



PROVIDER NEWSLETTER

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Elder Abuse Awareness Day

Memphis will hold its first **World Elder Abuse Awareness Day (WEAAD)** event on **Monday, June 15th from 2:30-4:30pm** at the Benjamin Hooks Library. A Proclamation by Mayor Wharton will be read and many representatives from our community will be in attendance as well as a representative from Adult Protective Services, the Memphis Police Department and the Shelby County Sheriff's Office. If you are interested in having a vendor/exhibit table, please e-mail Donna Downen at ddownen@utk.edu for more information.

The Tennessee Adult Protection Act of 1978 (T.C.A. 71-6-101), amended in 2004, requires any person having cause to believe that a vulnerable adult may be a victim of abuse, neglect or exploitation to report their suspicions. To make a report to Adult Protective Services call (901) 320-7220. Stopping abuse of the elderly and disabled may start with you. Learn more at http://www.aoa.gov/AoARoot/AoA_Programs/Elder_Rights/EA_Prevention/WhatToDo.aspx.

Public Guardianship

The Public Guardian Program serves disabled persons ages 60 and older residing in Shelby, Lauderdale, Fayette and Tipton counties. Usually there is no one else who is willing and able to serve as conservator.

Once appointed it is the responsibility of the Office of the Public Guardian to serve as conservator of person (i.e. make medical decisions, find appropriate placement or housing) and/or conservator of the property (i.e. manages all finances, and garners assets and pay bills)

The Public Conservator is prohibited from petitioning the Court to become a client's Conservator. The Petitioner is usually a family member, another service provider, or other person or entity with knowledge that the person is disabled and needs the assistance of a Conservator.

If you know of anyone who is in need of a guardian you can contact the Office of the Public Guardian at (901) 324-6333 and request an application for services. The application will be reviewed and you will be notified if it meets the standard for the program.



WAIVER UPDATE: Enrollee initiated missed visits

Enrollee initiated missed visits could be due to the enrollee or caregiver either refusing services or being unavailable for a variety of reasons.

There are legitimate reasons for enrollee caused missed visits. When a pattern is observed, or needed services cannot be provided, an investigation by the case manager in coordination with the service provider is required. If a pattern of enrollee initiated missed visits cannot be remedied by the case management agency and the service provider then assistance can be requested from ACMS.

It is important to fully follow the missed visit policy and procedures outlined in the Waiver Manual. Copies of missed visit documents are attached to this newsletter.



SPOTLIGHT ON A PROVIDER:

Each quarter we would like to randomly select a provider to spotlight. This quarter's selection is: **Aldridge Pest Control** located at 3608 Archwood Drive Memphis, TN 38128. Their phone number is (901) 949-0954. This company specializes in pest control. **Aldridge Pest Control** contracted as a provider and filled a gap in services. Mr. Aldridge agreed to provide services to all four counties. **Aldridge Pest Control**, our spotlighted provider for this article.

HCBS Provider Meeting

A meeting is scheduled for current HCBS Providers on Tuesday, June 2nd at 2pm in the large conference room at ACMS. Please contact Elaine Graf at egradf@agingcommission.org or call (901) 515-2129 to reserve your seat.



Converter Box Connection

With the Digital TV Conversion scheduled for June 12, 2009, individuals that rely on analog television sets will need to take action to continue to watch TV.

Thanks to a grant from the Durham Foundation, and a partnership with the Retired Senior Volunteer Program (RSVP) and WKNO, help is available. Eligibility for this program includes seniors aged 60 and above, who live alone, and have no other way to watch television than through a converter box.

If your clients meet the eligibility requirements listed above please refer them to this program for assistance. The number for them to call is our main number 901 324-6333 or Elaine Graf at (901) 515-2129.

Currently, we only have trained volunteers to provide help in Shelby County. We are seeking volunteers age 55 and older in Fayette, Lauderdale and Tipton County who are willing to register as RSVP volunteers, complete 2 hour training at WKNO, to assist their neighbors with this transition. For more information on volunteering please contact Joanne Lowe at (901) 515-2084.

The Aging Commission of the Mid-South is funded in part by the Tennessee Commission on Aging and Disability, Shelby County Government, and the City of Memphis.