STATE INTERAGENCY COMMITTEE ON AGING SERVICES

Annual Report To Governor Robert L. Ehrlich, Jr.
and The Maryland General Assembly
January - December 2006

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Overview

This report is submitted to the Governor and the Maryland General Assembly in accordance with the requirements of Article 70B, Section 4D of the Annotated Code of Maryland regarding the State Interagency committee on Aging Services (IAC). The IAC is an interdepartmental coordinating body created under State law to plan health, social, transportation, housing, and employment services for the elderly in Maryland. Contained herein is information on the activities, actions, and accomplishments of the State IAC for the period of January through December 2006. Reports are included from all member agencies: Departments of Aging, Disabilities, Health & Mental Hygiene, Housing & Community Development, Human Resources, Labor, Licensing & Regulation, Transportation, and Veterans Affairs.

Background

The Interagency Committee on Aging Services, commonly called the IAC, was established by statutory authority in 1982. Its main charge is to plan and coordinate the delivery of services to Maryland's elderly population. The IAC was originally a three-member body consisting of the Secretaries of the Departments of Aging (appointed chairperson), Health and Mental Hygiene, and Human Resources. The Committee is now a nine-member body, having been expanded to include the Secretaries of Department of Housing and Community Development, Department of Transportation, Department of Labor, Licensing and Regulation, Department of Disabilities, a representative from the Area Agencies on Aging, and a consumer. The Department of Veterans Affairs is an honorary member of the IAC.

2006 Membership of the IAC

Department	Secretary	Designee
Aging (Chair)	Hon. Jean W. Roesser	Carol R. Baker, Ph.D.
Disabilities	Hon. Kristen Cox	Diane McComb
Health & Mental Hygiene	Hon. S. Anthony McCann	Mark Leeds
Housing & Community Development	Hon. Victor Hoskins	Jackie Phillips
Human Resources	Hon. Christopher J. McCabe	John Kardys
Labor, Licensing & Regulation	James D. Fielder, Jr.	Bernie Antkowiak
Transportation	Hon. Robert Flanagan	John Gaver
Veterans Affairs (Honorary)	Hon. George W. Owings, III	Paul Prozialeck

Representatives (Appts. Pending)

Area Agency of Aging	John Stewart	Baltimore City
Consumer	Chloe Giampaolo	

DEPARTMENTAL ACCOMPLISHMENTS FOR 2006

Maryland Department of Aging (MDoA)
Jean W. Roesser, Secretary

Medicare Prescription Drug Program
The 19 Area Agencies on Aging (AAAs) and the staff of the Maryland Department of Aging played a key role in helping nearly 200,000 of the 754,000 Maryland Medicare beneficiaries to understand and enroll in the Medicare Prescription Drug program - the biggest enhancement in Medicare since its establishment 41 years ago. CMS reports that close to 80% of Maryland's Medicare beneficiaries are enrolled in some type of plan with drug coverage, exceeding their target of 70%. Seeing the need for continued education, training and outreach, Governor Ehrlich and the legislature approved an allocation of $2 million in State funds to help the Department and the AAAs with outreach, education, assistance - and a considerable amount of problem solving - in 2006

The Department used some of this funding to provide media outreach in specified areas, putting ads in busses and at bus stops, and advertising in community newspapers. In addition, the Department provided grants to three community groups, LatinLink, the Korean Resource Center and the Asian-American Anti-Smoking Foundation, to provide outreach and education to Medicare beneficiaries who do not speak English as their first language.

Strategic Plan
The MDoA contracted with the University of Maryland Institute for Governmental Service and Research to assist with development of a strategic plan for the Department. Beginning in July, focus groups were held across the State with seniors, frail elderly, Area Agency on Aging directors, the Maryland Commission on Aging, and departmental staff. An MDoA Steering Committee, comprised of senior staff, identified themes, priorities, goals and strategies and developed action plans to guide the work of the Department over the next several years. Along with a revised mission and vision for the Department, the values identified by the plan will direct programs and services to achieve measurable results, accountability, and efficiency for improved outcomes for the citizens of Maryland.

Accessible Homes for Seniors
This initiative, jointly sponsored by the Department of Housing and Community Development and the Department of Aging, offers zero-interest loans to income eligible households (maximum income of $42,504-$51,240) to be used for home modifications to enable seniors to "age in place." Installation of grab bars, lever handles on doors, wider doorways and first-floor bathrooms are examples of such modifications.

Evidence Based Health Initiatives
The Department of Aging, in collaboration with a wide range of State agencies and community organizations, was one of 16 states to receive a three-year, $900,000 federal grant to promote proven strategies to educate and train seniors to adopt healthier lifestyles and to manage chronic

diseases. These organizations will assist with planning and implementing programs shown to have positive health outcomes for participants, including fewer hospitalizations.

Naturally Occurring Retirement Communities (NORCs)
The Maryland Department of Aging's FY2007 budget included $500,000 in new funding to expand two NORC initiatives, one in Northwest Baltimore and one in Montgomery County. NORC is the term given to communities characterized by unusually high-density older adult populations that were not specifically planned as aging communities, but evolved over time as residents aged in place. The NORC is an innovative and cost-effective mechanism to serve a large number of people in a specific geographic area. The continuation and expansion of these projects will make available best practices and guidelines that could benefit other communities in the State that seek to replicate these models.

Caregiver Grant Program
Working with the Department of Health and Mental Hygiene, the Department of Disabilities and advocates, the Department of Aging is implementing the Family Caregiver Assistance Grant Program approved by the General Assembly during the 2006 Session. The new law authorizes the Department to award grants of up to $500 to eligible family caregivers. The Department is trying to identify funds to implement this program in the FY2008 budget.

Homeowner Tax Credit
Tax relief is extended to seniors with incomes up to $55,000 and homes valued up to $300,000. This relief will add approximately 4,000 to the 46,189 recipients currently receiving this credit. In addition, the maximum tax credit allowed under the Renters' Property Tax Relief Program increases from $600 to $750.

Senior Assisted Living Group Home Subsidy Program (SALGHS)
More than 500 seniors received subsidized assisted living placements through the statewide SALGHS program. A combination of residents' personal income and $2.3 million in State general funds allowed frail elders no longer able to live on their own to live in a supervised residence where their daily needs are met. Without subsidy assistance, many of these seniors might be placed in nursing homes, which could cost over $68,000 a year. The average SALGHS resident costs the State less than $4,000 annually.

$1.1 million in additional funds were allocated in the FY2007 budget to subsidize the cost of assisted living in group homes with 4-16 residents with low to moderate-incomes. The new funds are targeted to persons on the waiting list for this program.

Senior Care Programs
Additional funds of $750,000 in the FY2007 budget will reduce the waiting list by 13%. The program provides coordinated, in-home services to seniors who need help with daily tasks so that they can remain in the community.

Senior Nutrition
The MDoA, through the 19 Area Agencies on Aging, served more than 1.57 million meals at senior centers and other nutrition sites. Senior Centers with large ethnic populations served special ethnic meals to attract participants. The socializing that occurs is as important as the nutritious meals for seniors who might otherwise be isolated and suffer from depression.

More than 1,400,000 meals were delivered to the homes of frail seniors. Trends show that persons receiving meals use the meal services for a longer period of time because they are able to stay in their own homes as they age. These Marylanders are "aging-in-place."

An additional $400,000 in funds was provided to expand the senior nutrition program.

Senior Farmers' Market Nutrition Program
The MDoA, working with the Maryland Department of Agriculture and the AAAs, provided coupons to more than 9,000 low-income seniors for the purchase of fresh fruits and vegetables at Maryland farmers' markets. The U.S. Department of Agriculture provided a grant for this program. Seniors received education materials and information through a partnership with the "5 A Day Program" at the Maryland Department of Health and Mental Hygiene.

Senior Center Plus
Senior Center Plus is a supervised social day care program held in a non-residential setting and is designed to promote socialization, improve mental and physical functioning and address the nutritional needs of frail seniors. Currently, twenty of the twenty-four jurisdictions in Maryland have at least one Senior Center Plus Site for a total of 43 sites. Additional sites are anticipated in 2007.

Senior Centers
Through the Senior Citizens Activities Centers Capital Improvement Grants Program the State has provided in excess of $26,600,000 in capital improvement grants to local governments for senior center development since the program's inception in 1979. The Department awarded $150,000 in operating funds to twenty-five senior centers in seven jurisdictions for innovative program development during FY2006.

Senior Information and Assistance (I&A) Program
In 2006, the Senior I&A workers located in the 19 Area Agencies on Aging received extensive Medicare Part D prescription drug training with the Center for Medicare and Medicaid and the Senior Health Insurance Program. They responded to thousands of calls and walk-ins and scheduled appointments for one-on-one assistance for seniors who needed help signing up for a prescription drug program. Annually, the I&A program provides actual one-on-one assistance to over 30,000 seniors who require aging services, including housing, health care, income management, and more.

Older Adult Waiver Program
The Older Adults Waiver (OAW) provides personal services and other long term supports to low-income older adults who otherwise would reside in nursing homes. The Waiver served over

3,400 individuals in FY2006, and funding for an additional 175 slots was included in the FY2007 budget.

Revisions were made to the program's Quality Assurance Plan. This plan identifies key areas of program focus and accountability essential to assuring that quality supports and services are provided to participants either in their homes or in assisted living facilities. In addition, a quality assurance manager was added to the Waiver staff to oversee the development of strategies and processes to continually evaluate and improve the Older Adults Waiver Program's effectiveness.

A Reportable Events Policy was developed and implemented statewide. This policy provides a process to ensure the timely identification, documentation, resolution and monitoring of specific incidents involving Waiver participants. Every reportable event is monitored at the State level to ensure process continuity and follow through. Information on these incidents is tracked and trends that may need to be addressed are identified.

Congregate Housing Services Program (CHSP)
The Congregate Housing Services Program celebrated its 30th anniversary in 2006. Celebrations were held in sites across the State, beginning in June at Friendship Station in Anne Arundel County. In FY2006, almost 800 frail, low-income seniors received services through the Congregate Housing Services Program. A combination of participants' co-payments, $1,498,836 in State general funds, $746,875 in federal nutrition funds and $1,125,913 in provider/local contributions allowed these seniors to remain in their apartments with in-home services. State subsidies are available for eligible residents who require financial assistance.

Senior Employment Program
The U.S. Department of Labor awarded a $1,202,943 grant to MDoA to support the Senior Community Service and Employment Program (SCSEP). This program trains 168 participants through community service in government and 501(c)(3) non-profit agencies.

The successful implementation of a new U.S. Department of Labor (DOL) Data Collection System incorporated management reports to determine service strategies to fill needs of participants and gaps in service.

The Customer Service Surveys sent to participants, host agencies and employers yielded an 85% approval rating on the federal American Customer Satisfaction Index (ACSI).

Continuing Care Retirement Communities (CCRCs) and Continuing Care at Home (CCAH)
CCRCs are a special type of retirement housing that offers a range of independent living, assisted living and health services. MDoA certifies CCRCs based on a review of organizational, financial, and contractual documents. The CCRC industry in Maryland grew in 2006 from 15,227 units to 15,633.

King Farm Presbyterian Retirement Community, Inc. - Montgomery County
On November 16, 2006, King Farm Presbyterian Retirement Community, Inc. (doing business as Ingleside at King Farm) broke ground and will begin construction in 2007 on a new CCRC to consist of 242 independent living units, 35 assisted living units and 45 comprehensive care beds.

Homewood at Frederick, MD Inc. – Frederick County
MDoA is evaluating the feasibility study of Homewood at Frederick, MD Inc. (doing business as Homewood at Crumland Farms) to offer continuing care agreements to its residents. Homewood at Crumland Farms consists of 165 independent living units, 56 assisted living units and 120 comprehensive care beds.

Goodwill Mennonite Home, Inc. – Garrett County
On July 11, 2006, MDoA issued an initial certificate of registration to Goodwill Mennonite Home, Inc. (doing business as Goodwill Village). Goodwill Village consists of 30 independent living units, 21 assisted living units and 19 comprehensive care beds, which will be registered as continuing care beds.

General German Aged People's Home of Baltimore, dba Edenwald – Baltimore County
On July 1, 2006 the MDoA issued an initial certificate of registration for the addition of 54 independent living units, 12 assisted living units, a wellness center and renovations to the existing healthcare center. Upon completion of the expansion Edenwald will consist of 283 independent living units, 56 assisted living units, and 72 comprehensive care beds.

Grants

Maryland Statewide Legal Assistance Project:
A Collaborative Effort to Expand Maryland Legal Services
Amount: $100,000 (each year for a three-year period)
Terms: 2006-2009
Funded by: Department of Health and Human Services, Administration on Aging

This three-year demonstration grant will allow the Maryland Department of Aging to increase the coordination between the aging network and Maryland legal services providers and to expand the scope and accessibility of critical services to seniors, particularly those who are most isolated because of poverty or cultural and linguistic differences. Specifically, the grant will improve services to English, non-English speaking, and low-English proficiency elders concerning advance directives by partnering with Asian-American and Hispanic-American advocacy groups, healthcare, and faith-based entities. It will also provide information and assistance to residents of assisted living facilities.

Empowering Older People To Take More Control of their Health Through Evidence-Based Prevention Programs: A Public/Private Collaboration
Amount: $300,000 (each year for a three-year period)
Term: 2006-2009
Funded by: Department of Health and Human Services, Administration on Aging

The Maryland Department of Aging will partner with the Department of Health and Mental Hygiene, and other State agencies, selected area agencies on aging, and private organizations to encourage older people to take charge of their health by providing the Chronic Disease Self-Management Program (CDSMP), in six jurisdictions, and the Active for Life program in Montgomery County. Local partnerships are integral to this grant and include aging services provider organizations, local health departments, health care providers, and faith-based organizations. CDSMP classes, to be known in Maryland as "Living Well - Take Charge of Your Health," will be available to participants in a variety of settings including senior centers, churches and health centers.

Maryland Senior Mediation Project
Amount: $40,000
Term: 2006-2007
Funded by: The Maryland Mediation and Conflict Resolution Office (MACRO)

MACRO continues to support the Maryland Department of Aging's efforts to establish a Senior Mediation Services Program in Maryland. Last year, through a grant award of $49,000 from MACRO, the Maryland Department of Aging began to develop senior mediation services to assist seniors and their families to make decisions and prevent or resolve conflicts and to promote public understanding of such services. This year MDoA will establish screening, intake and referral protocols and systems to increase the use of such services.

Aging and Disability Resource Center Grant
Amount: $1,200,000
Term: 2003-2008
Funded by: Department of Health and Human Services, Administration on Aging
                     and the Centers for Medicare & Medicaid Services (CMS)
In Maryland, the Aging and Disability Resource Center (ADRC) Grant Program is known as Maryland Access Point, or MAP. It is a partnership between the Maryland Department of Aging, the Department of Health and Mental Hygiene, the Department of Human Resources, the Department of Disabilities, and advocates for senior consumers and persons with disabilities. This project underscores the importance of providing the public with more efficient access to information and quicker access to services for seniors, persons with disabilities, their caregivers, and the professionals who manage their care. Two pilot sites are now operating in Howard and Worcester Counties and a new website will be launched in 2007 that will create the first comprehensive, searchable database of public and private long-term support resources in the State. The website will make it easier for consumers to locate the information they seek. Planning is also under way for the website to enable consumers and caregivers to access

applications for publicly funded, long-term support electronically and to apply for services on-line. Other mechanisms to expedite access to services are also being studied.

Alzheimer's Disease Demonstration Grant to States Program
Amount: $290,000 (each year for a three-year period)
Term: 2005-2008
Funded by: Department of Health and Human Services Administration on Aging

The Maryland ROSE (Respite, Outreach, Support, and Education) Project will seek to improve the ability of rural and Hispanic caregivers to care for individuals with Alzheimer's disease (or related disorders) and to assist them in developing a natural support network through a coordinated effort of partnering agencies. Partners on this project include: the Alzheimer's Association of Central Maryland, the Washington County Commission on Aging, Upper Shore Aging Inc. and the Baltimore City Commission on Aging and Retirement Education.

Targeted Outreach and Linkage to Older Refugees in Maryland Initiative
Amount: $65,000
Term: 2004-2007
Funded by: Maryland Office for New Americans (MONA)

Partnering with Catholic Community Services of the Archdiocese of Washington, this initiative will identify persons age 60 and over in Montgomery County who entered Maryland as refugees, and link these seniors with benefits and services available through Montgomery County Aging and Disability Services and other public and private resources. Linkage with English language and citizenship classes is a vital component of the project.

Special Events

Long-Term Care Awareness Initiative
As a 2006 participant in CMS's initiative, "Own Your Own Future," Governor Ehrlich sent letters to 670,000 Marylanders between 50 and 70 years of age, urging them to plan for their long-term future. With the number of seniors in Maryland steadily increasing and living longer, it is important to plan *ahead* for long-term needs. MDoA sponsored two seminars in September and October at the University of Maryland Baltimore County in collaboration with the Maryland Insurance Administration and the University of Maryland at Baltimore County on specific ways to prepare, e.g., long-term care insurance, reverse mortgages, advance directives and home modifications. The seminars drew more than 250 people with additional requests for seminars in other parts of the State.

Special Older American Month Events
On May 2, 2006, MDoA presented the *Governor's Conference on Vital Aging II*, a conference for professionals and consumers. More than 600 nurses, social workers, occupational and physical therapists, aging network professionals, family and professional caregivers, seniors, elder housing administrators, government officials and exhibitors attended the conference. Dr. Joseph Coughlin, director, Age Labs, Massachusetts Institute of Technology, delivered the

keynote address. The conference highlighted innovative resources for professionals and seniors in a format of expert panels, exhibits, a health fair, and an opportunity to receive one-to-one assistance regarding the Medicare Prescription Drug Program. The conference provided education and networking opportunities for hundreds of professionals, caregivers and seniors. There were free health screenings for blood pressure, diabetes and depression conducted by the Coppin University Helene Fuld School of Nursing.

The Maryland Department of Aging joined the Maryland Centenarians Committee, Inc. in hosting the *14th Annual Maryland Centenarians Recognition Luncheon* on May 11, 2006 at Martin's West in Baltimore County. This Older Americans Month celebration pays tribute to Maryland citizens who have reached or surpassed the landmark age of 100. More than 500 guests celebrated with over 50 centenarian honorees. The Maryland Department of Aging has co-sponsored this event since 1993. Currently, there are more than 1,000 centenarians in Maryland.

Maryland Department of Disabilities (MDoD)
Kristen Cox, Secretary

* Improved paratransit services

* A fully ADA compliant fixed route transportation network

* Increased capacity for people to be supported in their own homes

* Increased opportunities for people to self direct their services

* Established the Bridge Subsidy Demonstration Program, a pilot rental subsidy program that will help people with disabilities transition from institutions to their communities while awaiting more permanent housing supports

* Improved access to assistive technology

* The Secretary of Disabilities co-chairs the Aging and Disabilities Resource Centers (ADRC) Advisory Board along with the Secretary of MDoA. DoD staff participate in the work of the ADRC and share the goals of streamlining access to services and refocusing long term care policies and funding on community-based supports

* Hired a housing coordinator responsible for being the single point of entry to coordinate efforts among State agencies serving Medicaid consumers and overseeing the development of a housing registry.

* Introduced legislation to modify the Department of Housing and Community Development's (DHCD) Partnership Rental Housing Program for Individuals with Disabilities to streamline the existing requirements, including local governments' required contributions and participation. This will enable the Program to fund the development of housing units for individuals with disabilities or special needs that are located within larger rental communities owned by the private sector.

* Continued to provide private builders with incentives for developing accessible and affordable housing within local communities.

* Piloted a low-cost wheelchair ramp construction project to serve residents with low incomes in Wicomico County and initiated the development of a similar program in Baltimore City.

* Updated and widely distributed the Maryland Housing Modification Resource Guide to individuals with disabilities who need to modify their homes for accessibility.

* Compiled a Guide for Homeownership for individuals with disabilities that promote the creative use of all available affordable housing programs to expand homeownership.

*   Conducted numerous regional conferences on emergency preparedness with and for individuals with disabilities.

*   Facilitated jurisdictional planning groups throughout the State that include people with disabilities, local emergency responders, provider and advocacy organizations, and local government agencies.

*   Facilitated training with agencies supporting people with disabilities to develop plans and implement strategies for evacuation and sheltering in place.

*   Conducted outreach efforts with non-English speaking groups to assist them in preparing for emergencies.

*   Developed an emergency plan for State employees in a Baltimore location in collaboration with the local jurisdiction emergency planners. Secured $2.6 million in federal funding to expand the Assistive Technology Guaranteed Loan Program, guaranteeing the solvency of the program to at least the year 2020. This program provides people with low interest loans underwritten by the State to purchase assistive technology or home modifications.

*   Put in place mechanisms to assure non-visual access to State government websites to make information accessible for people with disabilities.

*   Expanded the number of participating vendors providing discounts on products through the Maryland Assistive Technology Co-op to provide affordable technology that is available to people with disabilities.

*   Continued to fund modifications to State owned property to assure accessibility. Maryland received an award from the U.S. Department of Health and Human Services recognizing the State as having one of the highest accessibility rates in the nation.

<u>Maryland Department of Health and Mental Hygiene (DHMH)</u>
S. Anthony McCann, Secretary

<u>Administration: AIDS Administration</u>

Program Title: Maryland AIDS Drug Assistance Program

Contact Person: Luis Villaneuva

Program Description: The Maryland AIDS Drug Assistance Program (MADAP) provides medications for the treatment of HIV and AIDS and associated conditions for income-eligible Maryland residents who do not qualify for Medical Assistance or the Pharmacy Assistance programs. The MADAP formulary offers 152 drugs including the latest antiretrovirals, antibiotics and other medications to treat illnesses suffered by those living with HIV/AIDS. MADAP has an average monthly enrollment of more than 3,500 clients costing more than $2.7 million per month. Most funding for this program comes from the federal Ryan White CARE Act, Title II. In FY06, MADAP served over 250 adults over the age of 65.

<u>Administration: Developmental Disabilities Administration (DDA)</u>

Contact Person: Connie Urquhart, Statewide Coordinator for Aging Services

Program Description: DDA provides services to individuals with developmental disabilities who are determined eligible for services and as funding is available. DDA utilizes an individualized planning approach and is committed to enabling all individuals with developmental disabilities and their families to exercise the four principles of self determination: freedom to make choices, authority over services and supports, responsibility for organizing resources, and supports necessary to live in the community, throughout the lifespan.

DDA does not provide a distinct set of aging services. Services that are provided to seniors and their caregivers are as follows: residential services, day services, respite care, individual support services and resource coordination.

The DDA, in partnership with state and local senior-serving organizations, sponsors, on an annual basis, various age-related training to assist family caregivers and agency staff in supporting individuals as they age in place, and to promote the inclusion of individuals with developmental disabilities in traditional aging programs. Additionally, the DDA provides statewide oversight for the federally mandated Mental Retardation (MR) component of the Preadmission Screening and Resident Review program (PASRR). The intent of this aspect of the PASRR program is to ensure that individuals with mental retardation or other developmental disabilities are not inappropriately placed and/or retained in a nursing facility and, if they need nursing facility level of care, to assess their need for specialized services.

Connie Urquhart
Statewide Coordinator for Aging Services
Developmental Disabilities Administration
201 W. Preston Street, 4th Floor
Baltimore, MD 21201
410-767-5624

Administration: Family Health Administration

Program Title: Western Maryland Hospital Center

Program Location: Hagerstown, Maryland

Contact Person: Cynthia M. Pellegrino, CEO
(301) 791-4410
*Please note: phone number will change
within the next 2 months due to a new system. All
Departments will be notified when new number is known.

Program Description: Western Maryland Hospital Center is licensed as a specialty chronic disease and rehabilitation hospital that includes both a hospital level of care and a Skilled Nursing Facility (SNF) level of care. In addition, we offer a full service renal dialysis program for both in and out patients.

Our hospital level of care program offers one of the largest post acute ventilator "independence" programs in the State. Patients are admitted with multisystem failure often requiring both ventilator management and dialysis. Frequently seen diagnoses include: Head Injury, Spinal Cord Injury, Strokes, Multiple Trauma, Amputations, post CABG, and multiple medical complications. Our interdisciplinary team of professions takes pride in our ability to wean patients from the ventilator and rehabilitate them to be able to return home again whenever possible.

The comprehensive care program serves as a "step down" for many patients who have improved but are still unable to return home safely. Rehabilitation continues with the goal of returning to the least restrictive environment and preferably home. Admissions also include patients requiring short-term rehabilitation who do not qualify for the more intensive hospital program.

Western Maryland Hospital Center serves approximately 200 patients per year with an average daily census of 85-95 patients and residents. It is fully accredited by the JCAHO and the OHCQ.

Program Title: Deer's Head Hospital Center

Contact Person: Sandy Smith, CEO, (410) 543-4011

Program Description: Deer's Head Hospital Center is licensed as a specialty chronic hospital, comprehensive care (CCF) and dialysis center. Deer's Head provides complex medical management and rehabilitation for traumatic brain injury, spinal cord injury, wound management, CVA, as well as inpatient and outpatient renal dialysis services. Long-term comprehensive care is also provided to patients who require nursing home level services and are high acuity with complex medical management needs.

In FY 06, Deer's Head Hospital Center served 263 patients with an average daily census of 81 patients and residents and provided dialysis treatments to 16,814 recipients. Deer's Head Hospital is fully accredited by the JCAHO.

Program Title: Maryland Arthritis Project

Program Location: Maryland Department of Health and Mental Hygiene

Contact Person: Jade Leung, (410) 767-2919

Program Description: The Maryland Arthritis Project within the Family Health Administration's Center for Health Promotion, Education, and Tobacco Use Prevention is designed to reduce the burden of arthritis in Maryland through the following activities:

- Surveillance activities essential to planning, implementation, and evaluation of public health practices related to individuals with arthritis
- Implementation of Maryland Arthritis State Plan 2006-2010
- Working with local health departments, partners and local media to promote public awareness of the disease.
- Dissemination of arthritis health education and promotional materials to the public through local health departments and partnering agencies.
- Working with the Arthritis Foundation to provide training to 21 individuals who conduct arthritis self-management classes for over 1,500 people in the community. (FY 06)
- Provide resources to health care providers in order to improve the quality of life for their patients with arthritis.
- Provides funding for mini-grants to local health departments and Local Area Agencies on Aging to conduct self-management classes in the community.
- Provides educational workshops that were attended by 400 people in the community through the Arthritis Foundation, local Areas on Aging, and local health departments (FY 06).
- Promote public awareness of the arthritis through a statewide media campaign that is present on bus platform and rail displays, posters inside bus cabins, radio spots, and at bus shelters.

<u>Administration: Mental Hygiene Administration</u>

During 2006, approximately 1200 persons aged 65 and older were served through the Maryland Public Mental Health System (PMHS) through the fee for service system. Services rendered included case management, residential crisis, inpatient, mobile treatment, outpatient, psychiatric rehabilitation, residential rehabilitation, respite care, and supported employment. In addition, the Mental Hygiene Administration (MHA) funds the following programs.

Program Title: <u>Pre-Admission Screening/Resident Review (PASRR) Program</u>

Contact Person: Lissa Abrams

Program Description: Statewide PASRR Program (Pre-Admission Screening/Resident Review Program). MHA implements the federally mandated pre-admission screening process for Nursing Home candidates who are diagnosed with major mental illness and whose symptoms required in-patient psychiatric hospital services within the last two years. The law requires that these individuals are evaluated by an independent review team to ascertain that medical necessity criteria for Nursing Facility placement is present, the individual's continued psychiatric needs can be adequately met outside of an in-patient setting, and the Nursing Facility is the least-restrictive, most appropriate program to address the individual's medical needs. For calendar year 2006, approximately 610 persons were reviewed by the MHA, including adults and older adults.

Program Title: <u>Maryland Core Service Agencies (CSAs) Gero-Psychiatric Services</u>

Program Description: MHA funded gero-psychiatric nurse and social work specialists within several CSAs for calendar year 2006. These positions are mentored by MHA's geropsychiatric nurse specialist to work with community mental health program providers, nursing facilities, assisted living homes, and other interested parties to support older adults with psychiatric disabilities to maintain and improve quality of life. MHA provides contracts to CSAs to fund several MHA Residential Rehabilitation Programs (RRP) in Baltimore City and Anne Arundel and Prince George's counties. These programs provide nursing services and additional support for residents with complex medical conditions and those who are elderly. Approximately 150 persons were served through these programs.

Additional programs funded by MHA, through the CSAs, include senior outreach in public housing in Baltimore City, Senior Peer Support mentoring project in Baltimore County, Senior Case Management and assistance program in Washington County, and Elderly Outreach in Calvert, Frederick, and Prince George's counties. Additional services that MHA funds that elderly individuals may access include mobile crisis teams, client support, peer support, and emergency psychiatric services.

Program Title: MHA operates 7 State Psychiatric Hospitals

Program Description: MHA operates state psychiatric hospitals. Approximately 60 individuals aged 65 and older were hospitalized for psychiatric needs in FY 06.

Sponsored Event: In March 2006, the MHA sponsored its annual state-wide gero-psychiatric conference on mental health and aging which addressed co-morbidity issues of somatic and psychiatric conditions affecting persons residing in MHA sponsored community residential rehabilitation programs. Approximately 125 persons were in attendance.

Committee Participation: In addition, MHA representatives participate on committees concerned with aging issues including the Oversight Committee on Quality of Care in Nursing Homes and Assisted Living Facilities, Mental Health Association's Coalition for Mental Health and Aging; and the National Association of State Mental Health Program Directors' Older Persons Division.

<u>Maryland Department of Housing & Community Development (DHCD)</u>
Shawn Karimian, Acting Secretary

Accessible Homes for Seniors Pilot Program

The Maryland Department of Housing and Community Development (DHCD), in partnership with the Maryland Department of Aging (MDoA), are undertaking a pilot project to promote accessibility related improvements to the homes of seniors. These improvements may include, among others, the installation of grab bars and railings, widening of doorways and installation of ramps. Home improvements such as these represent for many older people the key to remaining in their home and maintaining their independence.

The program provides zero percent interest, deferred loans for a term of 30 years to finance accessibility improvements. The program is funded by DHCD under the Maryland Housing Rehabilitation Program (MHRP) and is administered by Special Loan Programs. The program is marketed through the local Area Agencies on Aging.

<u>Eligible Applicants</u>
Those eligible for the Program must:
- Be Maryland residents with at least one resident age 55 or older.
- Generally must own and occupy the home to be renovated as their principal residence. Seniors living with relatives will be considered on a case-by-case basis.
- Reside in a home that is structurally sound and free of health and safety hazards.
- Not have any outstanding federal or state tax liens, open bankruptcy or foreclosure.
- Meet income requirements.

The household income cannot exceed 80% of the Statewide or Washington DC MSA median. If the senior resides in the home of a relative, eligibility is based on the owner's income.

<u>The Household Income</u>

Household Size	Max. Statewide	Max. Washington MSA*
1 Person	$ 42,504	$ 51,240
2 Persons	$ 48,576	$ 58,560
3 Persons	$ 54,648	$ 65,880
4 Persons	$ 60,720	$ 73,200

*Washington MSA includes Calvert, Charles, Frederick, Montgomery and Prince George's Counties

<u>Eligible Improvements</u>
Funds may be used to pay for the actual costs of making the house accessible or functional for the resident. This may include but is not limited to: widening doorways, installation of accessible showers, ramps, grab bars, and lever handles. Additions to accommodate first floor bathrooms and laundry rooms will also be considered on a case-by-case basis.

Loan Amount and Term
The maximum loan amount will be up to 85 percent of the value of the property taking into account any superior mortgages. The loans will be offered for terms of up to 30 years and must be repaid upon sale, transfer or refinance of the property. All closing costs will be included in the loan.

Submitting an Application
AHS Application Form
Applications are available at local Area Agencies on Aging. Assistance in completing the application is available at the agency or an in-home appointment can be scheduled. Once the application is submitted, it will be processed by DHCD and the applicant will be contacted. For more information, you may call the agency listed for your county or the Maryland Department of Aging:

Area Agencies on Aging

COUNTY	CONTACT	PHONE NUMBER
Allegany Co.	Amanda Paul	301-777-5970, X 110
Anne Arundel Co.	Sandy Berkeley	410-222-4464
Baltimore City	Thelma Winn	410-396-2273
Baltimore Co.	Betty Evans	410-887-2594
Calvert Co.	Carolyn Mohler	410-535-4606/301-855-1170
Caroline Co.	Irene Garrettson	410-479-2093
Carroll Co.	Debbie Frame	410-386-3800
Cecil Co.	Mary Kahoe	410-996-5295
Charles Co.	Theresa Mason	301-934-9305, X 5118
Dorchester, Worcester, Wicomico Or Somerset Co.	Teri Davidson	410-742-0505, X 109
Frederick Co.	Melanie Bryan	301-694-1604
Garrett Co.	Lynda Weeks	301-334-9431
Harford Co.	Mark Carroll	410-638-3025
Howard Co.	Pam Bilal	410-313-5980
Kent Co.	Kim Porter	410-778-2564
Montgomery Co.	Marcos Pantelis	240-777-3000
Prince George's Co.	Dr. Floyd Johnson	301-265-8450
Queen Anne's Co.	Bonnie English	410-758-0848
St. Mary's Co.	Debbie Barker	301-475-4200, X 1050
Talbot Co.	Peggy Vance	410-822-2869
Washington Co.	Margaret Fishack	301-790-0275
MD Dept. Of Aging	Janice Macgregor	410-767-1087

Maryland Department of Human Resources (DHR)
Christopher J. McCabe, Secretary

The following summarizes the aging adult-related accomplishments and activities of the Department of Human Resources during its 2006 membership on the Interagency Committee on Aging Services (IAC).

- During FY 2006 Adult Services received 49,207 requests for assistance. Forty-eight percent (48%) of those requests were made by or on behalf of individuals aged 60 or older (where age was known).

- The *Social Services to Adults Program* is a social work case management program designed to assist vulnerable adults age 18 and older, the elderly, and adults with disabilities access the supports, services, and assistance they need to live safely and independently in the community for as long as possible. It is considered the Office of Adult Service's core service program to adults. This program aims to prevent or delay institutional placements, assisting in securing institutional care when absolutely necessary. Service provision falls into 2 categories: Assessment/Crisis Intervention, and Ongoing/Continuing Case Management. During FY 2006 there were 14,476 Assessments completed. Twenty seven percent (26%) of assessments and 75% of continuing case management services were provided to individuals aged 60 or older.

- *Adult Protective Services (APS)* is provided by local Departments of Social Services to vulnerable adults aged 18 and older. This service is mandated by Family Law Article 88A, Annotated Code of Maryland. The purpose of this program is to assist or act on behalf of vulnerable adults who are unable to protect their own interests, health, safety or welfare, and to remedy and reduce the risk of neglect, self-neglect, abuse or exploitation. During FY 2006, 70% of new APS Investigations were conducted for individuals aged 60 or older. Of those investigations 39% were aged 80-89, 30% were aged 70-79, 20% were aged 60-69, 10% were aged 90-99, and the remaining 1% were aged 100 or older.

  During FY 2006 there were 2,562 APS investigations that resulted in the need for Continuing APS services. Sixty seven percent (67%) of those continuing cases were provided to individuals aged 60 or older.

- The *Respite Care Program* supports families' capacity to maintain family members at home and in the community. The program provides short-term, periodic care to individuals with developmental or functional disabilities, in order to provide a period of rest and renewal to family caregivers. DHR funds respite services to individuals with developmental disabilities as well as those with functional disabilities. During FY 2006, 43% of DHR funded respite services were provided to individuals aged 60 or older.

- The *In-Home Aide Services Program (IHAS)* serves adults with functional disabilities who need assistance with activities of daily living in their home. Services provided

include chores, personal care, transportation/escort, and training in self-care and care-giving skills. Seventy one percent (71%) of all IHAS services were provided to individuals aged 60 or older. Of those aged individuals receiving services, 39% were aged 80-89, 28% were aged 70-79, 18% were aged 60-69, 14% were aged 90-99, and the remaining 1% was aged 100 or older.

- Continued the partnership with the Johns Hopkins School of Nursing to make forensic nursing students available to local Department of Social Services Adult Protective Services (APS) programs. This partnership exposes forensic nursing students to real APS cases, and provides the APS programs with consultation and assistance in doing assessments and collecting forensic evidence.

- Worked closely with the National Association of Adult Protective Services (NAPSA) Public Policy Committee in support of the Federal Elder Justice Act. The Elder Justice Act will establish a federal office for Adult Protective Services and funding in the form of grants to states of up to $2 million in 2007, and $3 million annually thereafter through 2013.

- Participated on the advisory board and subcommittees of the Maryland Access Point (MAP) project. Local Departments of Social Services in Howard and Worcester Counties provide Adult Services and other DHR program assistance as participants in the MAP Pilot sites.

- Provided staff assistance to the Maryland Caregiver's Support Coordinating Council. The Council's purpose is to coordinate statewide planning, development and implementation of caregiver support services. The Council supports a lifespan respite care model.

- Secretary McCabe met with the Directors of Area Agencies on Aging to have a dialogue about shared issues of concern as they relate to services to the aging population and the partnership between their local Area Agencies on Aging and local Departments of Social Services.

- The Office of Victims Services (OVS) TRIAD United Program in Talbot, Caroline, and Queen Anne's Counties served 30 elderly victims of crime during FY '06. The Project goal is to enhance efforts to reduce the criminal victimization of vulnerable adults, increase public awareness of the Adult Protective Services Program (APS), and provided support services to adult victims of abuse, neglect, and exploitation.

- The DHR Maryland Office for New Americans (MONA) plans, administers, and coordinates transitional services for refugees and political asylees in Maryland. MONA's Elderly Refugee Project seeks to improve access for refugees age 60 and over to mainstream services for the elderly by helping them overcome cultural and linguistic barriers. This project is administered by the Montgomery County Department of Aging and has served 82 individuals from 11 different countries in 2006.

- The DHR Office of Home Energy Programs (OHEP) administers two energy assistance programs – the Electrical Universal Services Program (EUSP), which provides assistance with electric bills, and the Maryland Energy Assistance Program (MEAP), which provides heating assistance grants. During FY '06 the MEAP program provided assistance to 93,040 households. Approximately 31%   (29,064) of those households had at least one person age 60 or over. EUSP has a similar customer base. Applicants generally apply for both programs at the same time with a single consolidated application.

Maryland Department of Labor, Licensing and Regulation (DLLR)
James D. Fielder, Jr., Secretary

Division of Workforce Development
Older Worker Report - December 2006

Services to Older Workers

The Department of Labor, Licensing and Regulation Division of Workforce Development (DWD) works with local Workforce Investment Act partners to meet the workforce needs of businesses and job seekers. One-Stop Career Centers provide job search assistance to all job seekers age 16 and above, and work closely with partner agencies to assure a full range of service to all of our customers. In light of the fact that, since 1970, the population of seniors has more than doubled in the State of Maryland, the One-Stop Career Centers have made special efforts to address the needs of seniors seeking employment. These efforts are designed to increase utilization of older workers in the Maryland workforce and to provide employers with a broad supply of workers. This becomes particularly important as the poverty rates of the elderly, along with other economic trends, indicate that more of these individuals will be staying in the workforce and needing employment services longer. The DLLR has positioned itself to be in the forefront of providing these services.

DLLR and the One-Stop Career Center system are working on a number of initiatives that focus on seniors:

- **One-Stop Career Center Partnership**
  The Workforce Investment Act requires that certain programs maintain a partnership in the One-Stop Career Center system. Title 5 of the Older Workers Act is a mandatory One-Stop partner. Consequently, many One-Stops house the staff of Title 5 programs. In areas where a full-time presence is not feasible, Title 5 representatives visit the One-Stops on a regular basis to provide information to seniors. Seniors who enroll in One-Stop services are flagged so that they can be given information on the Senior Employment Program and be referred to the representative if appropriate.

- **Senior Aid Program**
  Through the Senior Aide program, eligible individuals age 55 and over are subsidized for working part-time in community service positions. Program participants learn or update skills at their work sites thus better preparing them to enter the competitive job market. Most One-Stops serve as a host agency for one or more Senior Aides. Nearly 70 individuals, including one Hurricane Katrina victim, gained work experience in One-Stops during 2006, serving as Receptionists, Resource Assistants, Greeters and Administrative Assistants. These Senior Aides represent several different programs, including *Senior Service America, the Department of Aging, The National Caucus of the Black Aged, Associated Catholic Charities, the Baltimore City Health Department, Maintaining Active Citizens, and the Division of Vocational Services.* Participation in a

Senior Aide assignment has resulted in employment with the host agency for a number of the Senior Aides.

Feedback regarding the Senior Aide program is overwhelming positive. In the words of Bruce England, Workforce Investment Area Director for Harford and Cecil Counties, "This is an excellent program and a win-win combination for both the employer and the employee." In Prince George's County, the Senior Aides' assistance "has been invaluable in guiding job seeker customers" through the services at the One-Stop.

- **Senior-Focused One-Stop**
  The Anne Arundel County Workforce Investment Area, in collaboration with Senior Service America, Inc., has created an initiative called 55-PEACE (55 Plus Employment and Career Empowerment). This collaboration integrates One-Stop Career Centers with the Senior Community Service Employment Program. Under this program, the Anne Arundel Workforce Investment area maintains a One-Stop Career Center in the YWCA Family Support Center in Odenton. This project was designed to improve accessibility and services available at the local One-Stop Career Centers for older job seekers, primarily those 55 and older who find themselves entering or reentering the job market. Services include: core and intensive services to all job seekers, both self-directed job search and individual job search assistance, a resource center for job search activities, workshops, computer training and access to other programs, and SCSEP employment and training for eligible participants.

- **Senior On-Site Project**
  Another 55-PEACE Project is a satellite One-Stop Career Center located at Timothy House, a HUD-subsidized housing facility in Annapolis. Staffed by SCSEP participants, it offers support services for the residents, including job search assistance, resume development, daily activity planning, and other services that result in an improved and enhanced lifestyle.

- **Dedicated Staff Serving Seniors**
  In Baltimore City, two of the eight Senior Aides function in the role of Placement Specialist providing services directly to the senior population. They provide assistance with employment, such as referrals "hot job" alerts and customized training.

- **Senior Job Fairs**
  Job Fairs targeted at older workers are held throughout the year in different areas across the State, often in conjunction with Older Workers Month (September) and Older Americans Month (May).

- **Cognitive Vitality and Driving Wellness Program**
  In Anne Arundel County, three train-the-trainers have been certified to provide this training. The Cognitive Vitality curriculum involves helping older people maintain knowledge, memory, attention, language, skilled motor behaviors, and planning and judgment skills. It has been proven that a loss of these important skills can make the

difference between dependency and independent living. American Society on Aging (ASA) and Senior Service America, Incorporated offered the course to approved senior aide participants and project directors of the Senior Community Service Employment Program (SCSEP). The second portion of the training and certification is The Driving Wellness Curriculum. This training helps older people and others better understand the issues and myths of driving as we age.

All classes are text based as well as online. Please go to: http://www.asaging.org/cdc. In Anne Arundel County, these training sessions are offered to seniors, the senior complexes and any other interested parties.

- **"The Aging Workforce"**
  The Frederick County Workforce Development Board and Frederick County Workforce Services have had "The Aging Workforce" as a priority issues for the past three years.

- **Frederick City Housing Authority Project**
  Although Frederick County has an unemployment rate close to 3%, the City of Frederick has a very high level of unemployment. Frederick County Workforce Services has begun a new initiative with the City Housing Authority to target special populations in the housing projects, including seniors, to take advantage of the programs and services available to them in an effort to reduce the high unemployment in the City of Frederick.

- **Senior Activity in One-Stop Career Centers**
  The Maryland Workforce Exchange is a virtual One-Stop network and information system that tracks activities in the One-Stops. The table below breaks down the demographics of seniors who enrolled in the Maryland Workforce Exchange and who entered employment.

Maryland Workforce Exchange
Demographic Information on Persons 55+ for Program Year 7/1/05-6/30/06

Total Participants 55+	9986	Entered employment 55+	2269
Employed at Participation	1389		
Not Employed	6452		
Unemployment Insurance Claimant	571	Unemployment Insurance Claimant	207
Hispanic or Latino - Yes	244	Hispanic or Latino - Yes	50
Hispanic or Latino – No	983	Hispanic or Latino – No	595
American or Alaskan Native	90	American or Alaskan Native	20
Asian	205	Asian	43
Black or African-American	2774	Black or African-American	751
Hawaiian Native or Pacific Islander	18	Hawaiian Native or Pacific Islander	1
White	4222	White	1297
More than one race	155	More than one race	26
In-school	139	In-school	33

Not High School Graduate	1050	Not High School Graduate	212
High School Graduate or GED	3883	High School Graduate or GED	959
Secondary Degree or Certification	2841	Secondary Degree or Certification	633
Persons with Disability	930	Persons with Disability	193

<u>Maryland Department of Transportation (MDoT)</u>
Robert L. Flanagan, Secretary

- The Maryland Department of Transportation, through the Maryland Transit Administration (MTA), provided a $100,000 grant to fund the Senior Rides Demonstration Program (SRDP). The SRDP facilitates the development of door-to-door volunteer transportation services for low-income to moderate-income seniors over 60 who have difficulty accessing existing transportation services. For FY 2007 four transportation providers across Maryland have received funds as part of the grant to participate in this service and they are Action in Maturity, Inc. of North Baltimore City; Ministers Alliance of Charles County and Vicinity of Southern Maryland; pilot program in Charles County; Neighbor Ride, Inc., of Howard County and Partners in Care of Anne Arundel and Frederick Counties.

  Overall, the Senior Rides Demonstration Program has proven to be the catalyst for expansion of innovative volunteer-based programs that can help to meet the transportation needs of the senior population. As the SRDP continues, MTA will carefully evaluate its effect and benefits and will strive to work closely with grantees to help Maryland's seniors receive the best possible transportation services.

- The Maryland Transit Administration (MTA) provides a Senior Fare Program. This program is for senior citizens 65 years and older. Seniors must have a valid MTA photo identification card, which provides them the opportunity to ride for approximately one-third of the regular fare on local MTA buses, light rail and metro subway. They can also ride the MARC train for approximately one-half of the regular fare. Identification cards can be obtained at the MTA Transit Store located in the Lobby of 6 St. Paul Street, Baltimore MD on Monday through Thursday.

- The MTA administers the 5310 Program (49 U.S.C. 5310). This Program provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people. The estimated FY 2007 funding amount for the Section 5310 program is $1.7 million (federal).

- The Motor Vehicle Administration (MVA) Maryland Research & Development Consortium established a program in 1996 entitled Mobility for Life Program. The multidisciplinary team represents over 25 State and National organizations and private sector partners. This program coordinates efforts in identifying high-risk older drivers to assist in improving safe mobility and alternatives to good driving skills. The Consortium's goals are identification and assessment, remediation/counseling, mobility options and public information and education for the senior drivers.

- The State Highway Administration sponsors and funds Older Driver Programs through its Office of Traffic and Safety's Maryland Highway Safety Office (MHSO). The MHSO continues to support a Youth and Older Driver Program Coordinator position to address traffic safety issues concerning older drivers and pedestrians. The program coordinator serves on committees and task forces that identify the needs of senior drivers and acts as a technical resource within SHA regarding older driver issues.

- The SHA has implemented numerous pilot programs, which address the needs and safety of the aging driver and aging pedestrian. Programs include highly visual pavement markings, signal-timing operations, larger-than-normal highway signage, more reflective signage, and repetitive signage. Initiatives are being tested in selected areas throughout the state. The senior population evaluates the initiatives for their effectiveness and acceptance. If an initiative proves to enhance the livability of seniors, it is incorporated into statewide applications.

  The Federal Highway Administration has published a compilation of highway improvements geared toward addressing the needs of older road users – both drivers and pedestrians.

- The SHA is continuing the visible pavement markings and larger sign program to assist aging drivers. A fairly new program involving traffic signals for visually impaired pedestrians should be helpful for citizens who develop vision problems in their later years. Older driver and pedestrian safety are considered as new highways are developed and designed. Very often, representatives of special interest groups, such as senior citizens, participate in the planning process. The MHSO has compiled a ten-year history of older driver crash trends to be used as a reference for addressing older driver and pedestrian issues.

Maryland Department of Veterans Affairs (DVA)
George W. Owings, III, Secretary

Mission

The Maryland Department of Veterans Affairs (MDVA) delivers services and programs to assist veterans, their dependents and survivors in obtaining federal, state and local benefits provided by law in recognition of their service to state and country.

The mission of the Maryland Department of Veterans Affairs is to promote the interests of Maryland's veterans, to provide technical and legal assistance in obtaining earned benefits, and generally to provide the best service possible to the veterans and their families.

The Maryland Department of Veterans Affairs is an Executive Department in Maryland State Government with a service mission to:

- Communicate to and inform the veteran community, as well as the public at large, of the benefits and services available through the Maryland Department of Veterans Affairs
- Provide representation to the U.S. Department of Veterans Affairs on behalf of the approximately 463,000 Maryland veterans through a network of five full-time offices and 22 itinerant offices
- Provide referrals to other federal, state and local government agencies for benefits which may be available to eligible individuals
- Manage Charlotte Hall Veterans Home
- Manage and operate five state veterans cemeteries and a Civil War Cemetery
- Maintain and care for the Maryland Vietnam, Korean and World War II Veterans Memorials
- Maintain and care for the War Memorial Building, jointly with the City of Baltimore, where the records of all World War I veterans and others are archived.
- Provide staff support and assistance to various state veterans commissions
- Introduce, monitor and advise the Governor on veteran-related legislation.

Outreach & Advocacy

Outreach & Advocacy is the Maryland Department of Veterans Affairs' newest program. The mission of Outreach and Advocacy is to find innovative ways to seek out and inform Maryland's veterans about benefits and services that are available from federal, state and local organizations, as well as solicit feedback from veterans regarding their requests for additional services. Outreach & Advocacy also works closely with multiple state and federal agencies, as well as nonprofit organizations, to coordinate efforts to expand services that are available to veterans.

Outreach & Advocacy is the focal point in the State for veteran service organizations, along with local, state and federal agencies to inform and increase the veterans' awareness of the services and benefits to which they are entitled. This proactive approach gives valuable insight into the needs of the veteran community. In light of the fact that more than fifty percent of the veteran

population in Maryland is over age 50, the Department of Aging offices around the State provide an excellent opportunity for MDVA to communicate to those citizens who may not be members of veteran service organizations.

Public appearances by and speaking engagements at several hundred events in the past year, such as veteran service organization conventions, Memorial Day, Flag Day, Independence Day, Veterans Day and civic organizations, means that an estimated 50,000 to 60,000 citizens have been addressed on behalf of the Governor and the Department, by the Secretary, Deputy Secretary, Directors, Commissioners and staff. These encounters have greatly expanded the number of veterans and dependents contacted by and informed of services and benefits provided.

A major function of Outreach & Advocacy has been the development of an eight page newsletter which has grown from a distribution of 5,000 to an excess of 20,000, to include community centers, veteran service organizations, Chambers of Commerce, senior centers, universities, colleges and community colleges, public libraries, and military bases in Maryland, Washington, D.C. and Northern Virginia over the past two years.

Key Assumptions

- The Maryland veteran population is expected to decrease from 520,803 in 2000 to 426,228 in 2011.
- The Vietnam veteran population is the now the largest segment of Maryland veterans.
- Veterans from the Southwest Asia/Gulf War operations will bring unique and challenging issues, requiring MDVA to be more proactive in reaching the veterans and their families.
- There is a definite potential through Outreach & Advocacy to inform the veteran. If Maryland's percentage of veterans receiving compensation were at the national average, an additional 13,000 veterans would add approximately $100 million in federal dollars to the State's economy.
- The average age of a Maryland veteran is 55 (ranked third youngest), which relates to a very desirable, educated and stable workforce for Maryland today and in the future.
- No legislation adverse to the program will pass, and resources will not be diverted for uses outside the program.

General Assessment of the Status of Maryland Veterans

Demographics

See the attached Maryland map showing veteran population by county, as provided by the United States Department of Veterans Affairs in 2005, the most current information available.

Maryland Veterans Population*	463,228
Maryland Veterans Age 65 and Older	163,398
Maryland Women Veterans	41,564
County with Most Veterans	Prince George's… 67,577
County with Fewest Veterans	Kent………………2,027

**Key Performance Measures for Veterans Represented
by the Maryland Department of Veterans Affairs - Fiscal Year 2006**

Inputs

Potential number of veterans to be served	463,228
Number of veterans contacts	54,560

Outputs

Claims filed and developed on behalf of service-connected disabled veterans	2,100
Active cases for veterans represented by the MDVA	9,700
Appeals of unfavorable VA decisions filed on behalf of veterans	234

Outcomes

VA awards for Service-connected claims	6,951,601
VA awards for totally disabled non-service connected claims	623,862
VA awards for widows and orphans of veterans	1,336,847
Total of awards to veterans and survivors represented by MDVA	$8,912,310

VA Expenditures for FY 2005

Total Expenditures	Compensation & Pension	Education & Vocation	Insurance & Indemnities	Construction	Medical & GOE
$1,006,511	$503,180	$60,010	$38,276	$3,143	$401,902

[INSERT MAP]