

Wyoming Senior Services Board

**Report to the Joint Education Interim Committee and the
Joint Labor, Health and Social Services Interim Committee**

**Wyoming Senior Services Board
W.S. § 9-2-1210-1215**

**Prepared by
Jo Maxfield-Cox, Chair
Wyoming Senior Services Board**

**Wyoming Senior Services Board
Website: <http://www.health.wyo.gov/aging/wssb.html>
E-mail: tim.ernst@.wyo.gov
Ex-Officio**

Cheyenne, WY 82002

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WYOMING SENIOR SERVICES BOARD

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Section 1. Executive Summary

Specific Requirements of Statute

W.S. § 9-2-1215 requires that the Wyoming Senior Citizens Board to prepare a Biennial report to the division of aging and the governor no later than September 1 of each odd – numbered year with respect to the grants awarded, and how those grants have benefited senior citizens in the state.

Response to Specific Requirements of Statute

The Wyoming Senior Services Board (WSSB) has funded thirty-nine (39) “Senior Centers” who have been eligible for grants. The “Senior Centers” are eligible to submit applications for up to six WSSB grants each year. Included are thirty-six actual senior centers, two stand-alone Meals on Wheels operations, and Wyoming Senior Citizens, Inc.

In using Wyoming Senior Services (WSSB) funds, each of the thirty-nine strives to meet needs of individual seniors by providing a variety of services to engage them in appropriate services to meet needs, to fill voids in lives, to provide mental and physical stimulation, to improve health and well-being, to provide adequate nutrition, to allow independent and safe living at home.

Section 2. Specific Requirements of Statute

W.S. § 9-2-1215 requires that the Wyoming Senior Services Board to prepare a biennial report to the division of aging and the governor with respect to the grants awarded, and how those grants have benefited senior citizens in the state.

Section 3. Response to Specific Requirements of Statute

Legislative Requirement

The grant funds were used in the following manner to benefit senior citizens in the state.

Thirty nine (39) centers were awarded a basic grant of thirty thousand dollars (\$30,000.00) total of \$170,000.00 which assisted in the following areas of the center:

Personnel:	\$679,243	Travel:	\$13,100
Consumables:	\$155,645	Equipment:	\$19,272
¹ Other:	\$302,730		

¹ Other defined as expenses such as matching funds, expenses of utilities, audits, taxes, contracts, insurances, etc.

Formula grants awards totaling \$3,125,842.00 and were distributed assisting senior centers in the following areas:

Personnel:	\$1,540,713	Travel:	\$24,852
Consumables:	\$676,868	Equipment:	\$60,270
² Other:	\$823,139		

Wage grants awards totaling \$1,123,473.00 and were distributed assisting senior centers in retaining personnel. The following is the total given per grant:

Wage 1:	\$1,027,488	Wage 3:	\$196,791
Wage 2:	\$49,196		

Emergency grant awards in 2012 were awarded to seven senior centers in the total of \$60,712.37.

Emergency grant awards in 2013 were awarded to four senior centers in the total of \$20,305.38.

Impact

A survey was given to senior centers compiling data of how Wyoming Senior Citizens Board’s award grants assisted and benefited our Wyoming seniors. Due to length of survey the top percentages are being sent attached to this report.

Section 4. Recommendations for Future Changes

The Wyoming Senior Services Board appreciates the commitment that the Governor and the Legislators gives in supporting our Wyoming senior centers. With the Wyoming older population predicted to be third or fourth in the nation for person 60 and over by 2030, it is important that Wyoming maintains funding to ensure services may continue to be provided at a lower cost than an institutional setting.

Section 5. Detailed Supplementary Information

W.S. § 9-2-1210-1215, The Wyoming Senior Services Board was created in 2003, to meet the needs of Wyoming’s growing elderly population, to enhance and supplement existing programs for senior citizens; and to strengthen the opportunity for senior citizens to live in the least restrictive environment possible.

W.S. § 9-2-1212. Board: duties and responsibilities.

² Other defined as expenses such as matching funds, expenses of utilities, audits, taxes, contracts, insurances, etc.

- (a) The Wyoming senior services board shall:
 - (i) Review emergency grant proposals;
 - (ii) Adopt the basic grant amount, grant formula and approve criteria for emergency grant applications through rules and regulations promulgated by the board to meet the following public purposes:
 - (A) To meet the demands of Wyoming's growing elderly population;
 - (B) Enhance services to Wyoming's senior citizens;
 - (C) To strengthen the opportunity for senior citizens to age in the least restrictive environment possible;
 - (D) To be cost effective in the provision of services to senior citizens;
 - (E) To promote compliance with federal and state mandates requiring placement of people in the least restrictive environment; and
 - (F) To supplement and enhance existing programs providing services to senior citizens in the state
 - (iii) Review and monitor the expenditure of monies awarded under W.S. § 9-2-1214;
 - (iv) In consultation with the division on aging, promulgate reasonable rules and regulations in accordance with the Wyoming Administrative Procedure Act to implement the provisions of W.S. § 9-2-1210 through 9-2-1215; and
 - (v) Consider other necessary matters.
- (b) In fulfilling its duties under subsection (a) of this section, the board shall:
 - (i) Consult with the division on aging and the advisory council on aging appointed pursuant to W.S. § 9-2-1206, as necessary;
 - (ii) Consider and may accept federal grants and other contributions, grants, gifts, requests and donations from any source. Any funds received pursuant to this paragraph are continuously appropriated to the board to be separately accounted for and expended by grants to senior centers for the public purposes specified in paragraph (a)(ii) of this section and need not be expended as part of an authorized basic or emergency grant.

Section 6. Appendices

Survey results attached pages (i)-(vi).

Appendices'

Governor Biennial Report Survey WSSB – 2013 Responses from 85% of the Senior Centers

Please select all services that you have provided to Wyoming's older Adults that have been paid for, either in whole or in part, by funding allocated to your organization by the Wyoming Senior Services Board during the State Fiscal Years of 2011 and 2012:

Socialization	94.10%
Home Delivered Meals	88.20%
Congregate Meals	85.30%

In addition to your primary site, how many satellite sites do you have?

N/A	60.60%
1	15.20%
2	6.10%

What percentage of WSSB funds went to your satellite sites?

N/A	59.40%
0-10%	15.20%
21-30%	9.40%

If additional sites are utilized other than your primary site what services are provided at that site?

Congregate Meals	84.60%
Socialization	69.20%
Home Delivered Meals	53.80%

How has the Wage Supplement grants one (1), two (2), and three (3) over the last several years helped benefit the senior citizen's in your organization?

Please be specific:

The WSSB Wage Supplement Grants have enabled Campbell County Senior Center to hire qualified, professional staff for most of the programs provided. Being able to offer competitive wages benefits the seniors by providing trustworthy, dependable staff to greet them at the Senior Centers, enter their homes as housekeepers and CNAs, or meal deliverers.

The Wage Supplement grants provide funding that is otherwise not available and is

instrumental in allowing us to hire and retain qualified, competent, and professional staff. These professionals facilitate the National Family Caregiver Support Program, serving seniors and their families in nine counties across Wyoming. This money assists in providing salary and program support to the Ombudsman program providing information, mediation, and referrals for our clients in long term care facilities. Finally, this wage supplement funding helps in paying the salary for our administrative staff who are responsible for accurately and concisely tracking, analyzing, and reporting of information for all five of our programs. This information helps Wyoming's seniors by providing a true picture of how program objectives were met and where our focus should be.

They have allowed us to provide meals 6 days per week. If we did not have any wage supplement grants we would not be able to pay for staff on Sundays. The number of meals that we would not have served if we did not have wage supplement grants would be approximately 4,160 meals (80 meals on Sunday X 52 weeks). We have also been able to provide more In-Home services due to the Wage Supplement grants.

Since the wage supplement helps us maintain adequate staff we are able to do what is necessary to keep our clients in their own homes helping the senior, their families and the taxpayer who does not have to pay for a higher level of care.

Supplemented wages for kitchen staff, home-delivered meals staff, supportive services staff and transportation staff to improve wages to retain employees and replace employees whose jobs provide services (meals, activities, transportation, supportive services) that are vital to keeping our clients healthier, more independent and in their homes.

They have allowed us to hire more qualified applicants & keep them longer, thereby reducing training costs. Seniors like to see the same people in the senior center.

They have helped benefit the seniors because it has allowed us to continue to pay our staff. Most of our staff has been with us for a long time and the seniors at our centers appreciate the fact they know what to expect from our cooks and managers. They appreciate that they don't always have to get to know new managers and staff.

What did the funds awarded by WSSB assist with the most?

Personnel	93.90%
Purchase Raw Food	60.60%
Other	27.30%

Did WSSB funding assist in training staff to provide or improve services?

Yes	78.10%
No	18.80%
N/A	3.10%

Describe future challenges that may impact your senior center and the services you provide.

Future challenges include being equipped to serve the increasing number of seniors in the state. Senior Centers are important across the State of Wyoming. The services provided by Senior Centers mean independence to senior citizens of every income level. It is worth noting that the number of nursing home beds available in the state cannot meet the demand if senior services were not in place. Thus far, the funding has been adequate to maintain an adequate service level in Campbell County, and it is the hope that will continue to be true. The cost of food continues to rise. Meals served at Senior Centers are sometimes the main meal to senior citizens. Meals delivered to homebound senior citizens are certainly essential to their health and well-being. Another challenge is impending cuts to funding. When funds are limited, wages cannot be at the level necessary to hire and retain qualified, professional staff. The program incurs more staffing costs when the turnover rate is higher. WSSB funding is essential for the support of senior services and program wages in the future.

The senior population in our area is growing but we see our funding reduced. Our challenge will be to continue to provide excellent services with more clients and less money.

As cost of living goes up, if I cannot provide raises to my employees they will not stay with me. Another concern is that raw food costs continue to raise and we have been getting less and less from our Federal Grants to cover our budgets.

Boomers entering the agency, limited resources. Staff will become scarce as we all age. Costs increase-utilities, salaries, raw food, insurance, transportation.

Being able to secure funds to keep congregate meals affordable, bring new ideas to encourage younger seniors to participate in services, provide home delivered meals that can remain at a low and affordable cost for seniors on fixed incomes.

Budget cuts. We helped to establish the WSSB as a means of funding essential services that seniors need to remain independent for as long as safely possible. Before WSSB Senior Centers has suffered many years of flat funding. It became apparent that without funding increases, senior centers would not be able to function. And now, when we need it the most, WSSB is being cut as well. Another challenge is to offer cost effective services to baby boomers as close to age 60 as possible & that will be attractive to them & keep them active for as long as possible. If we are not successful, they will be facing premature institutionalization much earlier than necessary at a much higher cost to them & our state.

We may have to again decrease hours per day for staff - this will affect our delivery of service to our basic services and create waiting lists for other services.

Would continued WSSB funds spent on the answer indicated in question 7 help you overcome these challenges?

Yes	93.90%
Maybe	6.10%
No	0.00%

How many hours of operation does your center provide services?

8 Hours	42.40%
9 Hours	21.20%
10 Hours	12.10%

If you have satellite centers how many hours of operation does the center provide services?

8 Hours	15.40%
5 Hours	15.40%
3 Hours	15.40%

What days of the week does your center operate and provide services?

Monday	100.00%
Tuesday	100.00%
Wednesday	100.00%
Thursday	100.00%
Friday	100.00%

What days of the week does your satellite center operate and provide services?

Monday	85.70%
Tuesday	85.70%
Wednesday	85.70%
Thursday	78.60%
Friday	85.70%

What percentage of WSSB funds were used for match for Federal and State supported programs provided at the senior center?

91-100%	26.70%
31-40%	20.00%
0-10%	16.70%

Which program did the awarded funds assist the most with?

C1 Meals	75.00%
C2 Meals	43.80%
B&D	21.90%

What percentage of funds went to building or equipment maintenance?

0-10%	59.40%
11-20%	18.80%
N/A	15.60%

Please make any additional comments to share for the Governor’s report.

Historically, the State of Wyoming has been supportive of seniors and services to seniors through various funding programs. The WSSB funding is essential to all Senior Centers in Wyoming. It’s not just Bingo and cards nowadays. It’s also Yoga classes, walking groups, art classes, day trips, nutritional education, cooking demos, political forums, computer classes, reading groups, volunteerism and more. Regardless of income level, senior services address the needs of aging. Of course, the programs do serve those on limited income, but also those with the ability to pay for services, and they help keep the programs in place. The WSSB funding supplements the state and federal dollars that make such a difference in the lives of senior citizens. Because of the combination of these funding entities, senior citizens are able to remain independent for as long as possible. When adequate funding is not in place, waiting lists must exist and the frail senior has no option aside from long term care at the expense of the taxpayer in many cases.

The centers were behind with maintenance and equipment. WSSB monies enabled them to catch up and get more prepared for the baby boomers. As the lower income seniors age they need more services to keep them at home and not in an institution. WSSB helps the center provide more services to more seniors. The programs offered with the help of WSSB funding (exercise, meals, and socialization also help the senior maintain better health.

With the cut in funds our waiting lists for services have increased. We serve many seniors that are lower income. The services delivered from the senior center programs are sometimes the only help many of the low income have. We have a difficult time attracting staff. Our turnover rate continues to be over 50% annually. Our hourly wages even with the increased WSSB funds over the last years has helped greatly but we still cannot compete with other like agencies with staffing. We have lost benefits in the last two years as we have seen cuts from the WSSB funds. We presently have 6 senior centers of the 41 that have main issues and 3 of those with critical issues. For a small cost to the state the Senior Center programs keep the staff from spending even more money at the Medicaid Waiver and Nursing home levels. We coordinate with many agencies to bring services to the seniors of Wyoming and do it in the most cost

effective way of any other state. Thank you very much for the funds we do have.

WSSB funding is instrumental in keeping the centers open. It has made it possible for us to keep and retain our staff. It is important to have quality staff that cares for our clients because they are often venerable.

WSSB provides the core financial support for the bulk of our employee benefits. We would be hard pressed to meet the competition in the job market without that support. We operate a center that is known for the quality of the services we provide and it all stems from that foundational support provided by WSSB.

Without the WSSB funding our center would not be able to provide the services that we now offer. This funding is essential for the operating of the senior center.

The WSSB grant funds have been essential to keep our programs for seniors going. I don't know what we would have done without the support of the Wyoming legislature.

Without the funding granted through WSSB the Senior Centers in Converse County would not be able to operate in the capacity in which we do. Other than the Senior Centers, there are not many resources that focus solely on the needs of Senior Citizens that provide services that enable folks to remain in their homes and in Converse County. We are beyond grateful for this funding!

WSSB provides the core financial support for the bulk of our employee benefits. We would be hard pressed to meet the competition in the job market without that support. We operate a center that is known for the quality of the services we provide and it all stems from that foundational support provided by WSSB.

We are a small center but service nearly 100 senior citizens. The programs and services that we provide are very important to them. Many of them could not afford the health care services that we provide. Many of them are unable to prepare the nutritious meals and would not eat properly if they did not have the meal programs. The socialization is also of great importance to our seniors. If we were to lose our WSSB Funding, our programs and facility would be lost. Our center deeply appreciates the financial assistance from these WSSB Grants.