



Area Plan Training: Groups 8-9, CCEVP & Other Services

May 22, 2025



DARS

VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

DIVISION FOR AGING SERVICES

AGENDA



- Refresher on Document Access
- Waiver Requirements
- Part 4: Title VII Services
 - Group 8: Elder Abuse Prevention
 - Group 9: Long-term Care Ombudsman Program (LTCOP)
- Part 5: State Funded Services
 - State Funded Home Delivered Meals
 - Care Coordination for Elderly Virginians Program (CCEVP)
- Part 6: Other AAA Services

Document Access



- Downloading the Document from the Area Plan 2026 Folder on the Providers Portal and utilizing Adobe Acrobat or Reader (or Foxit Reader) on your desktop is recommended.
- DO NOT use a web browser PDF reader (like Chrome) to complete the document as it will not function correctly.
- Do NOT merge the Waivers or Other Service Pages into the Area Plan document. Keep them as separate files upon submission.
- Area Plans will now be submitted through the DARS-AAA Document Sharing-External SharePoint.

Wavier Requirements



These services do not have waiver requirements

Part 4: Title VII Services

Group 8: Elder Abuse Prevention

Elder Abuse Prevention



AAAs are required to provide Elder Abuse programming with Title VI funding. Title III funding may also be allocated.

- Total Units, People Served, Proposed Expenditures, Locality Served, Service Providers, Target Populations and Service Description follow the same requirements as the other service pages.
 - Descriptions for each field can be found on pgs. 40-46 of the Area Plan Companion Manual.
 - There are no match requirements for this service.
- Do not complete this service page if the AAA budgets ALL Title VI-Elder Abuse Prevention funding to the Long-term Care Ombudsman Program. Instead, that service page should be completed.



Group 9: Long Term Care Ombudsman Program

Group 9: Long-Term Care Ombudsman Program (LTCOP)



The Long-Term Care Ombudsman Program protects and improves the quality of care and quality of life for residents of long-term care facilities and individuals who receive long-term care community services.

Designated program representatives enable person-centered, resident-directed support and advocacy by providing information, assistance, resources, and problem-solving support for long-term care recipients and their families and caregivers.

Through individual and systems advocacy, the program promotes and protects the health, safety, welfare, and rights of Virginia's long-term care recipients, serving as a vital link in the continuum of care.

Service Details

Service: Long-Term Care Ombudsman Program

Service Details (Indicate how the AAA ensures ombudsman coverage):

☐ The AAA operates this service for this PSA only.

☐ The AAA arranges for another AAA to provide this service for this jurisdiction.
(If this is the case, forego the remainder of this service page after naming the AAA below.)

Identify the other AAA contracted to provide this service:

☐ The AAA provides this service for one or more other PSAs.

Identify the other PSA(s) for which the agency provides this service:

Funding Sources for LTCOP



Proposed Expenditure Amount	Funding Source
	Title III-B
	Title VII- Elder Abuse Prevention
	Title VII-Long-term Care Ombudsman
	General Funds- OAA General
	General Funds- Ombudsman
	Dept. of Medical Asst. Services (DMAS) Ombudsman
	Supplemental Local or Regional Funding
\$0.00	Total Proposed Expenditures

Maintenance of Effort



In compliance with Section 306(a)(9) of the OAA, in the upcoming program year the Area Agency on Aging must expend on the Ombudsman program not less than the total amount of Title III (Section 304 (d)(1)(D) and Title VII funds expended FFY 2019.

Check this box to attest that the above statement is true:

☐☐

Service Definition & Eligible Populations



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Service Definition: The Office of the State Long-Term Care Ombudsman Program oversees a network of local program representatives that advocate for long term care recipients across multiple settings. These trained advocates work at the community (PSA) level to protect the health, safety, welfare and rights of long-term care recipients. Program representatives investigate and resolve complaints for individuals who reside in nursing facilities and assisted living facilities, and other settings where they receive community based long term services and supports. In addition, Ombudsman representatives provide information and guidance to help individuals access needed services, understand their rights, and navigate the long-term care system.

Eligible Populations: Residents of long-term care facilities. (OAA Section 711(6)); individuals who receive home and community based long-term care services through adult day centers, home care organizations, hospice providers, DBHDS, area agencies on aging and any other non-profit or proprietary agencies (Code of Virginia, § 51.5-182).

Long Term Care Beds & Staffing



Number of long-term care beds:	
Number of assigned staff to program:	
% FTE per each staff person assigned:	

Volunteer Recruitment & Management



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Volunteer Recruitment and Management (if applicable):

NOTE: This is only applicable if you currently utilize volunteers to support your local Ombudsman Program activities, or if you plan to implement a volunteer ombudsman component (in coordination with the State LTC Ombudsman Office).

Service Implementation Goals



All host entities (AAAs) and Ombudsman representatives providing Ombudsman Program services are required to carry out specific duties (set forth in 45 CFR Part 1324 (Subpart 1324.17-19), which include:



Access to conflict-free ombudsman program services

Providing consumers with information & assistance regarding long-term care

Investigating and resolving long-term care complaints

Appropriately documenting program activities

Examples of LTCOP Service Implementation Goals Include:



During FFY 2026, our program will increase facility visits to assisted living facilities by 20% as documented in PeerPlace

During FFY 2026, our program will complete all documentation in Ombudsman PeerPlace within 48 business hours of completing the work being documented.

During FFY 2026, our program will work to increase outreach and program access for the Ombudsman program by increasing resident council activities by 50%.



Part 5: State Funded Services

Overview



- State General Fund Services are programs for Older Adults, like the services provided through the OAA, but they are funded by state and local funds only.
- These programs generally operate in the same way as OAA programs, but because they are not *directly* funded by the OAA, certain programs have different requirements that are prohibited under the OAA, such as cost sharing.
- No waivers are required to provide these services directly.

State Funded HDM



This service was formerly called 'HDM-Fee for Service.'

- Cost sharing is allowed on a sliding fee scale. Per the Virginia Appropriations Act, cost sharing cannot be waived for this service.
- No OAA or NSIP funding can be used to support this service.
- **Target Populations:** The term 'homebound' must be mentioned as an eligibility requirement in this section
- **Service Description:** Describe how this service is different from the OAA HDM program.

This Service was also covered in the Group 5 and 6 Area Plan Training held on May 1. The presentation and recording are available on the VDA Providers Portal for reference.

Care Coordination for Elderly Virginians Program (CCEVP)

Overview



Care Coordination for Elderly Virginians Program (CCEVP) encompasses the state versions of Title III Care Coordination, Options Counseling and Care Transitions. These services are funded solely with State General Funds (GF).

- No waivers are required to provide these services directly.
- Some services in this category allow cost sharing. In other services, cost sharing is prohibited because the state funds used towards those services match federal OAA dollars. Therefore, federal requirements supersede state requirements.

Service Coordination Level 2



Only complete this page if no Title III funding is budgeted for Care Coordination. If Title III funding is used for Care Coordination, complete the Care Coordination Service Page under Group 2: Access Services instead.*

- **Match Funding:** This service is used to match OAA funding, so this section is included on this Service Page. **Because it is used as OAA match, cost sharing for this service is prohibited and must operate the same as Title III funded Care Coordination.**
- **Target Populations:** The AAA must mention '2 ADL needs' as an eligibility requirement for this service.
- **Further Considerations:** Although cost sharing is prohibited for this service, Service Coordination Level 2 (CCEVP Level 2) allows for Gap Filling Services. [Gap Filling Services, however, are not allowed under Title III Care Coordination.]

*It is *possible* to have both OAA Care Coordination and Service Coordination Level 2 operating at a AAA. However, these programs would need to be fully separate financially and in PeerPlace.

Service Coordination Level 1



State General Funds budgeted for this service are not used to match the OAA. Cost sharing is allowed for this service. (Cost sharing is prohibited for Title III Care Coordination and CCEVP Level 2.)

- Cost sharing is allowed on a sliding fee scale. Per the Virginia Appropriations Act, cost sharing cannot be waived for this service.
- **Target Populations:** The AAA must mention '1 ADL need and a cognitive or mobility impairment' as the minimum eligibility requirement for this service.
- **Further Considerations:** Service Coordination Level 1 (CCEVP Level 1) allows for Gap Filling Services, which is not allowed under Title III Care Coordination.

Senior Outreach to Seniors



This service is a unique state service. There is no defined OAA equivalent.

- **Direct Service Waiver:** There is no waiver requirement for this service, so it has been removed from this Service Page.
- **Match Funding:** There is no required match for this service, so it has been removed from this page.
- **NOTE:** This service is provided at no cost as stated in the Service Standard, and cost sharing or other fees are prohibited.

Person-Centered OC



Only complete this page if no Title III funding is budgeted for Options Counseling. If Title III funding is used, complete the Option Counseling Service Page under Group 2: Access instead.

- **Match Funding:** This service is used to match OAA funding, so this section is included on this Service Page. **Because it is used as OAA match, OAA cost sharing for this service is prohibited and must operate the same as Title III funded Options Counseling.**
- **NOTE:** Title III Options Counseling or CCEVP Person Centered Options Counseling is a required service as a condition of the AAAs designation as a NWD Aging and Disability Resource Center (ADRC).

Care Transitions



Only complete this page if no Title III funding is budgeted for Care Transitions. If Title III funding is used, complete the Care Transitions Service Page under Group 2: Access instead.

- **Match Funding:** This service is used to match OAA funding, so this section is included on this Service Page. **Because it is used as match, OAA cost sharing for this service is prohibited and must operate the same as Title III funded Care Transitions.**



Part 6: Other AAA Services

List of Common Services



Note the color change from previous sections

Complete this section for all other services that the Area Agency on Aging (AAA) provides that are not funded through the Older Americans Act (OAA) Title III. Programs and services marked on this page must have a corresponding service page completed in Part 6. If additional service pages are needed for this section, they can be found on the [VDA Providers Portal](#).

Other AAA Services	Providing Service
Adult Day Center	
Certified Application Counselors	
Care Transitions	
Community Action Agency (CAA)	
DRPT Transportation	
Emergency Services	
Foster Grandparents	
Home Repair/Modification	
U.S. Housing and Urban Development (HUD) Housing	
Low Income Home Energy Assistance Program (LIHEAP)	
Managed Care Services	
Medicaid Transportation	
Options Counseling	
Program for All-Inclusive Care for the Elderly (PACE)	
Virginia Public Guardianship & Conservator Program	
Retired Senior Volunteer Program (RSVP)	
Senior Community Service Employment Program (SCSEP; OAA Title V)	
Senior Companions	
Senior Cool Care	
Senior Farmers' Market Nutrition Program	
Senior Medicare Patrol	
Supplemental Nutrition Assistance Program (SNAP) Benefit Counseling	
Virginia Insurance Counseling and Assistance Program (VICAP)	
Weatherization	

Service Pages

VDA Providers

Documents · Area Plan 2026

Documents Adult Day Care Area Plan ... Find a file

✓	Title	Name
	Area Plan Trainings	Area Plan Trainings
	Area Plan - Part A	FY26 Area Plan Programs Part A
	Area Plan - Part B	FY26 Area Plan Programs Part B
	Area Plan - Parts A & B Combined	FY26 Area Plan Final
	Area Plan Companion Manual 2025	Area Plan Companion Manual 2025
	Area Plan Direct Service Waiver	Direct Service Waiver Form
	Area Plan FAQs 4-25-2025	FY2026 Area Plan FAQs_4.25.2025
	Area Plan Other Services Page	Other AAA Services Page
	HDM ID Plan	HDM ID Plan
	HDM ID Waiver	HDM ID Waiver Form
	HDM Transition Plan	HDM ID Transition Plan
	Training Matrix	Area Plan Trainings Matrix
	Training Summary	Area Plan Training Summary Descriptions
	Training Timeline	Area Plan Training and Rollout Timeline

- Each service will need its own "Other Services" page
- You will find all documents you need in the Provider's Portal in the "Area Plan 2026" folder

Service Pages



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Service:				
Unit Type		Total Units		People Served
Proposed Expenditure Amount		Funding Source		
\$0.00		Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type
				Select Option ▼
				Select Option ▼
				Select Option ▼
				Select Option ▼
				Select Option ▼
				Select Option ▼
Service Definition:				
Eligible Populations:				
Service Description:				



Adult Day Example

- No fields are pre-populated
- Example Service Definitions are listed in the Companion Manual
- Describe who is eligible for this service, especially highlighting areas that may be different from your typical eligibility

Service: Adult Day			
Unit Type	Hours	Total Units	125
		People Served	5
Proposed Expenditure Amount		Funding Source	
\$6,250.00		All Sorts Fund	
\$6,250.00		Total Proposed Expenditures	
Locality Served		Service Provider	Entity Type
King and Queen		Generations Adult Day	For Profit
			Select Option
			Select Option
			Select Option
			Select Option
			Select Option
Service Definition:			
Example on pg 83 of the Companion Manual			
Eligible Populations:			
Describe who is eligible for this service based on your and your funders' criteria			
Service Description:			
Example on pg 45 of the Companion Manual			

Senior Community Service Employment, Title V

Service: SCSEP				
Unit Type	Participant	Total Units		People Served
Proposed Expenditure Amount		Funding Source		
		OAA Title V		
\$0.00		Total Proposed Expenditures		
Locality Served		Service Provider	Entity Type	
			Select Option ▼	
			Select Option ▼	
			Select Option ▼	
			Select Option ▼	
			Select Option ▼	
			Select Option ▼	
Service Definition: See Companion Manual page 85				
Eligible Populations: See Companion Manual page 85				
Service Description:				



Contracted employers should be included as a Service Provider

Farm Market Fresh (SFMNP)



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Service: Senior Farmer's Market Nutrition Program					
Unit Type	books	Total Units	600	People Served	600
Proposed Expenditure Amount		Funding Source			
\$30,000.00		USDA SFMNP			
\$30,000.00		Total Proposed Expenditures			
Locality Served		Service Provider		Entity Type	
PSA 42		PSA 42 AAA		AAA	
				Select Option	
				Select Option	
				Select Option	
				Select Option	
				Select Option	

- SFMNP is USDA funded
- Only include localities where you have participating vendors

- Page 84 for service definition example
- SFMNP sets the eligibility

Service Definition:

See page 84 of the Companion Manual

Eligible Populations:

Adults must be 60 years or higher and have a household income at or below 185% of the federal poverty guidelines. Eligible participants include those with an adjusted gross income at or below 150% of the federal poverty level.

Service Description:

Virginia's Farm Market Fresh for Seniors program helps eligible seniors get fresh, tasty, and nutritious locally-grown fruit, vegetables, and cut herbs. The program also supports local farmers and farmers' markets in Virginia. The Virginia Department for Aging and Rehabilitative Services (VDARS) partners with the Virginia Department of Agriculture and Consumer Services (VDACS), local Area Agencies on Aging (AAA), and local government to operate the program which is funded by the US Department of Agriculture, Food and Nutrition Service. Each eligible participant is given one book of checks, valued at \$50, to spend at local farmers markets.

Senior Cool Care



Service: Senior Cool Care				
Unit Type	units	Total Units	80	People Served 80
Proposed Expenditure Amount		Funding Source		
\$12,000.00		Dominion Energy		
\$12,000.00		Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type
PSA 42		PSA 42 AAA		AAA ▾
City and County 1 and 2		Home Builders		Not-for-Profit ▾
				Select Option ▾
				Select Option ▾
				Select Option ▾
				Select Option ▾

Service Definition:
See page 85 of the Companion Manual
Eligible Populations:
Adults must be 60 years or higher and need additional cooling devices at home. Eligible participants include those with an adjusted gross income at or below 150% of the federal poverty guidelines
Service Description:
Dominion Energy provides funds to participating AAAs for distribution of cooling equipment for older adults. Equipment may be fans, single room window unit air conditioners, or single room free standing air conditioners. PSA 42 AAA has a contract with the non-profit home repair entity, Home Builders, to install window units for qualifying residents in their catchment. All other residents in PSA 42 must come, or have an agent come, to pick up the equipment.

VICAP



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Service: VICAP				
Unit Type	hours	Total Units		People Served
Proposed Expenditure Amount		Funding Source		
		SHIP		
		MIPPA		
\$0.00		Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type
Your PSA (probably)		Your AAA		AAA ▼
				Select Option ▼
				Select Option ▼
				Select Option ▼
				Select Option ▼
				Select Option ▼
Service Definition: See Companion Manual page 86				
Eligible Populations:				
Service Description: See Companion Manual page 86				

