

**Buncombe County FY2020 Strategic Partnership Grants
Application Summary Sheet**

Project	Benefits Assistance Program
Organization	The Council on Aging of Buncombe County

Amount Requested	\$25,000	Strategic Priority or Sustainability Goal	Equity In Access
New or Renewal Request	New	Commissioner Districts Served	All

Organization Description	<ul style="list-style-type: none"> The Council on Aging (COA) of Buncombe County's mission is to promote the independence, dignity, and well-being of adults through service, education, and advocacy. Each year provide over 10,000 services to older adults and their families throughout Buncombe County. During calendar year 2018, secured over two million dollars in benefits for clients. These benefits include accessing food stamps, Medicaid, lowering Medicare costs, accessing affordable housing options and transportation as well as many additional services. COA makes home visits to meet clients where they are which helps to eliminate the transportation barrier that many older adults face.
Project Description	<ul style="list-style-type: none"> Seeking funding to help us maintain and expand benefits enrollment program. In 2018, COA received a benefits enrollment center (BEC) grant from the National Council on Aging. This grant has allowed us to expand services to have a Benefit Enrollment Specialist (BES) on-site at many community centers around the county including but not limited to: Sandy Mush, Black Mountain, Leicester, Arden, Weaverville, Candler and other sites. BES provides application assistance to Medicare beneficiaries. These individuals can be over the age of 65 or on Medicare due to disability. Would like to see this program continue and to grow over the next year. With these funds would be able to continue to have a BES onsite at each of the centers listed above while also expanding into new areas across the county. Goal would be to assist 100 individuals with application assistance which will help clients gain better financial stability.
People Served	<ul style="list-style-type: none"> This program will serve low-income Medicare beneficiaries.
Outcomes	<ul style="list-style-type: none"> Success will be measured by the number of clients assisted as well as the total value in assistance were able to provide. In addition, use a results based accountability model so all clients will be provided a short survey to fill out regarding whether they were helped with what they needed and whether they would refer us to a friend. These 2 questions show that the client received helped and were treated with respect.

Budget			
Amount Funded FY2019	n/a	Increase Request	n/a
Project Budget	\$144,775	Total Organization Budget	\$9,381,310
Other Funding Sources: City of Asheville, County supplemental funds for Resource Coordination, SHIP funding from Dept. of Insurance for Medicare assistance, fundraising, private donations, consumer contributions, business sponsorships and other grants			

Other Information

Benefits Assistance Program

FY2020 Strategic Partnership Grants

The Council on Aging of Buncombe County, Inc.

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Application Form

Question Group

Please complete the form below and upload the required files for your application. Organizations submitting more than one project must complete one submission form for each project. Incomplete applications will not be considered.

Priority is given to nonprofit organizations with projects that contribute to Buncombe County's strategic priorities or sustainability goals.

For FY2020, no Strategic Partnership Grant applications will be considered for the strategic priorities "Affordable Housing" or "Early Childhood Education." Funding for affordable housing projects is managed through Buncombe County's Affordable Housing Services Program. Funding for early childhood projects will be managed through the newly forming Early Childhood Education and Development Fund.

Project Name*

Name of Project.

Benefits Assistance Program

Amount Requested*

\$25,000.00

Strategic Priority*

Which of the following priorities best reflects the primary goal of your project?

Buncombe County Commissioners are dedicated to strengthening the quality of life for everyone by setting new fiscally, socially and environmentally responsible goals that will guide decisions and improve our community for future generations. The Board has committed to strategic priorities as a guide to shape partnerships and investments of resources to insure a healthy, safe, well-educated, thriving and sustainable community.

Details about the Strategic Priorities are available at [THIS LINK](#).

Other Sustainability Goal

Strategic Priority - Other Sustainability Goal

If you selected "Other Sustainability Goal" from the list of Strategic Priorities, please list it here.

Details about the Sustainability Goals are available at [THIS LINK](#).

Social Determinants of Health

Organization Description*

Tell us about your organization. What is your mission? Highlight two or three key facts and accomplishments that best define your organization.

The Council on Aging (COA) of Buncombe County's mission is to promote the independence, dignity, and well-being of adults through service, education, and advocacy. Each year we provide over 10,000 services to older adults and their families throughout Buncombe County. During calendar year 2018, we secured over two million dollars in benefits for our clients. These benefits include accessing food stamps, Medicaid, lowering Medicare costs, accessing affordable housing options and transportation as well as many additional services. Through our services and support clients throughout the county are now experiencing a better quality of life. COA makes home visits to meet clients where they are which helps to eliminate the transportation barrier that many older adults face.

Project Description

What do you propose to do? What is your plan? What are your goals?

We are seeking funding to help us maintain and expand our benefits enrollment program. In 2018, COA received a benefits enrollment center (BEC) grant from the National Council on Aging. This grant has allowed us to expand our services to have a Benefit Enrollment Specialist (BES) on-site at many community centers around the county including but not limited to: Sandy Mush, Black Mountain, Leicester, Arden, Weaverville, Candler and other sites. Our BES provides application assistance to Medicare beneficiaries. These individuals can be over the age of 65 or on Medicare due to disability. We would like to see this program continue and to grow over the next year. With these funds we would be able to continue to have a BES onsite at each of the centers listed above while also expanding into new areas across the county. Our goal would be to assist 100 individuals with application assistance which will help clients gain better financial stability.

Key Steps*

How will the project work? What are specific activities and milestones that your project entails?

We will have the BES develop new relationships and develop new community partners. We will continue to target areas with low-income Medicare Beneficiaries and we will offer application assistance to older adults, their families, and to individuals on disability. Our application assistance program includes completing applications on behalf of the clients, assisting clients with understanding the application language and helping clients gather the appropriate needed materials to apply for the benefits (ie driver's license, social security cards, etc.). Our BES will have a mobile kit which includes a laptop, cell phone, scanner and hotspot so the applications can be completed on site. We will complete 100 applications for clients throughout the year.

Area Served*

Which areas of the County will be served by this project? Which Commissioner District(s) will be served?

A Buncombe County Commissioner district map is available at [THIS LINK](#).

This program will serve all of Buncombe County.

People Served*

Who are the members of our community this project will serve? How many people will be served? Include demographics, including age, area median income, race, neighborhood and/or school.

This program will serve low-income Medicare beneficiaries. Currently 22% (8,394) of individuals 65+ are at 199% of the federal poverty level and 15.2% of our county is considered to be living in poverty. This rate is higher than other counties comparable in size and geography. In addition, 9.4% (24,072) of the population under 65 is living with a disability. Our BES would provide outreach to rural community centers, low-income housing units, Senior Centers, along with outreach to the Veteran's Administration (VA) Offices, the prison system, and the African American and Hispanic Communities. The African American Community represents 4.5% (1,951) and the Hispanic Community represents 1.1% (462) of older adults in Buncombe County. We have and will continue to be present at health fairs for incarcerated individuals who are soon to be released and VA health fairs for veterans.

Partners*

Which other organizations are you working with to reach your goals? What other local organizations provide similar services or serve similar beneficiaries, and how do you work together?

We work with many of the churches in our community as well as many of the community centers listed above. Our partners include the Social Security Administration offices, Division of Health and Human Services for Medicaid and Food Stamps applications, as well as the Seniors Health Insurance Information Program (SHIIP) which assists clients with enrolling and understanding their Medicare benefits. COA serves as the local SHIIP site. In addition, COA serves on the ACC (Aging Coordinating Consortium) and has many partners including Land of Sky, Pisgah Legal, Legal Aid, Eblen Charities for hearing assistance, Town of Black Mountain and City of Asheville for our Senior Dining programs, as well as numerous other aging service providers.

Personnel*

Who is responsible for the project? Briefly describe project leaders and the role each will play in the project. How do these leaders reflect the population or community that you serve?

We will have a dedicated BES to assist with completing applications for clients at community centers and home visits throughout Buncombe County. Donna Case, the Director of Resource Coordination, will be the supervisor for the position. The BES will take referrals as well as walk-ins. These referrals typically come from self-referrals, family referrals or organizations. The BES would be focused primarily on reaching out into communities where clients are currently underserved and where older adults and adults living with disabilities are already congregating, thus allowing the BES an opportunity to talk with new clients and enroll them in programs they may not have known they were eligible to receive. The BES will also assist with re-certification applications.

Success*

How will you measure results? What will success look like? How will you document the impact of your project? Include whether there is a model that serves as basis for project design.

The BES will track all interactions, referrals, and outreach with clients. SHIIP staff and volunteers track all Medicare contacts through SHIIPtalk. COA currently uses an internal database that tracks referrals and client progress notes. Each program that the BES assists a client with obtaining is assigned a financial value. We track the application and the financial value for each program. At the end of the year we will be able to state how many benefits we assisted a client with, as well as, how much we were able to secure for our clients

throughout the year. Success will be measured by the number of clients assisted as well as the total value in assistance we were able to provide. In addition, we use a results based accountability model so all clients will be provided a short survey to fill out regarding whether they were helped with what they needed and whether they would refer us to a friend. These 2 questions show that the client received helped and were treated with respect.

Funding*

What is your plan for finding the balance of the project budget? What is your funding timeline and what are your other sources of support?

We are seeking additional funding from the City of Asheville to assist with covering the remaining portion of this program. We will move forward with this work as of July 1, 2019 should it be funded. COA receives Home and Community Care Block Grant funding and county supplemental funds for the Senior Dining Program and Information and Assistance (Resource Coordination). COA receives SHIP funding from the Department of Insurance for Medicare assistance. COA is also part of the NC Navigator Consortium and we receive funds to complete Affordable Care Act enrollments. Additional funding comes from fundraisers, private donations, consumer contributions, business sponsorship, and other grants. Local grants have included support from Mission Hospital, YMCA, United Way, and other local agencies. Additional grants include SNAP, Respite and Call-A-Ride (transportation).

Sustainability*

How will this project be maintained? Please describe funding sources and how you plan to sustain the project in future years.

Continuation of this project will comprise a multifaceted approach including: fundraising, fee for service, contracts, grants, and other community support. Through our strategic planning process, COA has been developing a sustainability model for our programs and services. Over the past year, COA has started discussing consumer contributions/donations for the Medicare and Resource Coordination program. We have developed a "this is not a bill" sheet to hand to clients following a Medicare enrollment and showing their cost savings. We are utilizing this approach for many of our services. We are also beginning to evaluate contractual services for our Resource Coordination program and have recently contracted with The Biltmore Company to provide services to their staff.

ATTACHMENTS

Project Budget*

Download the budget form at **THIS LINK**.

Complete the budget form for this project and the overall organization.

Save it to your computer, then upload it.

County-strategic-partnership-grants-FY2020-budget.xlsx

Financial Statements

Upload a copy of the most recently completed financial statements.

All financial statements must be audited, reviewed or compiled by a certified public accountant and include a full balance sheet, income statement, and cash flow statement.

If your organization does not have financial statements, briefly state the reason.

COA - 6.30.18 Financial Statement - ISSUED.pdf

IRS Form 990

Upload a copy of the 990 nonprofit tax reporting form that you most recently completed.

If your organization does not have a 990, briefly state the reason.

COA - 6.30.18 990 - ISSUED.pdf

Board of Directors List

Upload a current list of your organization's Board of Directors.

If your organization does not have a board of directors, briefly state the reason.

Board List 11.2018.docx

Authorized Signatory

By typing in below the name of the authorized signatory and date of submittal, you acknowledge that your governing body has authorized this application, that it is true and current to your knowledge. As a condition of any grant awarded, this organization will provide all information in the manner described in the contract to be executed between the organization and Buncombe County or its designee, including program and financial reporting.

Name & Date

Jennifer Teague 1/30/2019

Other attachments or supplemental information may be submitted to Rachael Nygaard at rachael.nygaard@buncombecounty.org

File Attachment Summary

Applicant File Uploads

- County-strategic-partnership-grants-FY2020-budget.xlsx
- COA - 6.30.18 Financial Statement - ISSUED.pdf
- COA - 6.30.18 990 - ISSUED.pdf
- Board List 11.2018.docx