

CARROLL COUNTY EMERGENCY SERVICES

EMS CALLS RESPONSE SUMMARY

County-Wide Summary									
Month	GRAND TOTAL ANSWERED CALLS ALL AGENCIES	CCFR Total Dispatched	CCFR Calls Rolled to Volunteer Departments	CCFR Total Answered	Total of Volunteer Calls Dispatched	Total Volunteer Calls Unable to Respond	Total Answered with CCFR Assist	Total Answered without CCFR Assist	% Missed Calls by all Volunteers Combined
Jan-22	411	334	3	331	140	60	6	74	43%
Feb-22	362	292	1	291	130	59	9	62	45%
Mar-22	418	345	3	342	124	48	12	64	39%
Apr-22	416	314	4	310	156	50	18	88	32%
May-22	341	266	0	266	114	39	10	65	34%
Jun-22	414	317	0	317	157	60	13	84	38%
Jul-22	388	312	1	311	142	65	11	66	46%
Aug-22	402	322	0	322	133	53	11	69	40%
Sep-22	362	275	4	271	138	47	5	86	34%
Oct-22	436	354	2	352	164	80	11	73	49%
Nov-22	0	0	0	0	0	0	0	0	0%
Dec-22	0	0	0	0	0	0	0	0	0%
2022 TOTAL	3950	3131	18	3113	1398	561	106	731	0%

Laurel Rescue						
Month	Total Dispatched	Total Answered w/o Assistance	Total Answered w/ CCFR Assistance	Total Not Answered	% Answered Without Assistance	% Calls Answered With and Without Assistance
Jan-22	50	13	3	34	26%	32%
Feb-22	35	4	0	31	11%	11%
Mar-22	38	7	3	28	18%	26%
Apr-22	51	14	10	27	27%	47%
May-22	36	9	7	20	25%	44%
Jun-22	47	12	5	30	26%	36%
Jul-22	49	9	2	38	18%	22%
Aug-22	42	9	4	29	21%	31%
Sep-22	42	10	1	31	24%	26%
Oct-22	63	7	8	48	11%	24%
Nov-22	0	0	0	0	0%	0%
Dec-22	0	0	0	0	0%	0%
2022 TOTAL	453	94	43	316	0%	0%

Outside agencies also responded to the following number of rescue calls within Carroll County:

Fries Fire & Rescue 8
Galax Grayson EMS 12

Pipers Gap Rescue						
Month	Total Dispatched	Total Answered w/o Assistance	Total Answered w/ CCFR Assistance	Total Not Answered	% Answered Without Assistance	% Calls Answered With and Without Assistance
Jan-22	90	61	3	26	68%	71%
Feb-22	95	58	9	28	61%	71%
Mar-22	86	57	9	20	66%	77%
Apr-22	105	74	8	23	70%	78%
May-22	78	56	3	19	72%	76%
Jun-22	110	72	8	30	65%	73%
Jul-22	93	57	9	27	61%	71%
Aug-22	91	60	7	24	66%	74%
Sep-22	96	76	4	16	79%	83%
Oct-22	101	66	3	32	65%	68%
Nov-22	0	0	0	0	0%	0%
Dec-22	0	0	0	0	0%	0%
2022 TOTAL	945	637	63	245	0%	0%

CARROLL COUNTY EMERGENCY SERVICES

FIRE CALLS RESPONSE SUMMARY

Month	CCFR Response*					
	Total Calls Dispatched	Structure Fires	Vehicle Fires	Brush Fires	MVC	Other
Jan-22	66	26	4	2	20	14
Feb-22	68	15	6	8	23	16
Mar-22	105	22	6	20	37	20
Apr-22	98	17	9	21	31	20
May-22	66	10	13	5	23	15
Jun-22	79	11	7	14	22	25
Jul-22	67	8	13	3	24	19
Aug-22	77	19	9	3	28	18
Sep-22	67	15	8	2	22	20
Oct-22	76	20	10	3	26	17
Nov-22	78	11	4	10	36	17
Dec-22	0	0	0	0	0	0
2022 TOTAL	847	174	89	91	292	201

***Note:**

CCFR is dual-dispatched with the volunteer fire department to provide suppression and operational support with air-pack qualified personnel.

Month	Cana Fire Department						Laurel Fork Fire Department					
	Total Calls Dispatched	Structure Fires	Vehicle Fires	Brush Fires	MVC	Other	Total Calls Dispatched	Structure Fires	Vehicle Fires	Brush Fires	MVC	Other
Jan-22	19	4	1	2	7	5	10	6	0	0	2	2
Feb-22	20	4	2	2	9	3	5	2	0	1	1	1
Mar-22	33	5	3	4	13	8	14	5	0	4	2	3
Apr-22	42	5	6	9	12	10	12	2	1	3	5	1
May-22	27	2	7	1	9	8	6	4	0	0	0	2
Jun-22	27	1	4	6	8	8	12	3	1	2	1	5
Jul-22	26	0	9	0	10	7	6	3	0	1	0	2
Aug-22	16	1	3	0	9	3	7	2	0	0	1	4
Sep-22	24	1	3	1	7	12	3	2	0	0	0	1
Oct-22	23	5	4	0	11	3	9	4	1	1	1	2
Nov-22	27	6	1	2	12	6	8	1	2	3	0	2
Dec-22	0	0	0	0	0	0	0	0	0	0	0	0
2022 TOTAL	284	34	43	27	107	73	92	34	5	15	13	25

Month	Hillsville Fire Department					
	Total Calls Dispatched	Structure Fires	Vehicle Fires	Brush Fires	MVC	Other
Jan-22	37	16	3	0	11	7
Feb-22	43	9	4	5	13	12
Mar-22	58	12	3	12	22	9
Apr-22	44	10	2	9	14	9
May-22	33	4	6	4	14	5
Jun-22	40	7	2	6	13	12
Jul-22	35	5	4	2	14	10
Aug-22	54	16	6	3	18	11
Sep-22	40	12	5	1	15	7
Oct-22	44	11	5	2	14	12
Nov-22	43	4	1	5	24	9
Dec-22	0	0	0	0	0	0
2022 TOTAL	471	106	41	49	172	103

Outside agencies also responded to the following number of fire calls within Carroll County

Fries Fire Department 1
Galax Fire Department 17

Virginia Department of Taxation
Communication Tax Distribution Report

October Distribution for August 2022 Sales

Statewide	Amount (\$)
Total Communications Tax	21,240,112.26
Total E-911	2,189,474.07
Total Right-of-Way	887,477.76
Sub-total	24,317,064.09
Less: Administration Fee	-45,991.71
Less: Transferred to Deaf and Hard of Hearing	-99,428.93
Sub-total	-145,420.64
Adjustment	0.00
Total Amount Available for Statewide Distribution:	24,171,643.45
Locality: Carroll - 51035	
Locality APA Percentage:	0.241729 %
Total Amount Distributed	58,429.86

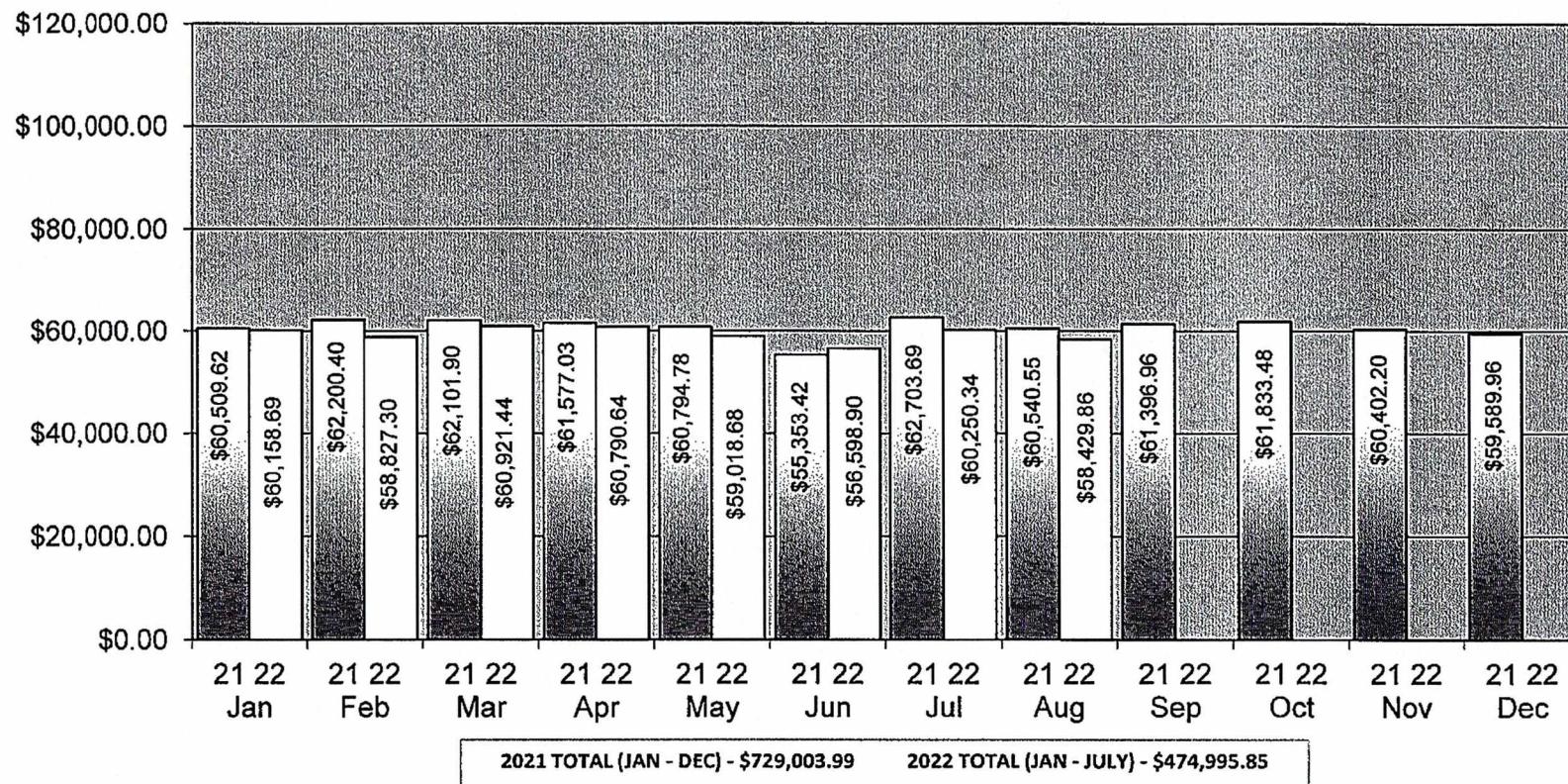
Time Created: 08 10 AM

Additional Information: CONFIDENTIAL TAXPAYER DATA UNDER SECTION 58.1-3 OF
THE CODE OF VIRGINIA. PENALTIES FOR UNAUTHORIZED DISCLOSURE....

Submitted 12/13/2022 by:
Kayla Beamer
Master Deputy
Commissioner of the Revenue
Carroll County

Communication Tax Distribution Report Carroll County VA

Communication Tax Distribution reports are reported to the Commissioner of the Revenue Office monthly. Reports and distributions are received approximately two months after the last day of the current month.



**Virginia Department of Taxation
Communication Tax Distribution Report**

November Distribution for September 2022 Sales

Statewide	Amount (\$)
Total Communications Tax	21,584,942.01
Total E-911	2,333,536.49
Total Right-of-Way	883,853.30
Sub-total	24,802,331.80
 Less: Administration Fee	 -67,686.37
Less: Transferred to Deaf and Hard of Hearing	-124,894.70
Sub-total	-192,581.07
Adjustment	0.00
 Total Amount Available for Statewide Distribution:	 24,609,750.73
 Locality: Carroll - 51035	
Locality APA Percentage:	0.241729 %
 Total Amount Distributed	 59,488.9

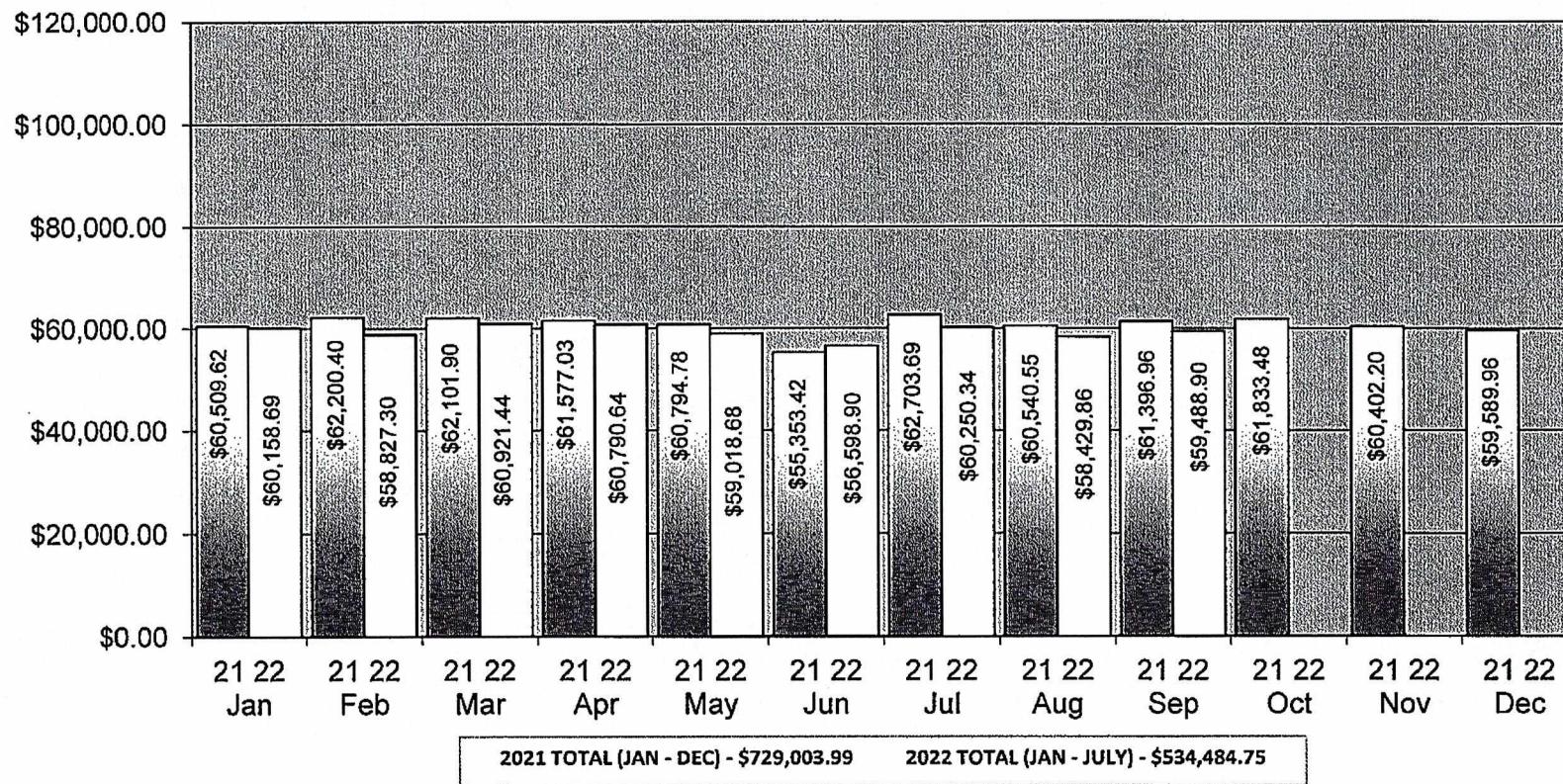
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Virginia Department of Taxation
Communication Tax Distribution Report

December Distribution for October 2022 Sales

Statewide	Amount (\$)
Total Communications Tax	21,193,607.44
Total E-911	2,170,935.59
Total Right-of-Way	874,982.88
Sub-total	24,239,525.91
Less: Administration Fee	-22,615.17
Less: Transferred to Deaf and Hard of Hearing	-106,690.21
Sub-total	-129,305.38
Adjustment	0.00
Total Amount Available for Statewide Distribution:	24,110,220.53
Locality: Carroll - 51035	
Locality APA Percentage:	0.241729 %
Total Amount Distributed	58,281.39

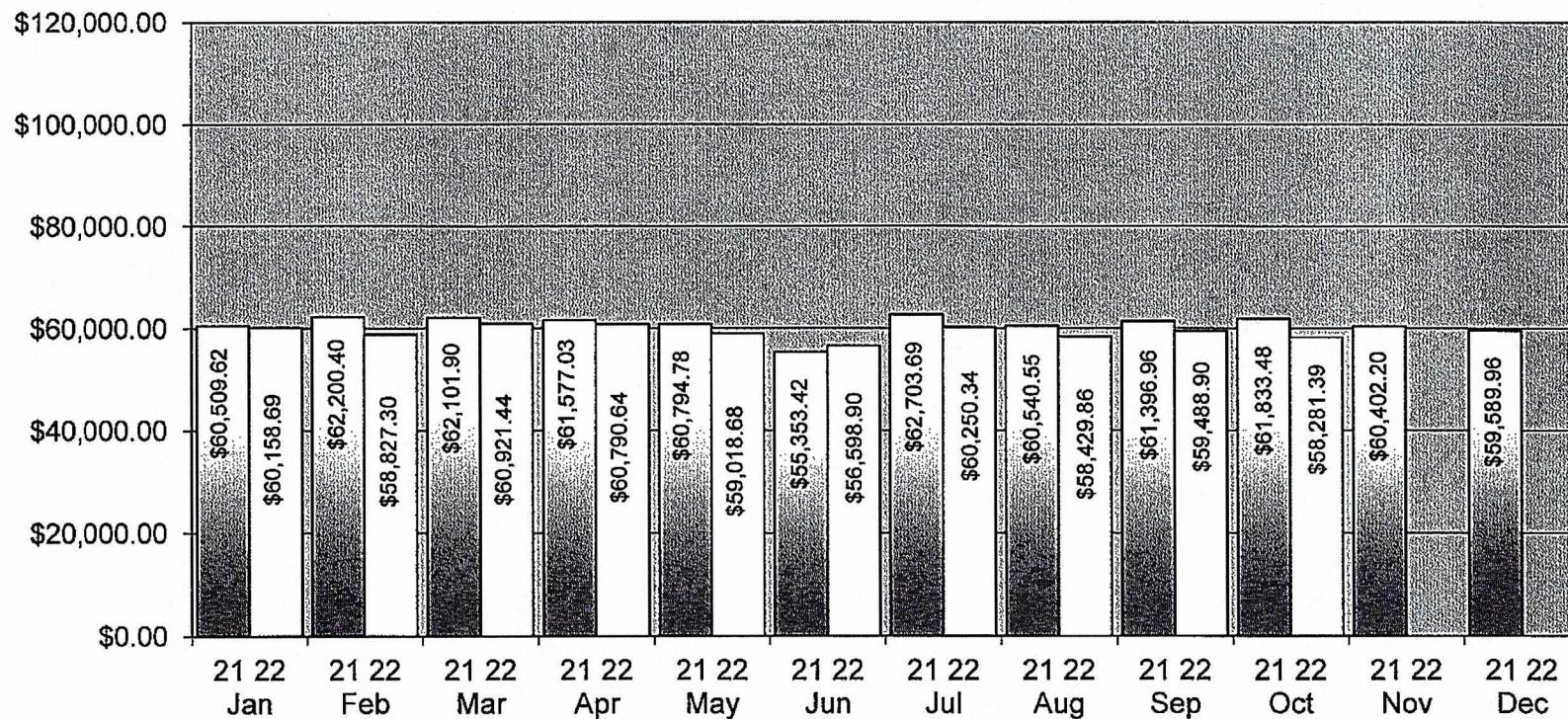
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Carroll County

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2021 TOTAL (JAN - DEC) - \$729,003.99

2022 TOTAL (JAN - JULY) - \$592,766.14

CARROLL COUNTY GOVERNMENTAL COMPLEX



TERESA ISOM - DIRECTOR

DEPARTMENT OF SOCIAL SERVICES

January 4, 2023

Carroll County Board of Supervisors
605 Pine Street
Hillsville, VA 24343

Dear Board Members:

I am providing BOS Members with statistics and budget information for November 2022. On December 20, 2022, the Carroll County Department of Social Services Board discussed the information attached during the monthly board meeting.

Please do not hesitate to ask any questions concerning the information provided.

Sincerely,

Teresa Isom

605-8 PINE STREET • HILLSVILLE, VIRGINIA 24343-1404

(276) 730-3130 (276) 236-8008 FAX (276) 730-3135

**CARROLL COUNTY DEPARTMENT OF SOCIAL SERVICES
LOCAL BOARD MEETING**

**December 20, 2022
6:00pm**

- 1- Call to Order**
- 2- Public Comments**
- 3- Approval of Minutes of November 15, 2022**
- 4- Agency Expenditures for November 2022**
- 5- Director's Report**
- 6- Closed Session to Discuss Personnel**
- 7- Scheduling of the Next Meeting**
- 8- Adjournment**

Carroll County DSS

December 20, 2022 Board Meeting

Payroll: November 2022 - \$217,585.80

Administrative Expenditure: November 2022 - \$30,981.19

Assistance Expenditures: November 2022 - \$421,964.92

Purchase of Service Expenditures: November 2022 - \$8,663.63

CARROLL COUNTY SOCIAL SERVICES FY 2023

PERIOD	TOTAL LASER EXPENDITURES	FED/STATE REIMBURSEMENTS	LOCAL	CSA ADMIN
22-Jul	452,798.58	411,311.09	41,487.49	1,040.68
22-Aug	456,206.14	416,721.93	39,484.21	1,574.10
22-Sep	563,377.29	505,652.81	57,724.48	2,361.15
22-Oct	364,071.85	336,269.55	27,802.30	787.05
22-Nov	679,195.54			1,574.10
22-Dec				
22-Jan				
22-Feb				
22-Mar				
22-Apr				
22-May				
22-Jun				
 FY23 Totals	 2515649.4	 1669955.38 0.663826756	 166498.48	 7337.08
 County Budget	 6,176,749	 5,566,734 0.901240118	 610,015 0.098759882	 18,906
 Difference	 3,661,100	 3,896,779	 443,517	 11,569

DSSLERC

Va Department of Social Services

Certification

Dec 9, 2022

Period: NOV-22

DSS LASER Monthly Expenditure Certification

Date:

Due Date : the last day of the month for the prior month

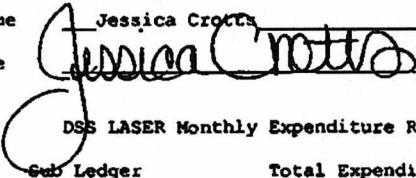
FIPS Code 0035

Expenditure Type	Reimbursable	Non-Reimbursable	Undistributed	Total Expenditures
Administrative	0.00	0.00	248,566.99	248,566.99
Assistance	0.00	0.00	421,964.92	421,964.92
Purchase of Services	0.00	0.00	8,663.63	8,663.63
Other	0.00	0.00	0.00	0.00
Total:	0.00	0.00	679,195.54	679,195.54

By signing this report, I certify to the best of my knowledge and belief, that the report is true, complete, and accurate. I certify that all expenditures are necessary and reasonable for the performance of Federal and non-Federal awards and are adequately documented supporting expenditures claimed. I acknowledge and accept that all reported expenditures are subject to verification and audit.

Verified By :

Print Name Jessica Crotts

Signature 

DSS LASER Monthly Expenditure Reconciliation Certification

Expend Type	Sub Ledger	Total Expenditures	Differences
Administrative	<u>248566.99</u>	<u>248,566.99</u>	<u>0</u>
Assistance	<u>421964.92</u>	<u>421,964.92</u>	<u>0</u>
Purchase of Service	<u>8663.63</u>	<u>8,663.63</u>	<u>0</u>
Other		<u>0.00</u>	<u>0</u>
Total:	679195.54	679,195.54	0

By signing this report, I certify the expenditure data, as reflected above and entered into LASER for the stated period, have been satisfactorily reconciled between the systems that generated checks and LASER. All reconciling differences have been identified and the appropriate adjustments have been made. Upon request, explanations and supporting documentation for reconciling items are available for review.

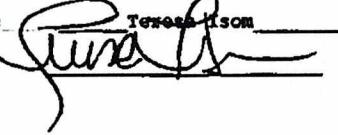
Completed by LDSS Office Manager or Delegate :

Reviewed By LDSS Director or Authorized Designee :

Print Name Jessica Crotts

Signature 

Print Name Tessera M. Isom

Signature 

Schedule of Board Actions of Carroll County Department of Social Services

Purchase Of Services

November 2022

Child Welfare Substance Abuse Services	1,043.50
Child Welfare Supplemental Services	22.99
Home Based Companion	1,101.53
Independent Living	814.56
VIEW Supportive Services	2,052.45
VIEW - Transitional Transportation	150.00
VIEW - Transportation	3,328.60
Adult Protective Services	150.00

Salaries & Operations Reimbursements

November 2022

Expenditures

Operations 30,981.19

Salaries 217,585.80 (2 payrolls in October)

Salaries & Operations 248,566.99

December 2022 Board Report

CPS:

Investigations: 3

Family Assessments: 16

New In Home Cases: 3

New FC Prevention Cases: 1

Courtesy: 3

Children Diverted from Placement Into FC: 11

APS:

APS Reports Received: 20

Valid APS Reports: 10

Long Term Screenings Requested: 20

Long Term Screenings Completed: 14

FC:

62 foster care -

8 – Therapeutic foster care placement

16 – Residential Placement

26 – Locally approved foster home

10 – Fostering Futures Program

1 – Trial Home Placement

13 – Community Based Services

Special Education Placements presented by Carroll County School

2 - Private Day School placements

0 - Residential placements

0 -Transitional Education services

7 – Parental placement

Adoption Subsidies:

88 – Youth receiving Adoption Subsidy

23 - Foster Care Youth eligible for IV-E funding

30 - Youth w/foster care goal of adoption

F&C:

SNAP: 93

Medicaid: 27

TANF: 15

Child Care: 7

IV-E Referrals:

FRAUD:

Monthly Report

Locality: Carroll County (035)

Investigator:

Report Run Date: 12/07/20:

Action	Count
<u>Front End and Ongoing Cases</u>	
Referral Received:	11
Investigation Completed:	11
Initiate ADH:	0
Referred for Prosecution:	0
Unsubstantiated:	11
Cancelled:	0
Court Decisions:	2
Convicted-Incarcerated:	0
Convicted-Suspension:	0
Convicted-Other:	1
Dismissed:	1

Acquitted:	0
Nolle Prossed:	0
Pending in Court System:	0
ADH's:	0
Waiver Signed:	0
Sustained:	0
Reversed:	0
Disqualification Savings:	\$3372.0
Ongoing Cost Savings:	\$1686.0

Front End Cases Only

Referral Received:	11
Investigation Completed:	10
Cancelled:	0
Final Disposition(Withdrawn):	0
Final Disposition(Denied):	0
Final Disposition(Approved/Reduced):	0
Final Disposition(Approved/Full):	10
Investigation Savings:	\$0.0
Disqualification Savings:	\$0.0
Total Savings:	\$0.0

ABD:

SNAP: 51

Medicaid: 39

ENERGY ASSISTANCE:

We had approximately 733 applications not including preapprovals.

ADMIN:

Eliminated hours of work by not doing handwritten reports monthly case actions. Case actions will now be directly keyed into the computer and set as ongoing. Contacted One Stop Auto for car maintenance due to backlog of maintenance services with current garages.

MINUTES

CARROLL COUNTY, VIRGINIA

Board of Social Services

November 15, 2022

Susan Clark Chairman of the Board, called the November 15, 2022 meeting to order at 6:00 p.m. in the conference room of the Carroll County Department of Social Services with a quorum present. Board members present were: Mr. Robbie McCraw, Ms. Lisa Gardner, Mr. David Clontz, Mr. Roger Cooley and Mr. Fred Bobbitt. Also present was Teresa Isom, Director of Carroll County Department of Social Services (CCDSS) and Jessica Crotts, Administrative Services Manager (ASM) of Carroll County Department of Social Services.

During public comment period of the meeting, a member of the public asked to make a complaint. The citizen stated she wanted to discuss abuse and neglect of a child and requested Director Isom and Administrative Services Manager Crotts leave the meeting, in order for her to make a complaint about an employee of Carroll County DSS and Director Isom. Ms. Clark stated it was not appropriate for the Director and ASM to leave the meeting, and the citizen stated Director Isom was part of the problem and her son had attempted to meet with Ms. Isom and he was denied that request. Board Chairman Susan Clark requested the board go into recess to contact legal counsel. When legal counsel was not reached immediately the board decided to continue with open session business.

On a Motion of Mr. McCraw, seconded by Mr. Clontz, and unanimous vote, the Board approved as submitted the Board Minutes of the regular meeting on October 18, 2022.

On Motion of Mr. Bobbitt, seconded by Mr. Cooley, and unanimous vote, the Board approved the Administrative and Program expenditures and refunds:

Payroll: October – \$105,017.97; Administrative Expenditures: October – \$32,250.06; Assistance Expenditures: October – \$208,770.66; Purchase of Service Expenditures: October – \$18,033.16.

The first order of business discussed during the Director's Report was informing the board members of the adoption of one child. The male child had been in care since 2018, and due to behavior issues has had multiple placements, however, he has found his forever home with his

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current foster mother. On a motion of Mr. McCraw, seconded by Ms. Gardner, and unanimous vote the Board approved the adoption.

Next, Ms. Isom informed the Board that for the month of September, Child Protective Services referrals and reports were above the federal requirement of 95%, scoring a 97%.

Ms. Isom reported Carroll County Maintenance had been contacted in reference to the shelving needed for the clothing closet and Ms. Crotts was waiting on a response.

Ms. Isom informed the Board of the positive outcome of changing the agency's business card to Truist. Ms. Crotts and the Fiscal Assistant were now able to get statements online, so there was not an issue with late fees.

Next, Ms. Isom stated there were currently 370 FUEL Assistance applications being process by the EAP worker, with an additional 150 applications being processed by the Human Services Assistant/Screener. The program closed on November 15, 2022.

Lastly, Ms. Isom reported to the Board that Elisha's House open house was tonight. Elisha's House is a warming house for anyone, the temperature must be 29 degrees or below in order for the house to open. Participants receive a free meal, shower, cot and blankets for the night, Elisha's House is being staffed by volunteers.

After topics of open session were completed Ms. Clark addressed the member of the public stating the board had not heard back from legal counsel, so the board would not be removing the Director and ASM from the meeting and it would not be appropriate to go into closed session during public comment. The citizen stated she was making a formal complaint in regard to her grandson. The citizen stated she made an anonymous Child Protective Services report to Carroll County DSS and nothing was done with the complaint. The citizen reported she sent an anonymous letter to her husband prior to the September 20, 2022 DSS Board Meeting requesting pictures and a letter be presented to the board. The citizen reported she had also contacted Galax DSS multiple times, but was unable to make a complaint though she had been advised by a Carroll County DSS board member to make the complaint to Galax. The citizen stated she is making a complaint of physical and medical neglect. The citizen reported the court system is biased and prejudice and the judge should recuse herself. The citizen reported she has spoken to a representative from the Virginia Department of Social Services (VDSS) who stated she needed to go to the CCDSS board meeting and if she was not able to provide her information to the Board she was to contact VDSS back and an investigation would be initiated.

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The citizen stated she would be contacting the state representative to inform them of what occurred at the meeting. The citizen concluded her complaint with stating that her son was not present to make this complaint because of his fear that the mother of the child will pursue fictitious charges against him. Ms. Clark thanked the member of the public for the information.

On a motion of Ms. Clark seconded by Ms. Gardner, and unanimous vote, the Board went into Closed Session as authorized but the Virginia Code Section 22-3711(A) 1, 8, 7 to discuss personnel issues.

Ms. Clark made the following motion: I move for Certification that: the closed meeting was conducted in compliance with Virginia Law, and only public business matters exempt from open meeting requirements and identified in the motion to convene the closed meeting were heard, discussed, or considered in the closed meeting.

On a Motion of Ms. Clark, seconded by Mr. Bobbitt; and unanimous vote, the Board reconvened back into open meeting. The Board certified that only such business matters as were identified in the motion by which this Closed Session was convened were heard, discussed, or considered in the meeting to which this certification applies.

On a Motion of Mr. Bobbitt, seconded by Mr. Cooley having no further business, by unanimous consent the meeting adjourned at 7:20 pm.

The next scheduled meeting of the Board will be held on December 20, 2022 at 6pm.

Signed: _____

Susan Clark, (Chairperson)

Signed: _____

Teresa Isom (Secretary)

JLC

Typed: November 28, 2022

District Three Governmental Cooperative Summary of Fiscal Year 2022 Services

For the fiscal year that ended September 30, 2022, District Three Senior Services provided core services such as meals and home repairs to an estimated 10,047 area seniors, while Mountain Lynx Public Transit logged over 140,000 one-way trips.

The agency's aging programs have seen an increase in referrals this year due to high inflation rates; most programs have seen an increase in clients served.

The agency has been working with The National Council on Aging (NCOA) on a media campaign to increase awareness of the struggles that seniors who are living on a fix income face. District Three Clients have been featured in segments from CNN, NBC, CNBC, The New York Times, USA Today, CNET, a local Baltimore Station (ABC), and WAMU.

The overall service numbers were down for some programs including Wellness Programs, and Support Groups; however, programs such as Case Management, Caregiver Counseling, Congregate Meals, and Home Delivered Meals saw an increase in service/participants from the previous year.

With an operating budget of about \$8 million, District Three Governmental Cooperative employs about 140 area residents and operates a field office in Galax in addition to its headquarters near Marion.

The agency provided the following services during the fiscal year that ended September 30, 2022:

143,169 passenger trips were provided by Mountain Lynx Transit. The 42 transit vehicles logged over **458,335 miles** transporting riders of all ages to commercial centers, nutrition sites, health care facilities and other destinations. The Mountain Lynx Transit system includes the municipal transit services in Abingdon, Galax, Marion, and Wytheville, as well as the county systems in Bland, Carroll, Grayson, Smyth, Washington and Wythe counties.





SENIOR NUTRITION

132,801 home delivered meals (also known as Meals on Wheels) were served to **1,689** home-bound clients

39,088 congregate meals were served to **1,143** participants at the agency's **15 Friendship Cafes** as well as via drive-thru service during the height of the pandemic.

19,179 people received information and assistance services as well as public information and education materials/services provided by trained Case Managers and Client Service Workers. This service helps elderly people qualify for needed public benefits such as food stamps and fuel assistance.

7,973 hours of volunteer service were logged by participants in District Three's Volunteers in Motion (VIM) program. Volunteers perform community service work in senior centers, and call to check on isolated home-bound elders.

6,978 hours of homemaker service were provided to eligible home-bound clients.

3,800 persons received special checks to purchase locally-grown produce through the **Farmers Market Fresh for Seniors Program**.

2,646 persons received counseling, information, or other assistance from the Ombudsman program, which investigates complaints about care provided in institutional and in-home settings.

2,601 people have received assistance in applying for various public benefits through District Three's NCOA funded Benefits Enrollment Center. The BEC assists Medicare beneficiaries and adults with disabilities to apply for any federal, state, or local benefit for which they are eligible.

2,585 persons received service from the abuse prevention program sponsored by District Three Governmental Cooperative.

1,579 contacts were made with seniors who needed assistance on health insurance issues from staff members working in the Virginia Insurance Counseling and Advocacy Program (VICAP).

1,436 persons received emergency services to help deal with financial emergencies such as lack of funds for fuel and medicines.

1,355 hours of respite care services were provided to enable caregivers to leave their homes for business, shopping or relaxation.

785 persons received caregiver services such as assisted transportation, chore and individual caregiver counseling, as well as caregiver support groups.

306 people were provided one-to-one senior transportation services to medical appointments.

277 clients received help with civil legal matters through a contract with Southwest Virginia Legal Aid (1,022 hours).

217 people received Money Management and related fiduciary services.

145 homes were repaired for elderly clients through the home repair and chore programs operated by District Three. Many of these clients had access ramps installed.

135 individuals received Guardianship services under a program funded by the Virginia Department for the Aging.

104 people received air conditioners and /or fans through the Cooling Assistance Program last summer.

81 people received case management services.

This program assists the frailest elderly individuals by developing a personalized plan of care, coordinating a broad range of services, and monitoring client progress.



17 people received employment training and job placement services through the agency's senior employment programs.

District Three Governmental Cooperative also is active in a variety of other areas, including:

■ **Senior Shield Outreach Program Vaccination Initiative**

With the allocation of additional vaccine funding awarded to District Three, staff has developed 13 partnerships with local pharmacies and Doctor's offices to promote the importance for seniors to receive their COVID vaccination.

The purpose of the program is increase senior citizen awareness of vaccinations against Covid 19 and its related strains.

Elements of the program may include:

- Outreach and education
- An incentive program to encourage participation
- Administration of incentive vouchers for seniors being vaccinated either at retail pharmacies, in home or offsite, including first, second, and booster shots as recommended by the Centers for Disease Control

District Three works with health care providers to cooperate in disseminating information about the importance of being vaccinated. Health care providers administer vaccinations in accordance with best practices and federal guidelines. If a senior chooses to be vaccinated, he/she will receive two Food City vouchers as incentives for two free meals.

- **Heart Healthy Ambassador Program**

The HHA Program is a 4-month program to encourage self-monitoring and recording of blood pressure, as well as a heart-healthy diet. Trained lifestyle coaches help participants monitor and understand their blood pressure readings. The HHA communicates with participants regularly during the program, both face-to-face and by phone or email. They provide support, guidance, and encouragement as participants monitor and record blood pressure at home.

The goals of the program are:

Reduction in blood pressure

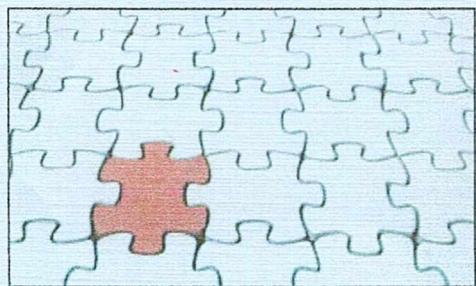
Better blood pressure management

Increased awareness of triggers that elevate blood pressure

Enhanced knowledge to develop healthier eating habits

- Leadership in the activities of the region's long-term care coordinating committee.
- Information and counseling aimed at reducing fraud in the Medicare and Medicaid programs.
- Sponsorship of caregiver support groups in Smyth, Washington, Wythe/Bland counties as well as a new group in the City of Galax.
- Promoting a winter heating initiative to raise awareness and funds to cope with rising heating fuel prices.

What Makes District Three Governmental Cooperative Unique?



District Three Governmental Cooperative is one of 25 Area Agencies on Aging in Virginia and one of approximately 600 such agencies nationwide. All are unique in some ways. Virginia's Area Agencies on Aging are among very few in the country that provide services directly, rather than contracting through other service providers.

Among the 25 agencies in Virginia, District Three is one of only a handful chartered as a Joint Exercise of Powers, multi-purpose organization. This gives the agency close ties to its member local governments.

District Three has the second largest service area in the state. We have made a commitment to serve people in need no matter where they live. Rather than having relatively few nutrition sites that meet several times a week in urban centers, we have 15 one-day-per-week congregate nutrition sites scattered throughout the district.

The home delivered meals model used by District Three relies on frozen and shelf-stable meals delivered bi-weekly throughout the area, allowing us to reach over 800 clients each year residing in all corners of the district. In urban parts of the state, the more common model is daily delivery of hot meals by volunteers.

District Three serves a higher proportion of the senior population than most others. About 11% of the area's 50,000+ seniors receive some service from the agency each year.

District Three's Chore Crew builds hundreds of home access ramps each year, far surpassing any other similar program in Virginia.

District Three has the state's first and largest Farmers Market for Seniors Program, serving over 3,800 annually.

District Three pioneered a successful Chronic Disease Self-Management program with links to area prisons, and Virginia's first Chronic Pain Self-Management Program, using the Stanford model.

District Three received NCOA grant funding to establish the first Benefits Enrollment Center to serve only Virginians. The Benefits Enrollment Center partners with 5 other Area Agencies on Aging to provide these services to 25 counties and 10 cities throughout Southwest Virginia.

