity.
In the past, a Meals on Wheels client was elderly, homebound, in relatively good health and received service for years. Clients today are more likely to be ill with acute and/or chronic conditions, discharging to home from a medical facility sooner or undergoing regular treatments as an outpatient. As a result, some clients are more likely to use the service for shorter periods, resulting in more frequent client turnover. These changes affect the way we have traditionally viewed the program and service delivery

The Division sees the need for more creative and flexible responses to the nutritional needs of Frederick County's older adults. Over the past year, we have been able to make changes in our approach to meal programs that move toward more consumer responsive models. We continue to explore the feasibility of offering a frozen meal option to individuals who can afford to pay for a week's supply of meals.

1. Nutrition Program Administration, Contracting and Operations – In compliance with APD-07-18, Nutrition Services Polices, Section III, B, 1, the Frederick County Senior Services Division provides a daily congregate lunch program at each of four senior centers at least four days per week. Additional meal opportunities are available on an occasional basis in conjunction with special programs and events. Each center is required to offer nutrition

education at least two times per year, with all sites offering education using speakers, demonstrations, audio-visuals and print materials. Staff and volunteers participate in annual food safety and sanitation training, as well as other opportunities for learning and job skills improvement. The Home and Community Connections Director monitors each congregate and home delivered program annually and centers are encouraged to complete self-monitoring, using standardized criteria on a quarterly basis. Senior Center Supervisors continue to encourage participation of the congregate program through personal invitation and by hosting center and cooperative special events to attract participants. The Home Delivered Meal program, including Meals on Wheels, continues to expand service areas through the addition of delivery routes to unserved communities.

The Frederick County Senior Services Division obtains participant comments [APD-07-18, Nutrition Services Polices, Section III, B., 2] through the distribution of a standardized survey (copy included at the end of this narrative) form at each center at least annually, as well as informal verbal surveys and discussions regarding meal quality, customer service and other related factors.

The Frederick County Senior Services Division employs adequate numbers of qualified staff (APD-07-18, Nutrition Services Polices, Section III, B., 2). The Home and Community Connections Director provides supervision and oversight of nutrition services.

The Frederick Senior Center has a fulltime Supervisor and kitchen manager, two part-time driver/aide and volunteers. The Emmitsburg Senior Center has a fulltime senior center Supervisor, part-time driver/aide and volunteers. The Brunswick and Urbana senior centers each have a fulltime Senior Center Supervisor and part-time driver, and volunteers. All federal, state and local employment regulations are observed.

The Frederick County Senior Services Division reports expenditures, units of service, unduplicated participants, program income and other data as required to the MDoA as required by the National Aging Program Information System (NAPIS) State Performance Report (SPR) as indicated in APD-07-18, Nutrition Services Polices, Section E.

The Frederick County Senior Services Division incorporates the advice of licensed dieticians in the planning and approval of all menus funded as required by APD-07-18, Nutrition Services Polices, Section III, C.,1 and *OAA Sec. 339(2)(G).*

The Frederick County Senior Services Division appropriately maintains confidential Client information per APD-07-18, Nutrition Services Polices, Section III, G. 1. The Division maintains a registry of participants using SABERSITE (AIM) in order to document eligibility for service, contact person for emergency notification, economic and social need indicators, ethnicity, living status, and other information that may include additional needs and referrals for other appropriate services. Records are maintained on a secured, web-based system.

The Frederick County Senior Services Division provides Congregate Nutrition Services in a manner that meets state requirements (APD-07-18, Nutrition Services Polices, Section III, H.) including:

- All congregate facilities provide an environment where older adults feel welcome, comfortable and safe.
-The cultural and ethnic preferences are considered when planning activities, programs and meals. Increasing requests for vegetarian, gluten free and diabetic diets will be considered in future food service contract proposals.
-The county's four senior centers are located in various locations throughout the county to be in proximity of eligible individuals' residences. OAA Sec. 339(2)(E)
- All congregate facilities meet ADA standards for accessibility with adequate space for socializing, dining and programs.
- All facilities are equipped with appliances and serving pieces that comply with National Sanitation Foundation standards.
- All facilities comply with state and local codes fire, safety and sanitation. All facilities are licensed as food service facilities.
- All facilities use 'real dishes and flatware'. Adaptive dishes and flatware is provided upon request.
- All facilities provide assistance to participants who have difficulty walking or carrying trays.

The Frederick County Senior Services Division procures catering contracts according to policies (APD-07-18, Nutrition Services Polices, Section III, VI. Contracts,)

A. The Senior Services Division uses procurement policies in accordance with Frederick County Government practices and in adherence of federal regulations.

B. The current congregate contract will expire on May 31, 2020. During the fall, the Division will submit proposed invitations for bids, requests for proposals and other procurement instruments for nutrition contracts to the MDoA at least 30 days prior to distribution to potential vendors.

C. Following the procurement process, all final, signed contracts will be submitted to MDoA using the Food Service Contract Transmittal Form.

D. The Frederick County Senior Services Division will not use state or federal funds to pay for an executed contract without prior approval from MDoA.

In order to serve the growing number of individuals in need of Meals on Wheels (MoW) the Senior Services Division (SSD) has increased the number of MoW's routes throughout the county, increased the number of individuals on each route, streamlined the application process for all nutrition programs, and provided individuals with information concerning local food banks, grocery delivery services and fee-for-service meal options. Yet, we know that:

- There are 20 individuals on the wait list whose applications have been reviewed and have received an in-home assessment concerning need and priority.
- There are 13 individuals whose applications are in process.
- Meals on Wheels currently serves 221 clients via 20 routes.

The SSD has proposed a pilot program, "Express Meals," to eliminate the Meals on Wheels waitlist. An organization has been identified that will provide a meal box that includes seven frozen meals. Each meal includes a protein, vegetable and carbohydrate that meet Older Americans Act nutrition standards, along with a milk, juice, fruit cup and bread. Each box would cost $35, (7 meals at $5 per meal). As this is a fee-for-service program, and because the SSD serves individuals with varying resources, two payment options would be offered: full price of $5 per meal or a subsidized price of $2 per meal if an individual is currently receiving a subsidy program such as SNAP, Energy Assistance, Medicare subsidies, etc. Individuals interested in subscribing to Express Meals will complete an application, payment in advance is required, and meal boxes will be delivered once a week. The SSD will provide program oversight and will use SSD drivers and volunteers to deliver the boxes on a weekly basis. Additionally, the SSD will purchase a commercial freezer for storage of the boxes to meet emergency needs. Funds to pay for this three-month pilot program will come from accumulated federal financial participation (FFP) funding. The program will be evaluated at the conclusion of the three-month pilot.

The Division recently created a new virtual learning center where a series "Silver Platters" can be viewed. Each segment offers new and creative nutritious, cost effective recipes for cooking for one person. It is a "hot spot" on the website and other websites, including the local hospital have linked to it.

b. Supportive Services

1. Federal Programs – Title IIIB – This AAA provides in-home and supportive services funded with Title IIIB of the Older Americans Act to frail and disabled persons within this Planning and Service area. Title IIIB services are coordinated as follows:

- *In-home Services* – are available to persons age 60+ and determined to be moderately to severely disabled. Five in-home aides funded from the Title IIIB grant and County general funds, offer personal care and light chore services to clients each week.
- *Access Services* – the AAA employs four part-time drivers and owns six vehicles that are used to transport clients to the senior centers. The cost to ride an AAA owned vehicle is nominal ($1.00 each way) but no one is denied a ride because of lack of payment.
- *Legal Assistance* – these services are provided through an annual contract between the Division and the local Legal Aid Bureau. The Division uses 5% of our federal Title IIIB allocation for this purpose. Older adults can contact the Legal Aid Bureau directly for legal advice on issues such as housing, consumer problems, government benefit programs, landlord/tenant issues and health care concerns. The Legal Aid Bureau also provides advocacy and assistance to persons in long-term care and refers them as necessary to the Division's Ombudsman. Community education is also provided on a regular basis by the Legal Aid Bureau and as necessary, the organization can provide outreach to homebound individuals. Finally, the local office publicizes their services in nursing homes, older adult housing complexes and senior centers in an effort to reach the low income minority population and other eligible participants. These services are provided free of charge to the participant and there are no income eligibility requirements for legal services covered by the Division's contract with the Legal Aid Bureau. The Bureau attempts to provide services to low-income minority individuals in the same proportion as the population of low-income minority older individuals bears to the population of older individuals in Frederick County. Quarterly, the Legal Aid Bureau

provides aggregate data to the Division regarding the number of appointments and unduplicated clients who are served. This information is shared with the Program Manager at MDoA.

Recently, the Division created a privately funded scholarship for individuals age 60+ who are on a limited income to reduce the fee of eligible fitness classes. Applicants must already be qualified for a government benefit programs (i.e. energy assistance, food stamps, QMB/SLMB) so that means testing by this agency does not occur. Redacted applications are reviewed by members of the Senior Services Advisory Board to ensure eligibility. The public has the ability to donate to the scholarship via our Estore and the scholarship is available as funds permit. This scholarship may be expanded to other areas of our program offerings if demand warrants.

2. Federal Programs – Title III-D

In partnership with Frederick County Parks and Recreation, the Division will use Title III-D funds to offer

- "Walk with Ease," an evidence based program from the Arthritis Foundation that is proven to reduce the pain of arthritis and improve overall health. Parks and Recreation will supply the instructors and the Division will purchase the required workbooks.
- Staff attended a two-day training in order to become certified to teach "Powerful Tools for Caregivers," a six week evidence-based educational program to promote self-care for caregivers by offering tools, strategies and support. The goal is to increase caregiver health and confidence. Workshops will be offered at least twice during the year.
- Three part-time staff are now certified as PEARLS (Program to Encourage Active and Rewarding Lives) facilitators and will begin to provide 1:1 interactions with eligible clients. Funding for this program is also available through a three-year grant under the Living Well Center of Excellence.

The Division continues to emphasize health education and physical fitness in the senior center programs. All senior centers offer a wide range of fitness classes and activities for participants.

The Division's popular "Ask Nurse Steve" program features monthly presentations at each senior center by a staff member who is a Licensed Practical Nurse (LPN). He designs educational programs based on requests from participants, and performs basic health screenings.

The Division also provides a weekly evening/dinner program at the senior centers with topics of interest to a wide variety of audiences. These programs continue to draw attendees that do not normally attend senior centers.

3. Federal Programs – Title III-E

The Division's Family Caregiver program receives contacts from more long distance caregivers and families wanting to bring relatives to Frederick County from other states. The Caregiver program offers ongoing, support for those persons who have committed themselves to providing care to a family member or loved one. In some cases, when this program's resources are not sufficient to address the needs of the caregiver, clients are referred to other resources within and outside the Division. These services are provided without regard to income.

As an added benefit to our caregivers and those whom they care for, Caregiver Program Coordinators continue to assist Information and Assistance (I&A) staff to be able to provide I&A services to the people they serve. This also includes State Health Insurance Program (SHIP) information by assisting with applications and case management with Medicare D reviews and enrollment. The program coordinators work closely with the SHIP Service Navigator to be sure caregivers (if relevant) and the people for whom they care can be screened for additional services and programs by the same staff—an added bonus to the people we serve, and a great way to provide a continuum of care.

Regular correspondence is maintained with caregivers via email (or mail if email is not used) through a monthly newsletter that includes a reminder of the monthly support group, other programs and services relevant to caregivers, articles of interest, highlights of services and products that may ease caregiving roles. Additionally, there are a number of professionals from a variety of backgrounds who also receive this correspondence as a means to keep them connected and updated on services that may be applicable to the people they serve.

The Division has implemented several new programs over the last year to assist caregivers. They include:

1. *Dementia Live* – (NEW INITIATIVE) Participants are temporarily immersed in a simulation of what it may be like to have dementia followed by an empowerment session to discuss take-a-ways from the experience. This powerful program seeks to help caregivers, community members and professional care providers develop a deeper understanding of the disease and accompanying behaviors, as well as develop sensitivity and empathy. Over the next year, a goal of the program is to offer Dementia Live to all *400+* members of the DFRS including recruits as well as other community agencies.
2. *Program to Encourage Active and Rewarding Lives- PEARLS*. (NEW INITIATIVE) This evidence-based program is a series of eight one-on-one meetings focusing on empowerment and skill building in an effort to increase problem solving skills, physical and social activity and pleasurable activities. The goal is to help participants identify things they would like to work on in their lives, gain skills to attain their goals leading to an increase in their quality of life.
3. *Powerful Tools for Caregivers* - (NEW INITIATIVE) is a six-week program for caregivers that focuses on the caregiver and provides problem solving strategies and tools to empower caregivers to manage stress and problems more confidently and competently.
4. *Video for Employers* – (NEW INITIATIVE) in collaboration with the local Chamber of Commerce, Business Task Force of the Senior Services Advisory Board and Frederick County Government Video Services, a video was produced targeted at employers to help them understand how their employees are affected by caregiving responsibilities. It is meant as an educational tool and to inform human resource professionals of available help in the community. This is also on our virtual learning center. A link to it is attached. (https://www.frederickcountymd.gov/7557/Caregiving-in-the-US).

Education/Training/Support

- Monthly non-disease specific support group
- Provide speakers bureau services as requested
- Provide education and training in coordination with other organizations

- Offer an educational program for caregivers through the County Human Resources Division

Access Assistance

- Regularly offer social activities and events for caregivers that vicariously provide support as well, including
    - Partner in the Arts
    - Circle of Friends- Memory Café and More
    - Annual Caregiver Appreciation Tea
- Provide individualized information, referral and support services to caregivers via phone, email in-office appointment or home visit
- Link caregivers with other relevant community resources and programs
- Maintain a caregiver resource lending library
- Offer a monthly caregiver update available to caregivers via mail or email
- Routinely screen caregivers and their care receivers for eligibility of other programs that provide assistance (i.e. Medicare prescription assistance, Maryland Energy Assistance, Homeowners Property Tax Credit, Renters' Tax Credit)

Information Services

- Monthly press releases regarding the support group, *Circle of Friends* program and other related offerings
- Participation in the annual Elder Expo and caregiver conference
- Participation in various health fairs throughout the year
- Public Service Announcement that airs regularly on county government TV channel

Respite

- Reimbursement of respite services provided by a private individual/friend/family, in home agency, facility or adult day program up to $350.
- The Senior Services Division create a Respite Care Fund (NEW INITIATIVE), located on the Senior Services Division e-store, so that interested businesses, organizations, and individuals have an opportunity to support, and affirm, the role of caregiver, via their donation. These donations would supplement the federal respite care grant funds so that more caregivers may be served and eliminate the associated wait list that exists.

Supplemental Services -

- Reimbursement up to $350 for supplemental/medically necessary equipment and services including accessibility ramps, lift chairs, medication and medical appointment co-pays, home modifications, incontinence supplies etc. These services are limited to persons who need one-time only or short-term benefits.

In compliance with the Older Americans Act guidelines, support from this program is available to all caregivers, regardless of income, and means testing is not conducted. We continue to form connections with other agencies and services in the community to build partnerships and capacity. Coordinators are involved in supporting and advocating for programs and services relevant to caregivers and the people they care for by sitting on committees, seeking feedback

The monthly caregiver update lets people know about our programs as well as other Senior Services Division programs and community programs in an effort to broaden the services that

each person is aware of and from which they can benefit. Routinely, the Caregiver Coordinators are involved in home visits, family meetings and brainstorming sessions with other programs in an effort to incorporate a multi-faceted service delivery. The Coordinators regularly seek informal feedback from consumers to identify new interests and programs.

Grandparent/Kinship Care- maintain relationships with community members working in these service delivery areas and offer respite opportunities for these individuals as identified by other organizations. We serve grandparents or other relatives caring for a child under the age of 18 by offering respite subsidies as funding allows. Our program is a referral source to other agencies / programs that are working with grandparents including the Family Partnership and the Frederick County Department of Social Services. Contact with the local Kinship Navigator at the Department of Social Services in Frederick has provided an additional local referral source. Individualized meetings are available upon request.

The Senior Services Division will take the lead in the implementation of the *Dementia Friendly America Initiative*. Currently, there is a Dementia Friendly Frederick County steering committee comprised of local professionals, caregivers and advocates. The Dementia Friendly action plan relies on the Senior Services Division to:

1. Provide education via "Dementia Live," an evidenced-based program that the county has purchased the license to use, including the training of several staff members, and the specialized equipment required to create the Dementia Live experience.
2. Provide education via the "Caregivers in the Workplace" video, a resource owned by Frederick County government, and created by Frederick County video services in collaboration with the SSD's Caregiver Support Program, and the Senior Services Advisory Board's Business taskforce.
3. Provide leadership, currently on an informal basis, via a SSD's Caregiver Support Program staff person.

4. Federal Programs – Title VII

Over the next four years, the Long Term Care (LTC) Ombudsman plans to work on initiatives that:

- Promote stronger awareness of the regulations for residents in assisted livings
- Implement a stronger volunteer base in Frederick County, by being advocates for assisted living residents, and
- Enhance community partnerships that can benefit residents in the LTC community.
- Maintain visitation to nursing homes at 100% and 98% at assisted livings
- Include at least three certified volunteers to assist with resident councils initiatives, work on community education about the Ombudsman program, educate family councils and conduct facility visitation.

Frederick County's Ombudsman program has its first certified and trained volunteer. He is focused on visiting each facility, attending Resident and Family Council meetings (when invited) and would like to promote the benefits of the program through educational articles strategically placed in the community media. This will occur with the knowledge of Division leadership.

The LTC Ombudsman will continue to forge partnerships with other jurisdictions to provide training to volunteers within existing programs.

The Ombudsman will continue to embrace new partnerships within the community including Legal Aid, Maryland Access Point, Department of Social Services, the court system and local attorneys. In addition, the Ombudsman looks forward to working with community partners of our local EAVA (Elder Adult and Vulnerable Adult) taskforce. This year the group will work on an event in recognition of World Elder Abuse Awareness Day (WEAAD). Attendees can bring documents to be shredded by a local vendor in an effort to deter identity theft.

The Frederick County Ombudsman continues to work with Maryland's Assisted Living and Nursing Home Oversight Committee. Participation in the group encompasses issues specific to the long-term care community and promotes systemic advocacy.

5. Other Federal Programs

Senior Medicare Patrol Project (SMP) /Senior Health Insurance Assistance Program (SHIP) - Medicare Improvements for Patients and Providers Act (MIPPA) – these programs are managed by the Service Navigators. The Division is extremely fortunate to have several well-qualified and dedicated volunteers who assist the staff in providing services, benefits outreach and education to beneficiaries who need assistance. These individuals and the staff work collaboratively to provide high quality presentations and workshops. One staff member is responsible for completing the SHIP data collection and reporting, which is sent electronically using the required software. The SHIP staff and volunteers have been successful in assisting many Medicare beneficiaries with open enrollment, and provide enrollment assistance to those who are new to Medicare, or who need to make changes to their prescription drug plans. The Centers for Medicare and Medicaid (CMS) staff will job shadow our SHIP counselor, which they found to be beneficial in the past in helping the CMS staff understand what occurs at the local level. The Frederick County SHIP unit regularly meets or exceeds the performance measures of the program. The Medicare Learning portals on our virtual learning centers are another "hotspot" on the Division's webpage.

Since the Senior Services Division has a lean staff and grant allocations are small, the SHIP staff members are expected to handle not only the grant activities noted above but also the Information and Assistance (I&A) activities. In addition, the staff assists with enrollment in the Senior Prescription Drug Assistance Program (SPDAP) and the Extra Help Low Income Subsidy (LIS) Program. During open enrollment, clients are screened not only for these programs but also for others such as the homeowner and renters' tax credit programs as well as energy assistance and food stamps.

Medicaid Claiming Reimbursement through Federal Financial Participation – The Division has used some of the funds received through this funding stream to offer respite grants to individuals in our Caregiver Program. We are also considering using the funds to support the personnel expenses of an aide in one of our senior centers. Given that this is a relatively new funding stream for the Division, staff made the decision not to spend the funds until we accumulated several years of experience and could estimate a yearly projection of revenue. What this has shown is that with stable personnel in place, funding is about what we anticipate.

Retired Senior Volunteer Program – The Division has an Agreement with the Asian American Center who administers this program to serve as a station site for volunteers. To date, we have 31 people assigned to the Division through this program. The majority are Meals on Wheels volunteers.

Farmer's Market Nutrition Program - This Division no longer participates in the Farmers Market Nutrition program due to the low redemption rate. Instead, "Groceries for Seniors," a partnership between the Division and the Maryland Food Bank and Seed of Life, Inc., is a food distribution event held on the first Friday of every month. Recipients can "drive by" to collect their bag(s) of food supplied by our partners. To date, over 336 unduplicated households have collected food. This program has had great success. Recipients like the anonymity that the program offers because they do not need to get out of their vehicles and can complete their registrations within the privacy of their car. Volunteers place the food in the vehicle. Foods include canned goods, fresh produce (when available), juice, canned meats and powdered milk. We also use this monthly event to provide nutrition education to recipients as well as information about frauds and scams, and this year, our WEAAD (World Elder Abuse Awareness Day) event will occur on the same day so attendees can have personal information shredded and collect food. The Division recently received a small grant from the *Rotary Club of Carroll Creek* to offer proteins such as tuna and eggs during the food distribution events.

6. State Programs

Maryland Access Point - Information and Assistance (MAP I&A) – Senior Information and Assistance services are provided via a state grant and local funding. Services are provided at all senior centers and as noted earlier, our MAP program staff travels to clients' homes and into the community to meet people (especially to areas with a concentration of low income and minority older adults) where they live and congregate. Going to them, instead of older adults coming to us, is an effective means of providing services because it alleviates certain barriers to obtaining service (i.e. lack of transportation or unwillingness to drive county roadways). The Division is invested in meeting people in their community and we travel to municipalities like Middletown, Thurmont and Libertytown as examples. This approach promotes a sense of trust and familiarity with staff and as a result, we can serve a greater number of people. Appointments are made in advance and staff brings equipment such as a portable copier and camera so that copies of eligibility documents or pictures of the documents can be taken for reference at a later date.

Several staff members and community partners like Home Instead (personal care agency) and Walmart collaborate during the fall of each year to offer "Be A Santa to a Senior" which provides holiday gifts to seniors who are known to case managers of the I&A, Guardianship, Senior Care, Community Options, home delivered/Meals on Wheels programs. Gifts tags are hung on holiday trees at the local Walmart locations with the gender, age and particular need(s) of the client. The community always comes together to purchase these items which are then wrapped at a holiday party by staff and volunteers. The case managers then deliver the gifts to clients during the holidays. This wonderful event helps to ensure that the season is a little more pleasant for those who may be isolated and not have any family. In December 2018, 352 gifts were given to almost 175 people.

Public Guardianship
The Public Guardianship caseload has remained stable over the past fiscal year. The Division works with Adult Protective Services (APS) staff to ensure that all other resources have been explored prior to recommending a client for public guardianship. The Guardianship Administrator also works with the local hospital and other organizations to offer information about Advanced Directives and encourages everyone, not just older adults to prepare a Power of Attorney and/or Advanced Directive.

Senior Care – Frederick County's Senior Care program is a coordinated inter-agency service delivery system that enhances an existing network of programs and services delivered by the Frederick County Department of Social Services (DSS), the Frederick County Health Department (FCHD) and the AAA. This cost effective system provides services to moderately and severely disabled older adults who are at risk for institutionalization and who meet the Senior Care eligibility criteria. Clients may be eligible for case management services only or case management plus purchased gap-filling service if they meet established financial standards and other criteria. The DSS has functioned as the lead agency for the Senior Care program since 1986. Their primary responsibility is service coordination among participating agencies, statistical tracking and report generation as well as fiscal management, client assessment, case management and direct service provision. Five in-home aides funded from the Title IIIB grant offer personal care and light chore services to clients each week. Three case managers, paid from local funds offer case management and gap filling assistance.

The FCHD, through the Adult Evaluation and Review Services (AERS) provide nursing assessment and complete the nursing evaluation for all new Senior Care clients and the bi-annual assessments for on-going Senior Care clients, as well as case management and direct service provision.

The AAA administers the Information and Assistance and MAP programs that provides the initial screening which results in numerous referrals for assessment and services from the Senior Care program. Limited case management and direct service provision is also offered via the Division's programs and services. The AAA provides overall administrative oversight of Senior Care and the director has started monthly meetings with all Senior Care staff.

Frederick County's Senior Care system offers multiple entry points for information, screening, referral for assessment and services. Multiple entry "intake" points help to ensure prompt response, timely and accessible services, and an intake system that provides the widest possible options and person centered direction for older adults. This collaboration also fosters and enhances inter-agency communication and coordination. The Senior Care program, just as the Division, continues to be challenged by increased demand for services and needs with little to offer at times in lieu of waiting lists. All parties continue to develop ideas and alternate ways to provide for more with fewer resources currently available.

Senior Center Plus – the AAA does not offer a Senior Center Plus program. However, Daybreak Adult Day Services is administered by a non-profit organization. This agency is an excellent respite care option for persons who need socialization, assistance and supervision with activities. In addition, Frederick County entered into a contract with the organization to provide respite for individuals who make too much money to qualify for a subsidized rate at the facility but cannot afford to pay the full daily rate. Between July 1, 2018 and January 31 2019, the

organization used $48,179 of County Senior Services funds to subsidize 890 days of service for 30 unique clients. At present, 22 of those clients are still attending.

Funding was used for new admissions, as well as to increase the number of days a current admission may have been attending. Clients attending range in age from 52-92. Respite for spouses was a significant cause for initial placement or expansion of services. The challenges these caregivers face is significant. In addition to providing the seniors a safe, entertaining and stimulating place to spend time during the day, the contracted organization provides the caregivers needed respite from their 1:1 care duties, as well as peace of mind, emotional support, education, and guidance.

Senior Assisted Living Group Home Subsidy Program – The Senior Services Division has one signed provider agreement for the Senior Assisted Living Group Home Subsidy. However at present, the provider does not carry all the necessary insurance and at the limits Frederick County requires. The County's Risk Management office continues to work with the provider. All other eligible assisted living facilities in Frederick County were contacted and encouraged to participate however none have chosen to do so.

Supports Planning for Medicaid Community Long Term Services and Supports - The Frederick County Senior Services Division is working under the State's business plan for providing supports planning to older adults and individuals who have a disability for the Community First Choice (CFC) and Community Options Waiver (CoW). Presently, the Division does not have plans to hire another supports planner for the Community First Choice or Community Options Waiver. Our staff/client ratio is 1:45, which is at the state recommended maximum. All supports planning tasks are completed within the guidelines of the Supports Planning Agency solicitation created by the Maryland Department of Health.

Focal Points – Focal points in Frederick County continue to be the four senior centers operated by the Senior Services Division. They include the Brunswick, Emmitsburg, Frederick and Urbana Senior Centers. These four locations are considered the "gateway" to services and programs available for older adults, their families, caregivers and those individuals who have a disability. From each of these locations, the public can access a comprehensive service delivery system that can help meet their needs.

The Senior Services Division makes a concerted effort to reach out to older adults, their families, caregivers, and those people who have a disability by producing and sending a quarterly e-newsletter, presentations to organizations to promote aging services, outreach via the local newspaper about weekly events, social media (Facebook) and posting information on our webpage. The Division also runs a continuous loop about fun facts, Division activities and menus on a centrally located computer that visitors and participants can read as they are waiting for an appointment or transportation.

There are no plans to construct multi-purpose senior centers, however, a feasibility study is being considered for the Frederick Senior Center due to the significant increase that has occurred in programs, activities and services at the center. The results of the study will determine whether a new center will be added to the Capital Improvements Plan (CIP). In addition, discussions are underway with Brunswick City officials to determine if another location for that senior center is feasible. Presently, the senior center is located in a small house, with

very limited parking and accessibility. As a result, it is impossible to expand the program offerings at this location. The Division is also discussing the possibility of constructing a new senior center in the eastern area of the County, where we do not have a presence. This project would be done in collaboration with a municipality.

The four centers noted above are available for other County government departments and agencies to use for special purposes (i.e. early voting, retirement education, classes sponsored by the community college).

Volunteerism – The Division has benefitted from hiring a Volunteer Coordinator. This individual has created a strategy to recruit, train and celebrate Meals on Wheels volunteers is responsible for the overall recruitment, training and recognition of all Division volunteers, In addition, the coordinator continues to help expand opportunities for employees of local businesses to give back to the senior community.

Volunteers play an integral role within the Division and we are fortunate to have a cadre of dedicated, caring and professional people with whom to work. Over 200 people have offered their expertise and time to the Frederick County Senior Services Division. These individuals help us extend services, provide a personal touch to services and add value to our programs. They provide assistance in many ways to help older adults - at senior centers by preparing café lunches, providing tours, or decorating senior centers; telephone assistance, delivering meals, preparing income tax forms, tax credit and renter's tax credit applications; health insurance counseling, teaching classes and driving seniors to/from the senior centers. Equally important, their service saves Frederick County taxpayers close to $330,000 every year. Without their help, this Division could not provide the level of services that we currently offer. They truly are the backbone of this agency.

D. Public Input and Consumer Rights

1. Public Hearings/Views of Recipients

The Senior Services Division hosted a meeting on Friday, May 10, 2019 (Minutes attached) to obtain the views and comments from people interested in the development and administration of the area plan. Members of the Senior Services Advisory Board, partners of the Division, and a representative from a local state senator's office attended to learn more about the FY'2020 Area Plan and about new initiatives planned for the upcoming fiscal years. Participants discussed changes that have occurred as the (former) Department of Aging has transitioned to a Division, and strengths and challenges concerning aging services were addressed. The participants offered helpful, useful information, and suggestions to Division staff.

The Frederick County Senior Services Division welcomes comments or suggestions for improvements in service delivery and available services. Through the MAP and senior center programs, we have developed a survey for service recipients to assess our responsiveness and effectiveness. We routinely survey our congregate participants to understand their views of the food program and ways they think we could improve it.

2. Advocacy

To the extent feasible, the Frederick County Senior Services Division will serve as the advocate and focal point for older individuals within the community by monitoring, evaluating and

commenting upon policies, programs, hearing and community actions that affect older adults. The Division and its partners continue to work together to ensure that older adults and individuals with disabilities are served in their preferred environment. Options Counseling is offered, and person centered goals and plans are created. When appropriate, follow up is offered and encouraged to assist the individual and/or family make choices that are in their best interest.

The Elder Services Provider Council, a networking group of senior care professionals across multiple business types, both for profit and non, holds its months meetings at the Frederick Senior Center. The ESPC has more than 70 member agencies and more than 30 professionals attend meetings each month, with a notable number of businesses new to the community joining regularly. A member of the Division also attends the meetings, which helps keep the ever expanding and changing senior care network aware of Division resources and events and allows the Division to be kept aware of community resources, events, and potential collaborations. Frederick County boasts a uniquely collaborative senior care network where advocacy, warm handoffs and interagency support and referral is the norm, with Division staff playing a key role.

3. Grievance Procedures – Attached

SENIOR SERVICES ADVISORY BOARD

Meeting Date: Second Monday of each month at 1:00 p.m., Frederick County Division of Senior Services, Frederick Senior Center, 1440 Taney Avenue, Frederick, Maryland.

Established: Bill No. 18-23 (Enacted October 16, 2018; Effective December 15, 2018). This bill formally abolished the Commission on Aging.

No. of Members: 11

Quorum: TBD

Length of Term: Three years; staggered terms

Procedure for Appointment:

The County Executive appoints the members with confirmation by the County Council.

Purpose:

Advises the County Executive, County Council, and the Director of the Senior Services Division on the Division's delivery of a comprehensive and coordinated plan of services and activities for older individuals.

Commission Members	**Term Expiration**	**Member Since**
Officers		
Ms. Sandra L. Wastler **(Chair)**	6/30/2019	2/16/2016
Ms. Thea A. Uhlig-Ruff **(Vice Chair)**	6/30/2021	2/16/2016
Ms. Dianne L. Lewis **(Provider rep.)**	6/30/2019	5/5/2015
Ms. Ann McDermott	6/30/2019	2/16/2016
Ms. Marcy A. Gouge	6/30/2019	2/21/2017
Ms. Marva J. L. Younger	6/30/2020	10/17/2017
Sally Livingston, MA, RDN	6/30/2020	7/17/2018
Mary Wark, M.Ed., CRC-Retired, CAPS	6/30/2020	7/17/2018

SENIOR SERVICES ADVISORY BOARD

Mr. Thomas F. Lawler	6/30/2021	6/5/2014
Ms. Cheryl 'Dakota' Shelton	6/30/2021	10/2/2018
The Honorable M.C. Keegan-Ayer Frederick County Council (Ex officio and Nonvoting Member)		1/6/2015
The Honorable Donna Kuzemchak The City of Frederick (Ex officio and Nonvoting Member)		1/3/2018
Ms. Kathryn D. Schey Director Frederick County Senior Services Division		7/30/2018

2019 Frederick County Senior Services Division
Senior Center Participant Satisfaction Survey

The Frederick County Senior Services Division wants to know about your experiences at the senior center(s). This 11 question survey will only take about 5-10 minutes of your time. Your answers are anonymous, confidential, and much appreciated!
Please circle your answer for each question.

1. **Overall, how satisfied are you with the services at the senior center(s) you attend?**
   Very Satisfied
   Satisfied
   Neither satisfied or dissatisfied
   Dissatisfied
   Very dissatisfied
   Please tell us why-

2. **Please provide at least one suggestion for an activity, class, event, service, or trip destination you would like to see added to senior center schedules.**

3. **What would you like to see changed or discontinued?**

4. **Are you aware of the following programs and services offered at each senior center?**

Yes No Health and wellness speakers

Yes No Classes and speakers on a variety of educational topics such as art, current events, history, music, etc.

Yes No Exercise and Fitness classes

Yes No Daily lunch program

Yes No Ask Nurse Steve. A monthly health talk and blood pressure screenings

Yes No Chat With Joy. A timely topic from the Maryland Access Point coordinator

Yes No Volunteer Opportunities

Yes No Frederick County Senior Services Division Website. A resource for activity calendars, menus, day trips, and other info

Yes No Frederick County Senior Services Division Virtual Learning Center. An on-demand video library of topics such as Medicare, nutrition, and caregiving.

Yes No Public Computers and Free Wi-Fi access

Are there any other services you would like to specify?

5. **How do you rate the following? Please check the box that best describes your opinion.**

	Poor	Fair	Good	Excellent	No Opinion
Programs (classes, activities, speakers, trips, etc.)					
Meal Service (food options, plating, serving times, seating options)					
Facility (overall appearance, cleanliness, comfort, space & equipment availability for your preferred activities, safety)					
Staff (professional, responsive, friendly)					
Affordability (class fees, meal contribution, trip fees, special event fees)					
Senior Center Transportation (cost, availability, length of time on van, vehicle type and condition, driver)					
Volunteer Opportunities (know what's available, ease of sign-up, training and support)					

Please use this space to share your thoughts in greater detail about any of the above.

6. **In what ways have you benefitted from attending a senior center? Check all that apply.**
   A. I see no benefit from attending a senior center
   B. Improved strength/flexibility/balance/health from fitness programs
   C. Improved nutritional health from dining program(s)
   D. Improved mental sharpness from classes and activities
   E. Improved connections with others through social activities
   F. Improved sense of belonging through volunteer activities
   G. Other (please specify)

7. **I belong to the following generation:**

   ___ The Greatest Generation (born in 1910-1924)

   ___ The Silent Generation (born in 1924-1945)

   ___ The Boomer Generation (born in 1945 – 1964)

   ___ Generation X (born in 1965 – 1979)

   ___ Other (please specify) _____

8. **How long have you attended a Frederick County Senior Services Senior Center?**

___More than 10 years ___ 1-5 years
___5-10 years ___ Less than one year
___ I don't attend a senior center. Why not? _____
How did you hear about the senior center?

9. **What is your preferred method of getting information about senior center activities, events, meals, trips, and other programs?**

___ Word of mouth from a friend or another center participant
___ Monthly calendar and menu available in print form at the senior center
___ Website
___ Facebook
___ Email
___ Other (please specify) _____

10. **Which Frederick County Senior Center do you attend most often?**

___Brunswick
___ Emmitsburg
___ Frederick
___ Urbana
Why do you attend this center most often?

11. **What else would you like us to know about your senior center experiences?**

Thank you for taking the time to complete this survey. The results of this survey will be shared with senior center staff and participants, and will be used to enhance and improve senior center services.

Area Plan Meeting
Frederick Senior Center
May 9, 2019
9:00 am – 10:45 am

The meeting was initiated by Carolyn True to obtain community and local agency feedback on the 2020 Area Plan. She invited members from the Seniors Advisory Board, Advocates for the Aging, local officials, and other interested parties. Multiple staff members were also present at today's meeting.

The Area Plan is a document that the Division shares with the Maryland Department of Aging. This year requires a comprehensive re-write; updating from the last three years and planning for the next three years. An update will be completed each of the following three years. The Plan comprises federal and state funds and how the Division uses those funds to support the seniors in the County. The MDoA uses the information and shares it with the Administration for Community Living (ACL). This information feeds into the NAPIS (National Aging Program Information System) report, which is a federal report that is shared with the MDoA and ACL. This report counts transactions/units of service that occurs in each of the programs. The Frederick County Senior Services Division is more focused on service outcomes and how our programs make a difference. The transition from a Department to a Division level has expanded opportunities and opened doors to new initiatives.

The majority of discussion was focused on two specific documents of the information presented. The Area Plan tracks registered and unregistered services. The funding is tied to these two types of services. Registered services are client specific and unregistered services include no demographic information. The documents available for review today are a work in progress and are in draft form.

Services Needs Form B – This form shows the registered services, unregistered services, the unduplicated number of people we expect to serve, and the projected units of services in the course of a year. Some demographic information may be missing because participants do not supply that information to us and the discrepancy must be disclosed if the variance is greater than 10%. There are some services the Division does not provide because staff is not available for that purpose. The Division is now required to provide evidence-based services and has three specific programs occurring in the next year.

Compared to last year's numbers, there is a decrease in home delivered meal (HDM). The reason for this is because the client base has stabilized and some of the needs may be short term. These numbers are a projection and varies from year to year. An audience member stated that the hospital is providing meals to patients when they are released from the hospital and MoWs is not available. The Division plans to initiate a new program to provide frozen meals one time a week for those who are on the wait list or cannot obtain meals in another way. The Division is offering more meals to clients than ever before (in part) due to the support of the County Executive. Clients may need meals because of inability to grocery shop (transportation) and

others are not able to prepare meals. The Division has a temperature controlled truck (thanks to the Friends of Meals on Wheels) to expand services and options for food delivery.
The HDM served is stable at approximately 200 a day and the maximum capacity is pushed every day.

The Division no longer offers chronic disease education programs. The hospital offers various programs and the Division promotes their programs by hosting and offering space. The Division works with the County Parks and Recreations Department and with the Health Department to offer programming.

The projected number of the congregate meals is also declining. One of the reasons for this decline is the lack of interest in the food provided by the congregate meal menu. The dietary requirements set forth by MDoA are very stringent. This is not a federal determination so other states have different nutritional guidelines depending on their priorities. It was agreed by providers in the audience that the guidelines for Maryland are too restrictive. The food may be served but many times is not completely consumed, much of it ends up in the trash can after the meal. Seniors may miss out on meals and/or socialization opportunities because of the issues related to the menu offerings. This type of information would only come to light with a survey process. The decline in the meals served is the main indicator in the nutritional requirement issue. The demographic of the senior population is changing which will cause the issue to worsen. The money wasted is only a segment of the problem, there is also an issue of food waste and what becomes of the refuse ending up in the trash dumpster.

The Frederick Senior Center also offers a café option for lunch. The Friendship Café either breaks even or has a small profit (which goes into the congregate program). It offers sandwiches, soups, and salads and is a nice alternative to the heavier congregate meals. The café offering is not counted in the units of service counted. This opportunity cannot be offered at other senior centers due to lack of staff. Special diets/ethnic meals cannot be accommodated by the congregate meal program offering.

Services Needs Form A – This form includes clients in registered and non-registered services. Some demographics, such as race and ethnicity, need to be captured for clients in registered services. These funds are earmarked for clients/participants 60 and older. The numbers for poverty/rural columns are low. Participants are not answering these questions and staff are not asking or assuming the responses. An audience member questioned if information could be extrapolated from other community reports and have this information included in the narrative portion of this Plan? The ALICE (Asset Limited, Income Constrained, Employed) Report specifically addresses/counts residents in poverty and below poverty areas of the County.

MDoA is persistent in counting accomplishments via transactions counted. This Division is not a strong data collector, but has countless instances of making a difference in a client's life. The Division currently uses multiple systems to collect data and is working with the County IIT Department to design a better data collection system to work with the current system.

An audience member stated that the numbers for minority data is low and suggested more outreach be done for this population. It is a laudable goal but one issue that may obstruct this would be lack of staffing that would be required. Increased awareness of privacy necessities is another obstruction to collection of this type of data. Scams and cases of fraud cause individuals to be less likely to divulge personal information. Although there are many races/ethnicities/cultures attending all the senior centers, it is difficult to show this on paper. A survey was suggested by an audience member with the addition of a monetary incentive offered for completed survey. Partnerships and/or grants could be a resource to implement the incentive. Accurate information is necessary to report good data. The accuracy will also assist with requests for staff and capital improvements that will be necessary as the Division grows.

Service Needs Form A and Service Needs Form B are important forms for discussion, but discussion is open for questions about any other forms in the packet as well as other thoughts regarding services for older adults. An audience member asked to discuss the MAP (Maryland Access Point) program and its needs. MAP is the initiative that allows a "one-stop shop" to allow individuals to call one place and receive information on multiple programs. The call will start a triage process to discover what the exact needs are and what programs fit those needs. The Division will have a new number (301-600-1234) to ease access to these programs/services. The complexity of issues that individuals have when they call in has changed. This is not easily defined in the current database system. The diversity of issues is going to increase as the population grows. The acuity of the needs from the call into the Division may change once a home visit is completed. The Division offers limited case management but staffing does not allow for this on a larger scale. The data collected on the units of service does not consider the time a staff member spends on an individual's needs. Again, it is difficult to use this type of database to capture what the Division staff actually does in terms of outcomes. The State continues to require reporting of service data related to the MAP programming. There will be some increase in staff with the upcoming County Fiscal 2020 budget. There are multiple programs that have increased staff needs. The Caregiving Program is growing as the older population has increased need for caregivers.

The FFP (Federal Financial Participation) started a few years ago, allows the Division to utilize staff time studies to apply for reimbursement for services related to Medicaid.

FREDERICK COUNTY SENIOR SERVICES DIVISION GRIEVANCE PROCEDURE

A) If a program participant or applicant is dissatisfied with service provided or is denied a service, or any time program staff takes action affecting the provision of service to a program participant or program applicant, the staff shall inform the participant or applicant, in writing, of the right to an appeal concerning the action taken.

B) In order to appeal a decision, the participant or applicant (complainant) shall submit to the program manager, within twenty (20) days of receipt of the decision being appealed, a written appeal letter that shall be signed by the complainant and shall contain the following information:

1) the complainant's name, address and telephone number;

2) clearly identified issues(s) that are being appealed; and

3) a full statement of the complainant's position on the issue(s) with all pertinent facts and reasons in support of the complainant's position.

C) Within ten (10) days, the program manager shall acknowledge receipt of the appeal letter and shall begin an agency review of the action appealed. The acknowledgment shall be in writing and sent to the address provided in the appeal letter.

D) Within thirty (30) days of sending the acknowledgment, the program manager shall complete and review and notify the complainant, in writing, of the results. The review may support, modify, reverse or let stand the original decision.

1) If the decision is not reversed, the program manager shall also advise the complainant that the complainant has the right to request a meeting with the Director of Operations.

2) The request for a meeting must be made in writing, within five (5) working days of the claimant's receipt of the review letter.

3) The purpose of this meeting is to provide the complainant with the opportunity to present a statement of facts and additional pertinent information.

E) The meeting shall be held within ten (10) days of receipt of the complainant's written request, unless a later date is mutually agreed upon.

F) The complainant shall be notified, in writing, of the date, time and place of the meeting.

G) The Director of Operations shall issue a final written decision within ten (10) days after the meeting.

H) In the event that the program manager makes the initial decision that is being appealed, the Director of Operations shall make the review. If a meeting is then requested, the Director of Senior Services shall conduct the meeting and make the final written decision.

	SUMMARY BUDGET	FY 2020			
		Date:	5/14/2019		
Budget Page 1		AAA:	Frederick		

Funding Allocation	Older Americans Act Funds	Non-Older Americans Act Funds	NSIP Funds	Program Income	Total Budget
Administration	-	1,638,479			$ 1,638,479
Community Services IIIB	202,124	825,410		-	$ 1,027,534
Congregate Meals IIIC1	221,416	77,679	7,227	-	$ 306,322
Home Delivered Meals IIIC2	175,850	438,885	13,047	-	$ 627,782
Evidence Based Health Promotion IIID	13,067				$ 13,067
Nat'l Family Caregiver Support Program IIIE	95,253				$ 95,253
Title VII Part 2 - Ombudsman	13,260				$ 13,260
Title VII Part 3- Elder Abuse	3,860				$ 3,860
Total	$ 724,830	$ 2,980,453	$ 20,274	$ -	$ 3,725,557

	State Grants	State Funds (Autofill)		*Federal Grant Allocations (pre-transfers)*	Total Funds (Autofill)
	State Guardianship	$ 18,107		Community Services IIIB	$ 202,124
	State MAP Information & Assistance	$ 29,156		Congregate Meals IIIC1	$ 221,416
	Support to MAC	$ -		Home Delivered Meals IIIC2	$ 175,850
	VEPI	$ 15,995		Evidence Based Health Promotion IIID	$ 13,067
	State Ombudsman	$ 42,466		Nat'l Family Caregiver Support Program IIIE	$ 95,253
	State Nutrition	$ 110,780		Title VII Part 2 - Ombudsman	$ 13,260
	State Hold Harmless	$ 18,479		Title VII Part 3- Elder Abuse	$ 3,860
				NSIP	$ 20,274
Is the budget balanced?		Yes			

			Date:	5/14/2019	
			AAA:	Frederick	
Budget Page 1A	**PRIORITY SERVICES**	**FY 2020**			
Names of Access Services	**IIIB Funds Budgeted for Each Access Service**	**Names of In-Home Services**	**IIIB Funds Budgeted for Each In-Home Service**	**Legal Assistance**	**IIIB Funds Budgeted for Legal Assistance**
Transportation	$ 29,537	Homemaker	$ -	Legal Assistance	$ 10,127
Assisted Transportation	$ -	Personal Care	$ 59,062		
Outreach	$ -	Chore	$ 13,294		
Information and Assistance	$ 3,788	Friendly Visiting	$ -		
Case Mgmt.	$ -	Telephone Reassurance	$ -		
		Respite Care	$ -		
		Adult Day Care	$ -		
		Minor Home Modifications	$ -		
		Case Mgmt.	$ -		
Total	**$ 33,325**	**Total**	**$ 72,356**	**Total**	**$ 10,127**
Minimum Percentage Required	*15%*		*10%*		*5%*
% of IIIB in FY 2020	*16.49%*		*35.80%*		*5.01%*

****This page will automatically fill all items****

			Date:	5/14/2019	
			AAA:	Frederick	
Budget Page 1B	Older Americans Act Requirements		FY 2020		

MINIMUM PERCENTAGE REQUIREMENT

	Minimum % Requirement	IIIB Funds Budgeted by AAA in FY 2019	% of IIIB in FY 2019	Acceptable
Access Services	15%	$33,325	16.49%	Yes
In-Home Services	10%	$72,356	35.80%	Yes
Legal Assistance	5%	$10,127	5.01%	Yes

MINIMUM MATCH PERCENTAGE REQUIREMENT

	Minimum Local % Requirement	Local/Other Funds Budgeted by AAA in FY 2019	% of Local Funds in FY 2019	Acceptable
IIIB	10%	$669,256	331.11%	Yes
IIIC1 and IIIC2	10%	$405,784	102.14%	Yes
Caregiver - IIIE	25%	$31,951	33.54%	Yes

Federal Funds Transfers (See Instructions)

FROM Title	TO Title	Maximum Allowable Transfer	Requested Transfer (in Dollars)	Percentage Transfer	Acceptable
IIIB - Comm. Svcs.	IIIC1 - Cong. Meals				
IIIB - Comm. Svcs.	IIIC2 - Home Del. Meals				
IIIB - Comm. Svcs.	IIIC - Nutrition	30.00%	$ -	0.00%	Yes
IIIC1 - Cong. Meals	IIIB - Comm. Svcs.				
IIIC2 - Home Del. Meals	IIIB - Comm. Svcs.				
IIIC - Nutrition	IIIB - Comm. Svcs.	30.00%	$ -	0.00%	Yes
IIIC1 - Cong. Meals	IIIC2 - Home Del. Meals	40.00%		0.00%	Yes
IIIC2 - Home Del. Meals	IIIC1 - Cong. Meals	40.00%		0.00%	Yes

Maximum Grandparent Percentage Requirement

Maximum Grandparents	Maximum Percentage	Budgeted by AAA	% of IIIE Allocation	Acceptable?
IIIE	10%	$ 447.00	0.004692766	Yes

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ADMINISTRATION BUDGET FY 2020

Date: 5/14/2019

Budget Page 2

AAA: Frederick

Budget Category	Source of Title III Allocation				Total Title III	Matching Funds (Local Gov't)	Matching Funds - Other (non-	Totals (This Page)
	III B	III C-1	III C-2	IIIE				
1) Salaries					$ -	$ 1,013,065.00	$ -	$ 1,013,065
2) Fringe					$ -	$ 477,577.00	$ -	$ 477,577
3) Travel					$ -	$ 12,286.00	$ -	$ 12,286
4) Building Space					$ -	$ -	$ -	$ -
5) Printing & Supplies					$ -	$ 10,672.00	$ -	$ 10,672
6) Equipment					$ -	$ 6,284.00	$ -	$ 6,284
7) Equip. Maintenance & Repairs					$ -	$ -	$ -	$ -
8) Communications					$ -	$ 12,585.00	$ -	$ 12,585
9) Utilities					$ -	$ -	$ -	$ -
10) Vehicle Costs					$ -	$ 2,700.00	$ -	$ 2,700
11) Training					$ -	$ 900.00	$ -	$ 900
12) Contractual Services (MOUs and Agreements should be considered)					$ -	$ 100,000.00	$ -	$ 100,000
13) Other Costs					$ -	$ 2,410.00	$ -	$ 2,410
14)					$ -	$ -	$ -	$ -
15)					$ -	$ -	$ -	$ -
16)					$ -	$ -	$ -	$ -
Totals	$ -	$ -	$ -	$ -	$ -	$ 1,638,479	$ -	$ 1,638,479

Only 10 percent of the Area Agency Title III Allocation can be used for Administration. The minimum matching funds requirement is 25 percent of the total Administration budget.

Administration Requirements

	Total Title III for Admin	Total Title III	Percentage	Acceptable
Only 10% of Title III can be used for Admin	$ -	$ 707,710	0.00%	Yes

	Total Match Funds	Total Admin Budget	Percentage	Acceptable
At least 25% of the admin budget must be non-Title III	$ 1,638,479	$ 1,638,479	100.00%	Yes

Other Administration Funding Sources	Total
Total	$ -

COMMUNITY SERVICES BUDGET SUMMARY		FY 2020		Date:	5/14/2019
Budget Page 3				AAA:	Frederick

Budget Category	Community Services (Non-Food)	State Grants	Community Services Budget Total
1) Salaries	$ 515,445	$ 51,098	$ 566,543
2) Fringe	$ 312,343	$ 28,651	$ 340,994
3) Travel	$ 22,472	$ 1,100	$ 23,572
4) Building Space	$ -	$ -	$ -
5) Printing & Supplies	$ 18,028	$ 14,638	$ 32,666
6) Equipment	$ 12,739	$ 2,246	$ 14,985
7) Equip. Maintenance & Repairs	$ -	$ -	$ -
8) Communications	$ 8,812	$ 1,450	$ 10,262
9) Utilities	$ -	$ -	$ -
10) Vehicle Costs	$ 24,070	$ 1,128	$ 25,198
11) Training	$ 2,949	$ 330	$ 3,279
12) Contractual Services (MOUs and Agreements sho	$ 112,537	$ 1,400	$ 113,937
13) Other Costs	$ 17,855	$ 3,683	$ 21,538
14) Total Costs (sum 1-13)	$ 1,047,250	$ 105,724	$ 1,152,974
15) Program Income (Reinvested)	$ -	$ -	$ -
16) Net Costs (14-15)	$ 1,047,250	$ 105,724	$ 1,152,974
17) State Funds (Hold Harmless/State Grants)	$ 18,479	$ 105,724	$ 124,203
18) Local Gov't/County Funds	$ 643,507		$ 643,507
19) Other Funds*	$ 57,700	$ -	$ 57,700
20) Title III B Funds	$ 202,124		$ 202,124
21) Title III C1 Funds	$ -		$ -
22) Title III C2 Funds	$ -		$ -
23) Title III D Funds	$ 13,067		$ 13,067
24) Title III E Funds	$ 95,253		$ 95,253
25) Title VII Part 2- Ombudsman	$ 13,260		$ 13,260
26) Title VII Part 3- Elder Abuse	$ 3,860		$ 3,860
Is the budget balanced?	Yes	Yes	Yes
	$ -	$ -	$ -

*Breakdown of Other Funds (Line 19)

Source	Amount of Cash Contributions	Amount of In-Kind Contribution	If In-Kind, Identify Type of Contribution	Total Other Resources
3E, Budgeted Donations	$200.00			$ 200
3B, Budgeted Donations, Misc. Rev., Participant Collecti	$57,500.00			$ 57,500
				$ -
				$ -
				$ -
				$ -
Totals	$ 57,700	$ -		$ 57,700
			Does "Other Funds Breakout" equal Line 19?	Yes

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Community Services Budget Detail	FY 2020				Date:	5/14/2019
Budget Page 4		Cluster 1 Registered Services			AAA:	Frederick

Budget Category	Personal Care	Homemaker	Chore	Adult Day Care	Case Mgmt.	Total (this page)
1) Salaries	$ 143,184		$ 29,726			$ 172,910
2) Fringe	$ 92,328		$ 19,168			$ 111,496
3) Travel	$ 13,050		$ 4,350			$ 17,400
4) Building Space						$ -
5) Printing & Supplies						$ -
6) Equipment						$ -
7) Equip. Maintenance & Repairs						$ -
8) Communications						$ -
9) Utilities						$ -
10) Vehicle Costs						$ -
11) Training						$ -
12) Contractual Services (MOUs and Agreements should be considered)					$ -	$ -
13) Other Costs						$ -
14) Total Costs (sum 1-13)	$ 248,562	$ -	$ 53,244	$ -	$ -	$ 301,806
15) Program Income (Reinvested)						$ -
16) Net Costs (14-15)	$ 248,562	$ -	$ 53,244	$ -	$ -	$ 301,806
17) State Funds (Hold Harmless)						$ -
18) Local Gov't/County Funds	$ 189,500		$ 39,950		$ -	$ 229,450
19) Other Funds*	$ -		$ -		$ -	$ -
20) Title III B Funds	$ 59,062		$ 13,294		$ -	$ 72,356
21) Title III C1 Funds						$ -
22) Title III C2 Funds						$ -
23) Title III D Funds						$ -
24) Title III E Funds						$ -
25) Title VII Part 2- Ombudsman						$ -
26) Title VII Part 3- Elder Abuse						$ -
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes
						$0

Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost
Total	$ -

<< *Please record the other funding sources on budget page 3. >>

		Date:	5/14/2019
Community Services Budget Detail	FY 2020	AAA:	Frederick
Budget Page 5	Cluster 2 Registered Services		
Budget Category	Nutrition Counseling (non-MNT)	Assisted Transportation	Total (this page)
1) Salaries			$ -
2) Fringe			$ -
3) Travel			$ -
4) Building Space			$ -
5) Printing & Supplies			$ -
6) Equipment			$ -
7) Equip. Maintenance & Repairs			$ -
8) Communications			$ -
9) Utilities			$ -
10) Vehicle Costs			$ -
11) Training			$ -
12) Contractual Services (MOUs and Agreements should be considered)			$ -
13) Other Costs			$ -
14) Total Costs (sum 1-13)	$ -	$ -	$ -
15) Program Income (Reinvested)			$ -
16) Net Costs (14-15)	$ -	$ -	$ -
17) State Funds (Hold Harmless)			$ -
18) Local Gov't/County Funds			$ -
19) Other Funds*			$ -
20) Title III B Funds			$ -
21) Title III C1 Funds			$ -
22) Title III C2 Funds			$ -
23) Title III D Funds			$ -
24) Title III E Funds			$ -
25) Title VII Part 2- Ombudsman			$ -
26) Title VII Part 3- Elder Abuse			$ -
Is the budget balanced?	Yes	Yes	Yes
			$0
Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost		
Total	$ -		

					Date:	5/14/2019
Community Services Budget Detail	FY 2020				AAA:	Frederick
Budget Page 6			Cluster 3 Non- Registered Services			
Budget Category	Transportation	Legal Assistance	Nutrition Education	Information and Assistance	Outreach	Total (this page)
1) Salaries	$ 16,454		$ 19,084	$ 6,196		$ 41,734
2) Fringe	$ 10,608		$ 12,580	$ 3,154		$ 26,342
3) Travel						$ -
4) Building Space						$ -
5) Printing & Supplies	$ 583		$ 1,168			$ 1,751
6) Equipment						$ -
7) Equip. Maintenance & Repairs						$ -
8) Communications	$ 1,500					$ 1,500
9) Utilities						$ -
10) Vehicle Costs	$ 4,092		$ 7,702			$ 11,794
11) Training						$ -
12) Contractual Services (MOUs and Agreements should b		$ 10,127				$ 10,127
13) Other Costs			$ 61			$ 61
14) Total Costs (sum 1-13)	$ 33,237	$ 10,127	$ 40,595	$ 9,350	$ -	$ 93,309
15) Program Income (Reinvested)						$ -
16) Net Costs (14-15)	$ 33,237	$ 10,127	$ 40,595	$ 9,350	$ -	$ 93,309
17) State Funds (Hold Harmless)						$ -
18) Local Gov't/County Funds	$ 1,200	$ -	$ 30,284	$ 5,562		$ 37,046
19) Other Funds*	$ 2,500		$ -	$ -		$ 2,500
20) Title III B Funds	$ 29,537	$ 10,127	$ 10,311	$ 3,788		$ 53,763
21) Title III C1 Funds						$ -
22) Title III C2 Funds						$ -
23) Title III D Funds						$ -
24) Title III E Funds						$ -
25) Title VII Part 2- Ombudsman						$ -
26) Title VII Part 3- Elder Abuse						$ -
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes
						$0
Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost					
Total	$ -					
<< *Please record the other funding sources on budget page 3. >>						

				Date:	5/14/2019	
Community Services Budget Detail	FY 2020			AAA:	Frederick	
Budget Page 7		Other Services Funded by Title III and Title VII				

Budget Category	Ombudsman	General (non-Ombs.) Elder Abuse	Evidence-Based Health promotion	Non-Evidence Based Health promotion	Guardianship	Total (this page)
1) Salaries	$ 40,794	$ 1,342	$ -	$ -	$ 59,228	$ 101,364
2) Fringe	$ 24,949	$ 807	$ -	$ -	$ 29,172	$ 54,928
3) Travel	$ 2,627	$ 785	$ -	$ -	$ -	$ 3,412
4) Building Space	$ -	$ -	$ -	$ -	$ -	$ -
5) Printing & Supplies	$ 4,101	$ 1,225	$ -	$ -	$ -	$ 5,326
6) Equipment	$ 2,463	$ 736	$ -	$ -	$ -	$ 3,199
7) Equip. Maintenance & Repairs	$ -	$ -	$ -	$ -	$ -	$ -
8) Communications	$ 2,974	$ 888	$ -	$ -	$ -	$ 3,862
9) Utilities	$ -	$ -	$ -	$ -	$ -	$ -
10) Vehicle Costs	$ -	$ -	$ -	$ -	$ -	$ -
11) Training	$ 385	$ 14	$ -	$ -	$ -	$ 399
12) Contractual Services (MOUs and Agreeme	$ -	$ -	$ 13,067	$ -	$ -	$ 13,067
13) Other Costs	$ 1,772	$ 528	$ -	$ -	$ -	$ 2,300
14) Total Costs (sum 1-13)	$ 80,065	$ 6,325	$ 13,067	$ -	$ 88,400	$ 187,857
15) Program Income (Reinvested)	$ -	$ -	$ -	$ -	$ -	$ -
16) Net Costs (14-15)	$ 80,065	$ 6,325	$ 13,067	$ -	$ 88,400	$ 187,857
17) State Funds (Hold Harmless)	$ -	$ -	$ -	$ -	$ -	$ -
18) Local Gov't/County Funds	$ 66,805	$ 2,465	$ -	$ -	$ 88,400	$ 157,670
19) Other Funds*	$ -	$ -	$ -	$ -	$ -	$ -
20) Title III B Funds	$ -	$ -	$ -	$ -	$ -	$ -
21) Title III C1 Funds						$ -
22) Title III C2 Funds						$ -
23) Title III D Funds			$ 13,067			$ 13,067
24) Title III E Funds						$ -
25) Title VII Part 2- Ombudsman	$ 13,260					$ 13,260
26) Title VII Part 3- Elder Abuse	$ -	$ 3,860				$ 3,860
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes
						$0

Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost
Postage in Federal Ombudsman	$ 1,772
Postage in Elder Abuse	$ 528
Total	$ 2,300

				Date:	5/14/2019		
Community Services Budget Detail	FY 2020			AAA:	Frederick		
Budget Page 8		Other Title IIIB-Eligible Services					
Budget Category	**Friendly Visiting**	**Telephone Reassurance**	**Minor Home Modifications**	**Senior Centers/ Recreation**	**Development / Consumer Education**	**(Enter Program Name)**	**Total (this page)**
1) Salaries				$ 134,081	$ 5,251		$ 139,332
2) Fringe				$ 86,191	$ 3,385		$ 89,576
3) Travel				$ -			$ -
4) Building Space							$ -
5) Printing & Supplies				$ 3,176	$ 1,573		$ 4,749
6) Equipment				$ 4,449	$ 2,191		$ 6,640
7) Equip. Maintenance & Repairs							$ -
8) Communications				$ 1,407	$ 693		$ 2,100
9) Utilities							$ -
10) Vehicle Costs				$ 8,184	$ 4,092		$ 12,276
11) Training				$ 1,000	$ 1,000		$ 2,000
12) Contractual Services (MOUs and Agreements should be considered)				$ 49,943			$ 49,943
13) Other Costs				$ 10,497	$ 1,482		$ 11,979
14) Total Costs (sum 1-13)	$ -	$ -	$ -	$ 298,928	$ 19,667	$ -	$ 318,595
15) Program Income (Reinvested)							$ -
16) Net Costs (14-15)	$ -	$ -	$ -	$ 298,928	$ 19,667	$ -	$ 318,595
17) State Funds (Hold Harmless)							$ -
18) Local Gov't/County Funds				$ 180,000	$ 7,590		$ 187,590
19) Other Funds*				$ 51,000	$ 4,000		$ 55,000
20) Title III B Funds				$ 67,928	$ 8,077		$ 76,005
21) Title III C1 Funds							$ -
22) Title III C2 Funds							$ -
23) Title III D Funds							$ -
24) Title III E Funds							$ -
25) Title VII Part 2- Ombudsman							$ -
26) Title VII Part 3- Elder Abuse							$ -
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
							$0

Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost
Postage	$ 189
Dues	$ 1,206
Grants to Centers, & Other	$ 10,584
Total	$ 11,979

				Date:	5/14/2019	
Community Services Budget Detail	FY 2020			AAA:	Frederick	
Budget Page 9						
	National Family Caregiver Support Program - Family Caregivers of Older Adults Only					
Budget Category	Education/Training/Support	Respite Care	Supplemental Services	Access Assistance	Information Services	Total (this page)
1) Salaries	$ 6,266	$ -	$ 752	$ 46,955	$ 5,653	$ 59,626
2) Fringe	$ 3,192	$ -	$ 383	$ 23,943	$ 2,259	$ 29,777
3) Travel	$ -	$ -	$ -	$ -	$ 1,660	$ 1,660
4) Building Space	$ -	$ -	$ -	$ -	$ -	$ -
5) Printing & Supplies	$ -	$ -	$ -	$ -	$ 6,202	$ 6,202
6) Equipment	$ -	$ -	$ -	$ -	$ 2,900	$ 2,900
7) Equip. Maintenance & Repairs	$ -	$ -	$ -	$ -	$ -	$ -
8) Communications	$ -	$ -	$ -	$ -	$ 1,350	$ 1,350
9) Utilities	$ -	$ -	$ -	$ -	$ -	$ -
10) Vehicle Costs	$ -	$ -	$ -	$ -	$ -	$ -
11) Training	$ -	$ -	$ -	$ -	$ 550	$ 550
12) Contractual Services (MOUs and	$ -	$ 38,000	$ -	$ -	$ 1,400	$ 39,400
13) Other Costs	$ -	$ -	$ -	$ -	$ 3,515	$ 3,515
14) Total Costs (sum 1-13)	$ 9,458	$ 38,000	$ 1,135	$ 70,898	$ 25,489	$ 144,980
15) Program Income (Reinvested)						$ -
16) Net Costs (14-15)	$ 9,458	$ 38,000	$ 1,135	$ 70,898	$ 25,489	$ 144,980
17) State Funds (Hold Harmless)					$ 18,479	$ 18,479
18) Local Gov't/County Funds	$ 3,654	$ -	$ 438	$ 27,403	$ -	$ 31,495
19) Other Funds*	$ -	$ 200	$ -	$ -	$ -	$ 200
20) Title III B Funds						$ -
21) Title III C1 Funds						$ -
22) Title III C2 Funds						$ -
23) Title III D Funds						$ -
24) Title III E Funds	$ 5,804	$ 37,800	$ 697	$ 43,495	$ 7,010	$ 94,806
25) Title VII Part 2- Ombudsman						$ -
26) Title VII Part 3- Elder Abuse						$ -
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes
						$0
Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost					
Postage, Dues, Advertising	$ 3,515					
Total	$ 3,515					

				Date:	5/14/2019	
Community Services Budget Detail	FY 2020			AAA:	Frederick	
Budget Page 9A						
	National Family Caregiver Support Program - Grandparents Serving Grandchildren Only					
Budget Category	Education/Training/ Support	Respite Care	Supplemental Services	Access Assistance	Information Services	Total (this page)
1) Salaries	$ -	$ -	$ -	$ 313	$ 166	$ 479
2) Fringe	$ -	$ -	$ -	$ 160	$ 64	$ 224
3) Travel	$ -	$ -	$ -	$ -	$ -	$ -
4) Building Space	$ -	$ -	$ -	$ -	$ -	$ -
5) Printing & Supplies	$ -	$ -	$ -	$ -	$ -	$ -
6) Equipment	$ -	$ -	$ -	$ -	$ -	$ -
7) Equip. Maintenance & Repairs	$ -	$ -	$ -	$ -	$ -	$ -
8) Communications	$ -	$ -	$ -	$ -	$ -	$ -
9) Utilities	$ -	$ -	$ -	$ -	$ -	$ -
10) Vehicle Costs	$ -	$ -	$ -	$ -	$ -	$ -
11) Training	$ -	$ -	$ -	$ -	$ -	$ -
12) Contractual Services (MOUs and	$ -	$ -	$ -	$ -	$ -	$ -
13) Other Costs	$ -	$ -	$ -	$ -	$ -	$ -
14) Total Costs (sum 1-13)	$ -	$ -	$ -	$ 473	$ 230	$ 703
15) Program Income (Reinvested)						$ -
16) Net Costs (14-15)	$ -	$ -	$ -	$ 473	$ 230	$ 703
17) State Funds (Hold Harmless)						$ -
18) Local Gov't/County Funds	$ -	$ -	$ -	$ 183	$ 73	$ 256
19) Other Funds*	$ -	$ -	$ -	$ -	$ -	$ -
20) Title III B Funds	$ -	$ -	$ -	$ -	$ -	$ -
21) Title III C1 Funds						$ -
22) Title III C2 Funds						$ -
23) Title III D Funds						$ -
24) Title III E Funds	$ -	$ -	$ -	$ 290	$ 157	$ 447
25) Title VII Part 2- Ombudsman						$ -
26) Title VII Part 3- Elder Abuse						$ -
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes
						$0
Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost					
Total	$ -					

				Date:	5/14/2019	
Community Services Budget Detail	FY 2020			AAA:	Frederick	
Services Funded with State General Funds						
Budget Page 10	ONLY STATE FUNDS					
Budget Category	State Guardianship	State MAP Information & Assistance	Support to MAC	VEPI (Autofill from Page 10A)	State Ombudsman	Total this page
1) Salaries	$ 2,548	$ 12,281		$ 9,490	$ 26,779	$ 51,098
2) Fringe	$ 1,619	$ 6,308		$ 5,037	$ 15,687	$ 28,651
3) Travel	$ 500	$ 600		$ -	$ -	$ 1,100
4) Building Space	$ -	$ -		$ -	$ -	$ -
5) Printing & Supplies	$ 9,686	$ 4,352		$ 600	$ -	$ 14,638
6) Equipment	$ 946	$ 1,300		$ -	$ -	$ 2,246
7) Equip. Maintenance & Repairs	$ -	$ -		$ -	$ -	$ -
8) Communications	$ 850	$ 600		$ -	$ -	$ 1,450
9) Utilities	$ -	$ -		$ -	$ -	$ -
10) Vehicle Costs	$ 1,128	$ -		$ -	$ -	$ 1,128
11) Training	$ 330	$ -		$ -	$ -	$ 330
12) Contractual Services (MOUs and	$ -	$ 1,400		$ -	$ -	$ 1,400
13) Other Costs	$ 500	$ 2,315		$ 868	$ -	$ 3,683
14) Total Costs (sum 1-13)	$ 18,107	$ 29,156	$ -	$ 15,995	$ 42,466	$ 105,724
15) Program Income (Reinvested)						$ -
16) Net Costs (15-16)	$ 18,107	$ 29,156	$ -	$ 15,995	$ 42,466	$ 105,724
17) State Funds (excluding hold harmless)	$ 18,107	$ 29,156	$ -	$ 15,995	$ 42,466	$ 105,724
18) Other Non-Federal, Non-State Resources	Please include "Other Funds" on Page 7	Please include "Other Funds" on Page 6			Please include "Other Funds" on Page 7	$ -
Is the budget balanced?	Yes	Yes	Yes	Yes	Yes	Yes
						$0
Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost					
Postage, Dues, Advertising, Client Serv., Misc. Oper	$ 3,683					
Total	$ 3,683					

NOTE: The Department of Aging is aware that in reality, AAAs do not have two separate budgets for one program, however, a separate reporting of funds is necessary to facilitate the review of this Plan and to have an accurate record of the total of State funds and the total of Title III funds allocated and expended by the AAA for the specific programs.

				Date:	5/14/2019
Services Funded with State VEPI Funds		FY 2020		AAA:	Frederick
Budget Page 10A					
		ONLY VEPI FUNDS			
Budget Category	VEPI SHIP	VEPI Ombuds	VEPI Guard	Total (this page)	
1) Salaries			$ 9,490	$ 9,490	
2) Fringe			$ 5,037	$ 5,037	
3) Travel			$ -	$ -	
4) Building Space			$ -	$ -	
5) Printing & Supplies			$ 600	$ 600	
6) Equipment			$ -	$ -	
7) Equip. Maint.& Repair			$ -	$ -	
8) Communications			$ -	$ -	
9) Utilities			$ -	$ -	
10) Vehicle Costs			$ -	$ -	
11) Training			$ -	$ -	
12) Contractual Services			$ -	$ -	
13) Other Costs			$ 868	$ 868	
14) Total Costs (sum 1-13)	$ -	$ -	$ 15,995	$ 15,995	
15) Program Income (Reinvested)				$ -	
16) Net Costs (15-16)	$ -	$ -	$ 15,995	$ 15,995	
17) State Funds (excluding hold harmless)			$ 15,995	$ 15,995	
18) Other Non-Federal, Non-State Resources				$ -	
Is the budget balanced?	Yes	Yes	Yes	Yes	
				$0	
Breakout of Other Costs (if over $1,000 or 10% of the total program) (Line 13)	Total Cost				
Postage, Advertising, Misc. Operating Expense	$ 868				
Total	$ 868				
Note: VEPI is not a program. It is directed funding towards SHIP, Ombudsman and/or Guardianship. If the AAA is utilizing local funds for one of these programs, please note that on pages 7 or 8 in the relevant program column.					

Congregate Meals Budget	FY 2020		Date:	5/14/2019
Budget Page 11		Congregate Meals	AAA:	Frederick

Budget Category	Meal Costs	Supportive Services	Program Management	Total (this page)
1) Salaries	$ -	$ 119,033	$ -	$ 119,033
2) Fringe	$ -	$ 54,005	$ -	$ 54,005
3) Travel	$ -	$ -	$ 250	$ 250
4) Building Space	$ -		$ -	$ -
5) Printing		$ -	$ 400	$ 400
6) Supplies	$ 1,450	$ -	$ 1,450	$ 2,900
7) Equipment	$ 9,164	$ -	$ -	$ 9,164
8) Communications		$ -	$ 2,700	$ 2,700
9) Utilities	$ -	$ -	$ -	$ -
10) Vehicle Costs	$ -	$ -	$ 33,408	$ 33,408
11) Food Costs	$ 83,812			$ 83,812
12) Other Costs	$ -	$ 650	$ -	$ 650
13) Non-Meal Contracts		$ -	$ -	$ -
14) Nutrition Education		$ -		$ -
15) Nutrition Counseling		$ -		$ -
16) Total Costs (sum 1:15)	$ 94,426	$ 173,688	$ 38,208	$ 306,322
17) Program Income (Reinvested into Congregate Meals)				$ -
18) Net Costs = (16-17)	$ 94,426	$ 173,688	$ 38,208	$ 306,322
19) Local Gov't/County Funds	$ -	$ 37,678	$ 1,647	$ 39,325
20) State Nutrition Funds (excluding Hold Harmless)	$ 8,236			$ 8,236
21) State Hold Harmless (if applicable)	$ -	$ -	$ -	$ -
22) Title IIIC1 Funds	$ 48,845	$ 136,010	$ 36,561	$ 221,416
23) Nutrition Services Incentive Program (NSIP)	$ 7,227			$ 7,227
24) Other Resources* (Record details below)	$ 30,118	$ -	$ -	$ 30,118
Is the budget balanced?	Yes	Yes	Yes	Yes
				$0

*Breakdown of Other Resources (Line 24)

Source	Amount of Cash contribution	Amount of In-Kind contribution	If In-Kind, identify type of contribution	Total Other Resources
Donations, CM Grant only	$ 1,000	$ -	$ -	$ 1,000
				$ -
				$ -
Totals	$1,000.00	$0.00		$ 1,000

Do not include clients' contributions under Other Resources. TOTAL should equal Line 24

Breakout of Other Costs (if over $5,000) (Line 12)	Total Cost		Please Enter the Number of Congregate Meals to be served	Unit Cost per Congregate Meal
			7,200	13.11472222
Total	$ -			

Home Delivered Meals Budget	FY 2020		Date:	5/14/2019
Budget Page 12		Home Delivered Meals	AAA:	Frederick

Budget Category	Meal Costs	Supportive Services	Program Management	Total (this page)
1) Salaries	$ -	$ 157,752	$ -	$ 157,752
2) Fringe	$ -	$ 69,481	$ -	$ 69,481
3) Travel	$ -	$ -	$ 490	$ 490
4) Building Space	$ -		$ -	$ -
5) Printing		$ 736	$ -	$ 736
6) Supplies	$ 10,800	$ -	$ 1,987	$ 12,787
7) Equipment	$ 10,281	$ -	$ -	$ 10,281
8) Communications		$ -	$ 400	$ 400
9) Utilities	$ -			$ -
10) Vehicle Costs	$ -	$ -	$ 20,067	$ 20,067
11) Food Costs	$ 355,148	$ -		$ 355,148
12) Other Costs	$ -	$ 640	$ -	$ 640
13) Non-Meal Contracts		$ -	$ -	$ -
14) Nutrition Education		$ -		$ -
15) Nutrition Counseling		$ -		$ -
16) Total Costs (sum 1:15)	$ 376,229	$ 228,609	$ 22,944	$ 627,782
17) Program Income (Reinvested into Home Delivered Meals)	$ -	$ -	$ -	$ -
18) Net Costs = (16-17)	$ 376,229	$ 228,609	$ 22,944	$ 627,782
19) Local Gov't/County Funds	$ 170,450	$ 108,702	$ 17,500	$ 296,652
20) State Nutrition Funds (excluding Hold Harmless)	$ 102,544			$ 102,544
21) State Hold Harmless (if applicable)	$ -	$ -	$ -	$ -
22) Title IIIC2 Funds	$ 50,499	$ 119,907	$ 5,444	$ 175,850
23) Nutrition Services Incentive Program (NSIP)	$ 13,047			$ 13,047
24) Other Resources* (Record details below)	$ 39,689	$ -	$ -	$ 39,689
Is the budget balanced?	Yes	Yes	Yes	Yes
				$0

*Breakdown of Other Resources (Line 24)

Source	Amount of Cash contribution	Amount of In-Kind contribution	If In-Kind, identify type of contribution	Total Other Resources
Participant Collections, HDM only	$ 9,000	$ -	$ -	$ 9,000
Participant Collections, MOW only	$ 27,000	$ -	$ -	$ 27,000
				$ -
Totals	$ 36,000	$ -		$ 36,000

Do not include clients' contributions under Other Resources. TOTAL should equal Line 24

Breakout of Other Costs (if over $5,000) (Line 12)	Total Cost		Please Enter the Number of Home Delivered Meals to be served	Unit Cost per Home Delivered Meal
			79000	$ 4.76
Total	$ -			

Ombudsman Program	FY 2020			
Budget Page 13		Date:	5/14/2019	
		AAA:	Frederick	
(Program funding from all sources will autofill)				
Revenue Source	OAA and Locally Funded Ombudsman	State Ombudsman	VEPI Ombudsman	Total Ombudsman
Budget Category				
1) Salaries	$ 40,794	$ 26,779	$ -	$ 67,573
2) Fringe	$ 24,949	$ 15,687	$ -	$ 40,636
3) Travel	$ 2,627	$ -	$ -	$ 2,627
4) Building Space	$ -	$ -	$ -	$ -
5) Printing & Supplies	$ 4,101	$ -	$ -	$ 4,101
6) Equipment	$ 2,463	$ -	$ -	$ 2,463
7) Equip. Maint.& Repair	$ -	$ -	$ -	$ -
8) Communications	$ 2,974	$ -	$ -	$ 2,974
9) Utilities	$ -	$ -	$ -	$ -
10) Vehicle Costs	$ -	$ -	$ -	$ -
11) Training	$ 385	$ -	$ -	$ 385
12) Contractual Services	$ -	$ -	$ -	$ -
13) Other Costs	$ 1,772	$ -	$ -	$ 1,772
14) Total Costs (sum 1-13)	$ 80,065	$ 42,466	$ -	$ 122,531
15) Program Income (Reinvested)	$ -	$ -	$ -	$ -
16) Net Costs (14-15)	$ 80,065	$ 42,466	$ -	$ 122,531
17) State Funds (Hold Harmless)	$ -			$ -
18) Local Gov't/County Funds	$ 66,805			$ 66,805
19) Other Funds*	$ -			$ -
20) Title III B Funds	$ -			$ -
21) Title III C1 Funds	$ -			$ -
22) Title III C2 Funds	$ -			$ -
23) Title III D Funds	$ -			$ -
24) Title III E Funds	$ -			$ -
25) Title VII Part 2- Ombudsman	$ 13,260			$ 13,260
26) Title VII Part 3- Elder Abuse	$ -			$ -

Guardianship Program	FY 2020			
Budget Page 14		Date:	5/14/2019	
		AAA:	Frederick	
(Program funding from all sources will autofill)				
Revenue Source	OAA and Locally Funded Guardianship	State Guardianship	VEPI Guardianship	Total Guardianship
Budget Category				
1) Salaries	$ 59,228	$ 2,548	$ 9,490	$ 71,266
2) Fringe	$ 29,172	$ 1,619	$ 5,037	$ 35,828
3) Travel	$ -	$ 500	$ -	$ 500
4) Building Space	$ -	$ -	$ -	$ -
5) Printing & Supplies	$ -	$ 9,686	$ 600	$ 10,286
6) Equipment	$ -	$ 946	$ -	$ 946
7) Equip.Maint.& Repair	$ -	$ -	$ -	$ -
8) Communications	$ -	$ 850	$ -	$ 850
9) Utilities	$ -	$ -	$ -	$ -
10) Vehicle Costs	$ -	$ 1,128	$ -	$ 1,128
11) Training	$ -	$ 330	$ -	$ 330
12) Contractual Services	$ -	$ -	$ -	$ -
13) Other Costs	$ -	$ 500	$ 868	$ 1,368
14) Total Costs (sum 1-13)	$ 88,400	$ 18,107	$ 15,995	$ 122,502
15) Program Income (Reinvested)	$ -	$ -	$ -	$ -
16) Net Costs (14-15)	$ 88,400	$ 18,107	$ 15,995	$ 122,502
17) State Funds (Hold Harmless)	$ -			$ -
18) Local Gov't/County Funds	$ 88,400			$ 88,400
19) Other Funds*	$ -			$ -
20) Title III B Funds	$ -			$ -
21) Title III C1 Funds	$ -			$ -
22) Title III C2 Funds	$ -			$ -
23) Title III D Funds	$ -			$ -
24) Title III E Funds	$ -			$ -
25) Title VII Part 2- Ombudsman	$ -			$ -
26) Title VII Part 3- Elder Abuse	$ -			$ -

Exhibit 2

STATE OF MARYLAND

Federal Funding Accountability and Transparency Act Sub-recipient Data Sheet

Grantee must provide the following information along with Grantee's signed grant application or agreement. The State will not process the grant until such time that Grantee provides such information.

DUNS NUMBER

DUNS Number	063199665
DUNS Number+ 4 (if applicable)	

[INSTRUCTIONS: Grantee must provide its assigned DUNS number, and DUNS + 4 number if applicable. Grantee must maintain current registration in the Central Contractor Registration (www.ccr.gov) at all times during which they have active federal awards funded pursuant to their sub-grant agreement. A Dun and Bradstreet Data Universal Numbering System (DUNS) Number (www.dnb com) is one of the requirements for registration in the Central Contractor Registration.]

PRIMARY LOCATION

City	Frederick
State	Maryland
Zip+4	21702-4336

[INSTRUCTIONS: Grantee must provide to the State the primary location of performance under the award, including the city, State, and ZIP code including 4-digit extension. If performance is to occur in multiple locations, then Grantee must list the location where the most amount of the grant award is to be expended pursuant to the grant agreement.]

Compensation of Officers

Officer 1 Name	
Officer 1 Compensation	
Officer 2 Name	
Officer 2 Compensation	
Officer 3 Name	
Officer 3 Compensation	
Officer 4 Name	
Officer 4 Compensation	
Officer 5 Name	
Officer 5 Compensation	

By marking the following box, the Grantee affirms they do not meet the conditions for reporting highly compensated officials.

☑

[INSTRUCTIONS: Grantee must provide to the State the names and total compensation of the five most highly compensated officers of the entity if--

i. the entity in the preceding fiscal year received-
   a. 80 percent or more of its annual gross revenues in Federal awards and
   b. $25,000.000 or more in annual gross revenues from Federal awards: and

ii. the public does not have access to information about the compensation of the senior executives of the entity through periodic reports filed under section 13(a) or 15(d) of the Securities Exchanges Act of 1934 (15 U.S.C. 78m(a), 18o(d)) or section 6104 of the Internal Revenue Code of 1986.

If the Grantee does not meet the conditions listed above, then it must specifically affirm to the State that the requirements of this clause are inapplicable to the Grantee.

MARYLAND DEPARTMENT OF AGING (MDoA) RISK ASSESSMENT TOOL

GENERAL ASSESSMENT

1. Is the entity new to operating or managing state and/or federal funds (*has not done so within the past five years*)?
   Yes ☐ No ☒ N/A ☐

   COMMENTS

2. Has there been high staff turnover or has the agency reorganized within the last three years?
   Yes ☐ No ☒ N/A ☐

   COMMENTS

3. Are the staff assigned to the programs inexperienced with the programs (*worked with a program for less than two funding cycles*)?
   Yes ☐ No ☒ N/A ☐

   COMMENTS

4. Has the entity been untimely in the submission of:

a) grant applications	Yes ☐	No ☒	N/A ☐
b) fiscal reporting	Yes ☒	No ☐	N/A ☐
c) draw downs	Yes ☐	No ☒	N/A ☐
d) budgets/revisions	Yes ☐	No ☒	N/A ☐

COMMENTS

Untimely fiscal reporting submissions to MDoA have occurred because expenses take up to 30 days to post so fiscal reports cannot be considered accurate until they post. Frederick County's internal approval process can be lengthy which impacts when items like grant applications and budgets/revisions are submitted. MDoA's deadlines are tight and are challenging to meet when submitting signed documents that require internal review/approval.

5. Has the entity been timely in responding to program/fiscal questions?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

6. Have members of the agency (*program offices, auditors, staff employed by the entity, etc.*) alerted MDoA of potential risk areas?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

7. Does the entity have effective procedures and controls?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

8. Other areas of general assessment risk or concern:

   COMMENTS

LEGAL ASSESSMENT

1. Does the agency/entity have or previously had a lawsuit(s) filed against them?
   (If yes, list all pending and/or previous lawsuits with detailed information regarding who filed the lawsuit, the reason for filing, and the final judgment rendered)
   Yes ☐ No ■ N/A ☐

   COMMENTS

2. Have any organization staff been jailed, convicted of a felony or are currently under criminal investigation?
   Yes ☐ No ■ N/A ☐

   COMMENTS

3. Other areas of legal assessment risk (*entity-specific*):

   COMMENTS

FINANCIAL SYSTEM ASSESSMENT

1. Does the entity have a financial management system in place to track and record the program expenditures? (*example: QuickBooks, Visual Bookkeeper, Socrates Media, Peachtree or a Custom Proprietary System*)
   Yes ☐ No ☐ N/A ☐

   COMMENTS

2. Does the accounting system identify the receipts and expenditures of program funds separately for each award?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

3. Will the accounting system provide for the recording of expenditures for each award by the budget cost categories shown in the approved budget?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

4. Does the entity have a time and accounting system to track and maintain effort (*work*) by funding source/program?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

5. Does the entity have an indirect cost rate?
   Yes ☐ No ☐ N/A ☐ (*if yes, please include the rate and the entity approving the rate in the comments)*

   COMMENTS

6. Other items of financial system assessment *(entity-specific)*
   COMMENTS

OVERALL FISCAL ASSESSMENT

1. Is the amount of MDoA funding large in terms of percentage of overall funding for the entity?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

2. Is there an unusual level of discretion in monetary decisions?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

3. Has the entity frequently been untimely in the drawn down of funds?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

4. Are there variations over 5% or $5,000 between expenditures and the approved budget in any individual program/grant?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

5. Has the entity returned (*lapsed*) significant unspent funds?
   Yes ☐ No ☐ N/A ☐

   COMMENTS

   The Senior Services Division sometimes does not spend out the full MDoA award. However, no funds are returned since payments from MDoA are on a reimbursement basis.

6. Does the entity have a large amount of budget carryover?
   Yes ☐ No ☒ N/A ☐

   COMMENTS

7. Other items of overall fiscal assessment (*entity-specific*):

   COMMENTS

FINANCIAL STABILITY ASSESSMENT

1. Has a State agency or another authority placed the entity in a special financial status *(e.g., financial watch, fiscal emergency, high risk, etc.)*?
   Yes ☐ No ■ N/A ☐

   COMMENTS

2. Has the entity ever used special loan or funding programs to meet its cash needs?
   Yes ☐ No ■ N/A ☐

   COMMENTS

3. Has the entity had difficulties raising local revenue (*e.g., taxes, levies, fundraising, etc.*)?
   Yes ☐ No ■ N/A ☐

   COMMENTS

4. Has the State or other authority placed special financial conditions on the entity's award?
   Yes ☐ No ■ N/A ☐

   COMMENTS

5. Do the financial reports show an insufficient fund balance after meeting its obligations?
   Yes ☐ No ■ N/A ☐

   COMMENTS

6. Has the entity had difficulty meeting matching/maintenance of effort requirements?
   Yes ☐ No ■ N/A ☐

   COMMENTS

7. Do the entity's financial reports indicate cash flow problems?
   Yes ☐ No ■ N/A ☐

   COMMENTS

8. Do the financial reports indicate possible supplanting issues?
   Yes ☐ No ■ N/A ☐

   COMMENTS

9. Do the entity's financial reports indicate a large number of corrections or journals?
   Yes ☐ No ■ N/A ☐

   COMMENTS

10. Has the entity provided adequate supporting documentation for draws and reporting requirements?
    Yes ☐ No ■ N/A ☐

    COMMENTS

11. Other items of financial stability assessment (*entity-specific*):
    COMMENTS

Name of Agency Frederick County Senior Services Division

Person Completing Assessment Carolyn B. True

Date May 22, 2019