

# FTAAAD QUARTERLY NEWS



April–June 2022 Volume 10 Issue 2

## FROM THE DIRECTOR

If you haven't registered for the FTAAAD 32nd Annual Conference on Aging, there is still time. The conference is back in person for the first time in two years: the 2020 event was cancelled during the early days of the COVID-19 pandemic, and a virtual education series in 2021 took the place of a live get-together.

Held in Kingsport again this year at the MeadowView Conference Resort & Convention Center, the conference will offer workshops on topics ranging from elder abuse to veterans' and caregivers' services to workforce development, as well as a keynote address by motivational speaker Chip Eichelberger.

There won't be a silent auction this year, but we hope to reinstate it for 2023. But we do have the ability to take tax-deductible donations through our website, for anyone who would like to make a charitable

donation to support FTAAAD's Emergency Assistance Program, which pays for small (under \$200) expenses for low-income older adults who qualify. If you can spare a small amount for the EAP program, it will make a big difference in a senior's life.

The deadline to register for the conference is April 15, so be sure to act quickly. To register for the conference, visit [www.ftaaad.org](http://www.ftaaad.org) and use the registration link provided, or contact Teresa Sutphin at 423-722-5120 or [tsutphin@ftaaad.org](mailto:tsutphin@ftaaad.org).

—Kathy Whitaker, Director



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## Annual Conference on Aging

April 26, 2022  
Meadowview Resort &  
Convention Center

## KEY DATES

### NET-VAC Meeting

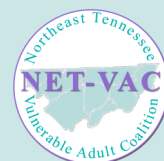
April 6, 9:30 am  
Trinity Assembly of God,  
617 University Pkwy., Johnson City

### NET-VAC Meeting

May 4, 9:30 am  
Trinity Assembly of God,  
617 University Pkwy., Johnson City

### NET-VAC Meeting

June 1, 9:30 am  
Trinity Assembly of God,  
617 University Pkwy., Johnson City





## HOW MUCH DO YOU KNOW? FTAAAD'S SPOE

Do you know what SPOE stands for? Do you know the benefits to SPOE? Take the short informational quiz below and find out how much you know about FTAAAD's SPOE.

### Question 1

**What does SPOE stand for?**

- A. Single Point of Entry
- B. Special Place of Eating
- C. Spring Planting Opens Early

**Answer:** (A) When it comes to long-term support services and resources for aging people, people with disabilities, and concerned caregivers, SPOE stands for Single Point of Entry. FTAAAD'S SPOE is our toll-free [Information & Assistance \(I & A\) line](#): 1-866-836-6678 or 423-928-3258.

### Question 2

**What do you get when you call the Information & Assistance line?**

- A. Information and referrals
- B. Assistance with questions
- C. Knowledgeable and caring staff
- D. All of the above

**Answer:** (D) Information includes services and programs offered by FTAAAD and other organizations; how to request or apply for services; and more. Assistance includes answering questions; breaking down complex information so it is easier to understand; intake screening; application assistance and more.

Certified through Alliance of Information and Referral Systems (AIRS), our I&A staff are specially trained in establishing rapport, performing

assessments and helping people to find resources.

### Question 3

**What are the benefits of a Single Point of Entry?**

- A. Inclusiveness and ease of access
- B. Accuracy and consistency
- C. Streamlined communication and experience
- D. All of the above

**Answer:** (D) A Single Point of Entry, supported by systems such as Tennessee Relay Services and Avaza Language Services, promotes inclusive access to the full range of FTAAAD programs and other community services. By reducing the stress and uncertainty of navigating the system of care, it empowers informed decision-making. It also allows FTAAAD to organize and analyze our interactions with the community so that we can continually improve our service delivery.

—Courtesy of JoAnne Spears, FTAAAD



## SENIOR SCAMS IN 2022

### 1. Government Impostor Scams

Government impostors call unsuspecting victims and pretend to be from the Internal Revenue Service (IRS), Social Security Administration, or Medicare.

### 2. The Grandparent Scam

Scammers will place a call to an older person and say something along the lines of: "Hi Grandma, do you know who this is?" Once "in," the fake grandchild will ask for money to solve an unexpected financial problem.

### 3. Medicare/Health Insurance Scams

Perpetrators may pose as a Medicare representative to get older people to give them their personal information.

### 4. Computer Tech Support Scams

A pop-up message or blank screen usually appears on a computer or phone, telling you that your device is compromised and needs fixing.

### 5. Robocalls/Phone Scams

One popular robocall is the "Can you hear me?" call, where when the senior says yes, the scammer hangs up after recording their voice, thus obtaining a voice signature to authorize charges on items like stolen credit cards.

### 6. Romance Scams

Romance scammers create elaborate fake profiles, often on social media, and exploit seniors' loneliness for money.

### 7. Internet and Email Fraud

Phishing emails and text messages may look like they're from a company you know or trust. They request your personal information and use it to steal your personal and financial information.

### 8. Charity Scams

Scammers may use a name similar to a legitimate charity. They capitalize on current events, such as natural disasters, and may set up a fake fundraising page.

—Courtesy of NCOA





## ROBOTIC PETS MAKE A BIG DIFFERENCE TO DEMENTIA SUFFERERS

The companion pet program made available by the First Tennessee Area Agency on Aging and Disability has brought joy, renewed hope, and a sense of purpose to over 40 individuals with Alzheimer's or dementia in our region.

Upon receiving their cat or dog, they have experienced indescribable positive responses of pure elation and, many times, happy tears or disbelief this was happening for them. One recipient residing in long-term care shared that they are unable to do anything and felt life was over, but now they have their own pet to spend their days taking

care of. One gentleman immediately named his companion "Buddy" and assured us he would have a buddy for life. We have served other individuals who are deep into their journey of dementia,

unable to formulate words, whose eyes literally lit up and a smile broke across their faces upon meeting their new companions. This program has truly made a difference in lives of those living in Northeast Tennessee.



If you know an adult with dementia or Alzheimer's who might benefit from this program, contact Alzheimer's Tennessee at 1-865-544-6288.

—*Courtesy of Tracey Kendall Wilson, Alzheimer's Tennessee*

## TENNCARE'S CHOICES PROGRAM AT A GLANCE

You may hear a lot about the TennCare CHOICES program, but do you really know what it is, who may be eligible, and what services it includes? Read on to find out.

TennCare CHOICES is for people who need long-term supports and services for personal care and daily living needs. CHOICES is about the right care, in the right place, at the right time.

### Right Place:

CHOICES Group I covers care in a nursing facility (people of all ages). CHOICES Group II (age 65+ or 21+ with physical disabilities) is for people who qualify to receive nursing home care but choose to receive home-care services instead. CHOICES Group III covers a lighter program of

community services for those at-risk of needing nursing home care and receiving SSI (age 65+, or age 21+ with physical disabilities).

### Right Time:

The CHOICES program accommodates changes in circumstances or care needs. Things like caregiver availability or one's own functional ability can change for better or worse over time, or because of a sudden event. CHOICES allows individuals to transition from home care to a nursing facility, or from a nursing facility to a home-based program of care.

### Right Care:

CHOICES covers daily-living care in nursing facilities. Services covered in the home/community setting include

personal care visits; companion care (someone who 'lives in'); home-delivered meals (one per day); respite care, including adult day care; assistive technology (adaptive equipment); minor home modifications (such as grab bars); pest control; and personal emergency response systems (call button).

Financial qualifications for the program are income below 300 percent of the Federal Poverty Level and assets less than \$2000. To find out more about CHOICES eligibility, contact our Information and Assistance Line at 1-866-836-6678 and request a screening.

—*Courtesy of JoAnne Spears, FTAAAD*



## ROWENA BAILEY: VOLUNTEER EXTRAORDINAIRE

Rowena Bailey is one of FTAAAD's most valuable volunteers. After she retired she began looking for opportunities to help others, and now at age 80, she not only delivers meals to homebound older adults; she also visits Public Guardian clients at long-term care facilities, where she's developed special relationships with the people she's met.

Bailey stated that her key to bonding with the PG clients is to talk with them, listen to them, and learn what they like and dislike. She credits the fact that she lived with her grandmother as a child as part of the



reason she feels driven to work with older adults, and enjoys the sense of accomplishment that comes with establishing a relationship with them.

Bailey also appreciates the opportunity to see another side of life for older adults who are unable to care for themselves and have no family to rely on for help.

And the program staff appreciate her dedication. Karrie Erick, with the FTAAAD Public Guardianship program, says "Rowena has been an outstanding volunteer for the Public Guardianship program. She faithfully visits her clients and looks for ways to brighten their day. She is a loving advocate for her clients, an undeniable example of altruism, and a true asset to the Program. We are exceedingly grateful that she is a part of our team."

—Courtesy of Karrie Erick, FTAAAD

## APRIL IS NATIONAL VOLUNTEER MONTH

April is National Volunteer Month—a month dedicated to recognizing the importance of volunteering and honoring the significant contributions volunteers make by generously donating their time and talents to worthy causes. Looking for some inspiration on how to become a volunteer in your community? Visit the FTAAAD website's "Volunteer Opportunities" page for local programs for older adults that need your help. ([www.ftaad.org](http://www.ftaad.org))

This April, in addition to celebrating volunteers, become a volunteer yourself if you don't currently volunteer. You already know that by volunteering you're providing a great service to those

in need, but did you know it also has many benefits for the volunteer, including increasing happiness? Volunteering enables you to help others and improve your overall wellbeing in the process—it can't get any better than that!

—Courtesy of Reward Volunteers



## OAM 2022

Every May, the Administration for Community Living (ACL) leads the nation's observance of Older Americans Month (OAM). In 2022, ACL will be focusing on aging in place – how older adults can plan to stay in their homes and live independently in their communities for as long as possible. The 2022 theme is *Age My Way*, an opportunity for all of us to explore the many ways older adults can remain in and be involved with their communities.

When Older Americans Month was established in 1963, only 17 million living Americans had reached their 65th birthday. About a third of older Americans lived in poverty and there were few programs to meet their needs. A meeting in April 1963 between President John F. Kennedy and members of the National Council of Senior Citizens led to designating May as "Senior Citizens Month," the prelude to "Older Americans Month."

Historically, Older Americans Month has been a time to acknowledge the contributions of past and current older persons to our country, in particular those who defended our country. Every President since Kennedy has issued a formal proclamation during or before the month of May asking that the entire nation pay tribute in some way to older persons in their communities.

—Courtesy of ACL





## VOLUNTEERS NEEDED: PUBLIC GUARDIANSHIP PROGRAM

### Volunteer for the Public Guardianship Program

The Public Guardianship Program, through First Tennessee Area Agency on Aging and Disability, serves people age 60 and older who are no longer able to manage their own affairs and who have no one willing or able to act on their behalf.

The individuals we serve spend their days in nursing homes or assisted living facilities, longing for a little companionship. Many of them do not have any family members or friends who go to visit them.

We are looking for caring people who are willing to volunteer some of their time to make at least two (2) visits per month to one or more of our clients. Visits may include the following activities:

- ♦ Reminiscing
- ♦ Going for Walks
- ♦ Accompanying to Activities
- ♦ Reading
- ♦ Listening
- ♦ Putting Puzzles Together

Volunteering is one of the greatest gifts you can give of yourself and there is great reward you'll receive in knowing that you've made a difference in the lives of these vulnerable, elderly individuals.

**If you are interested in becoming a volunteer for the Public Guardianship Program or have questions, please contact our agency at (423) 928-0224 and ask to speak to the Public Guardianship Program Volunteer Coordinator.**

All prospective volunteers must complete an application and agree to a background check. We provide training, supervision, and materials.

Thank you and we hope to hear from you soon.







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## FTAAAD

### First Tennessee Area Agency on Aging and Disability

3211 N. Roan St.  
Johnson City, TN 37601

1-866-836-6678 (Toll-Free)  
1-877-801-0044 (SHIP)  
423-926-8291 (Local)

[www.ftaaad.org](http://www.ftaaad.org)

No person shall, 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.

This project is funded under a grant contract with the State of Tennessee.

Contributions are encouraged to support all programs but no one is refused service for inability to pay.

The FTAAAD is part of the First Tennessee Development District.



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**SHIP**  
State Health Insurance Assistance Program

This project was supported, in part by grant number 90SAPG0069-02-00, 2001TNMISH-00, 2001TNMIAA-00, and 2001TNMIDR-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.



## PHOTO GALLERY



*WJHL's camera crew setting up a shot for FTAAAD's new :30 tv commercial*



*Alzheimer's Tennessee staff delivering a robotic pet to a dementia patient.*



*FTAAAD Director Kathy Whitaker presents the four-year Area Plan to Advisory Council members*