

Appendix I: Client Profiles

RESOURCE DEVELOPMENT UNIT

Older Americans Act (OAA) Title III Programs

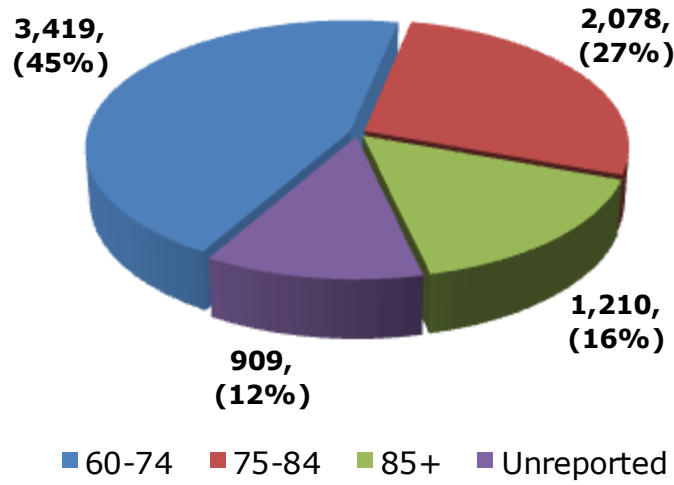
Federal Title III-B (supportive social services) and Title III-C (nutrition) program funding are described in detail in Appendix F. They are supplemented by Nevada General Fund. Together, these programs provide congregate and homebound meals, transportation, in-home care and an array of other support services to help older Nevadans lead independent, meaningful and dignified lives. The number of clients served by each funding resource is provided below.

Title III-B and Title III-C Client Profile – FY '15

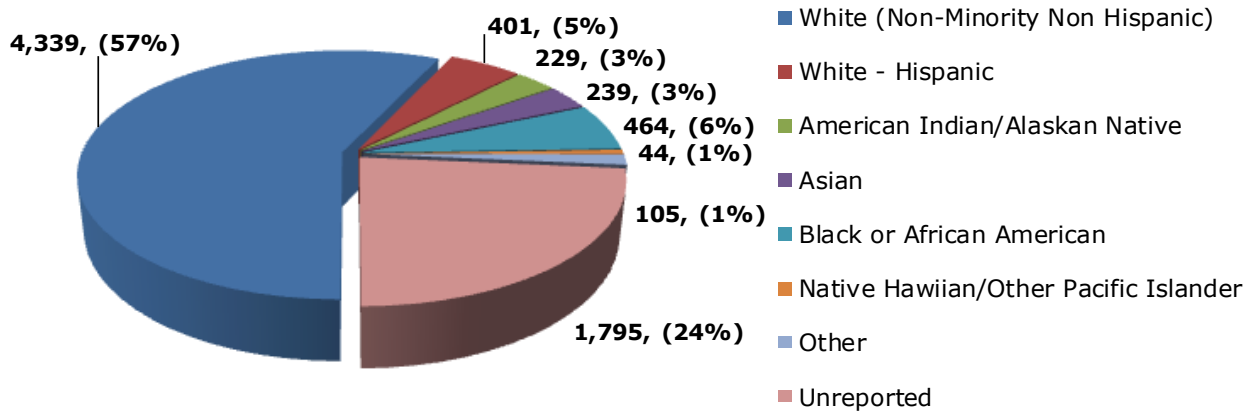
	Social Services	% of Total	Congregate Meals	% of Total	Home-Delivered Meals	% of Total
Client Profile						
A. Gender						
Female	4,875	64%	9,420	55%	4,498	61%
Male	2,533	33%	7,438	43%	2,812	38%
Unreported	208	3%	349	2%	42	1%
B. Age						
60-74	3,419	45%	9,215	54%	3,070	42%
75-84	2,078	27%	4,826	28%	2,320	32%
85+	1,210	16%	2,079	12%	1,794	24%
Unreported	909	12%	1,087	6%	168	2%
C. Ethnicity						
Hispanic / Latino	413	5%	1,061	6%	606	8%
Not Hispanic or Latino	6,360	84%	14,296	83%	6,524	89%
Unreported	843	11%	1,850	11%	222	3%
D. Race						
White (Non-Minority Non Hispanic)	4,339	57%	12,547	73%	5,277	72%
White - Hispanic	401	5%	696	4%	566	8%
American Indian/Alaskan Native	229	3%	307	2%	84	1%
Asian	239	3%	407	2%	183	2%
Black or African American	464	6%	687	4%	819	11%
Native Hawaiian/Other Pacific Islander	44	1%	123	1%	67	1%
Other	105	1%	390	2%	151	2%
Unreported	1,795	24%	2,050	12%	205	3%
E. Income						
At or below 100% Poverty	2,406	32%	4,718	27%	2,978	41%
Above 100% Poverty	4,286	56%	9,246	54%	4,079	55%
Unreported	924	12%	3,243	19%	295	4%
F. Location						
Urban	4,921	65%	7,135	41%	4,887	66%
Rural	2,150	28%	8,820	51%	2,425	33%
Unreported	545	7%	1,252	7%	40	1%
Unduplicated Clients Served	7,616		17,207		7,352	

III - B Client Profiles

III-B: Age

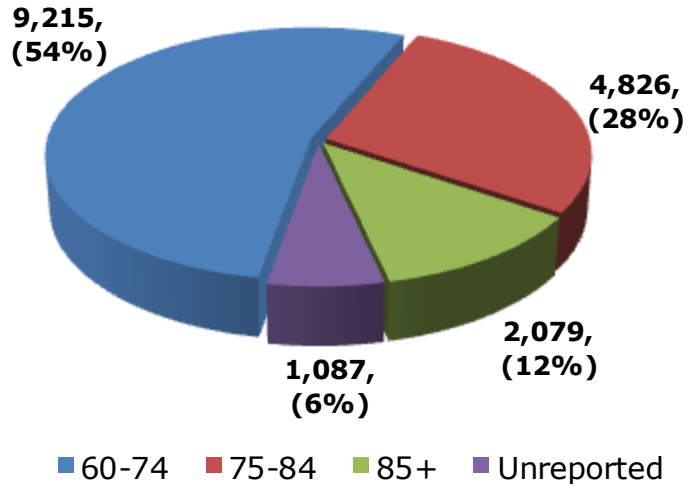


III-B: Race

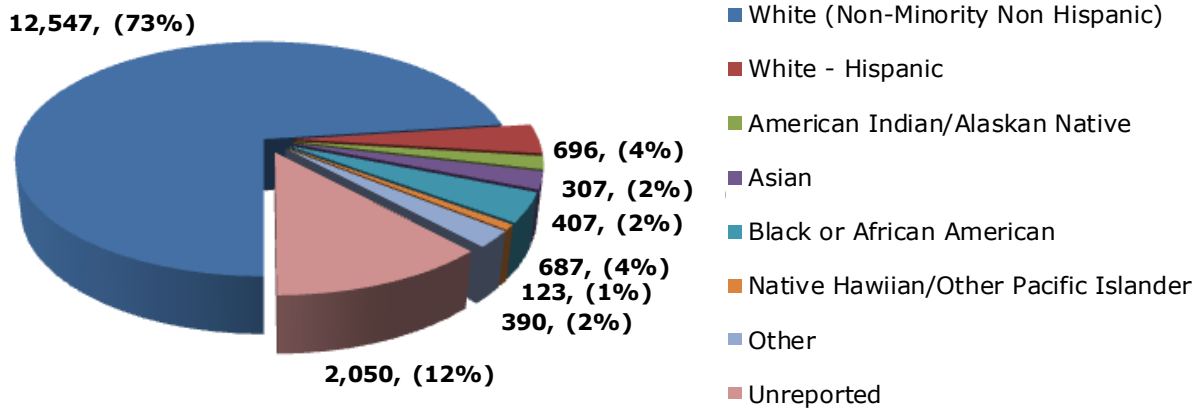


III - C Client Profiles

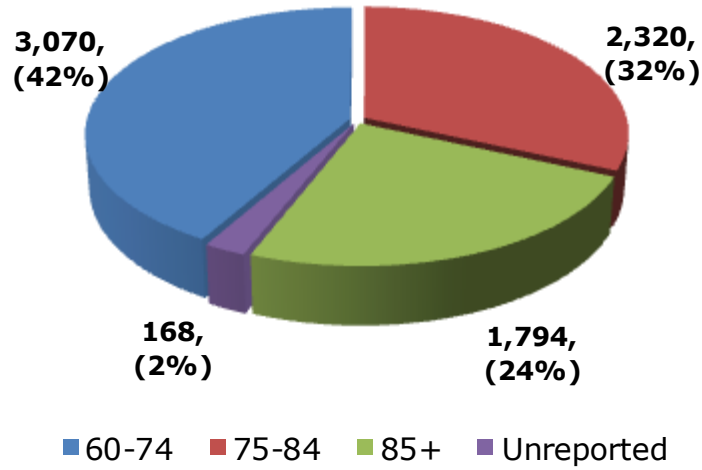
Congregate Meals: Age



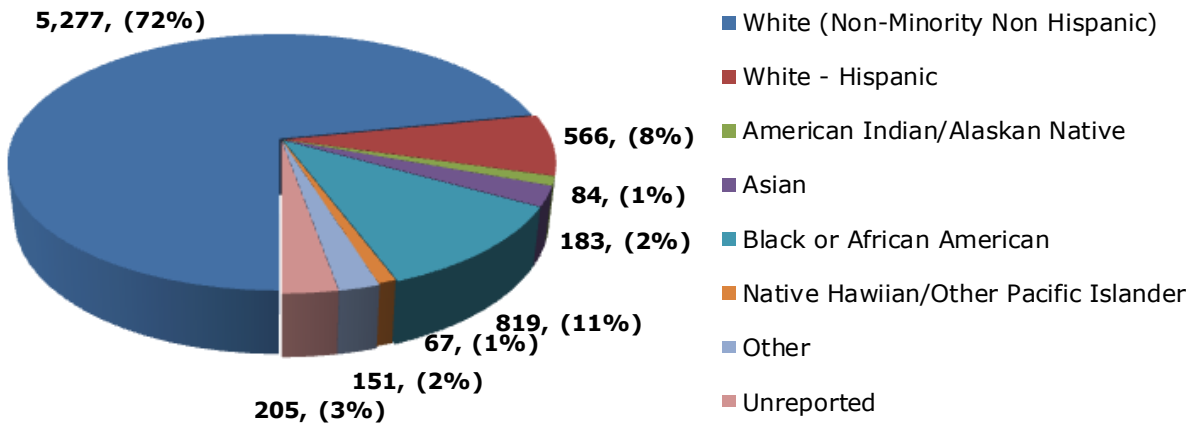
Congregate Meals: Race



Home Delivered Meals: Age



Home Delivered Meals: Race



**OAA Title III-E
The National Family Caregiver Support Program**

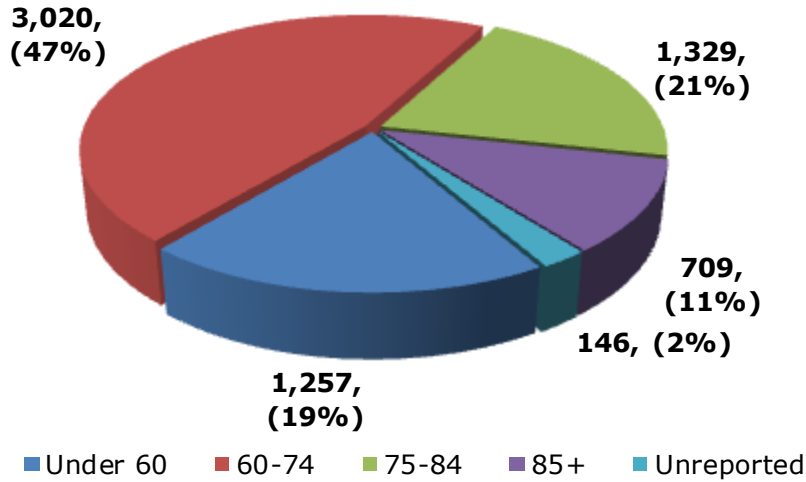
Older Americans Act Title III-E serves family caregivers of people who are age 60 or older, grandparents raising grandchildren, as well as older individuals who are family caregivers. The services include: information and access assistance; individual counseling and organization of support groups and caregiver training; respite; and supplemental supportive services on a limited basis.

Client Profile – SFY 2015

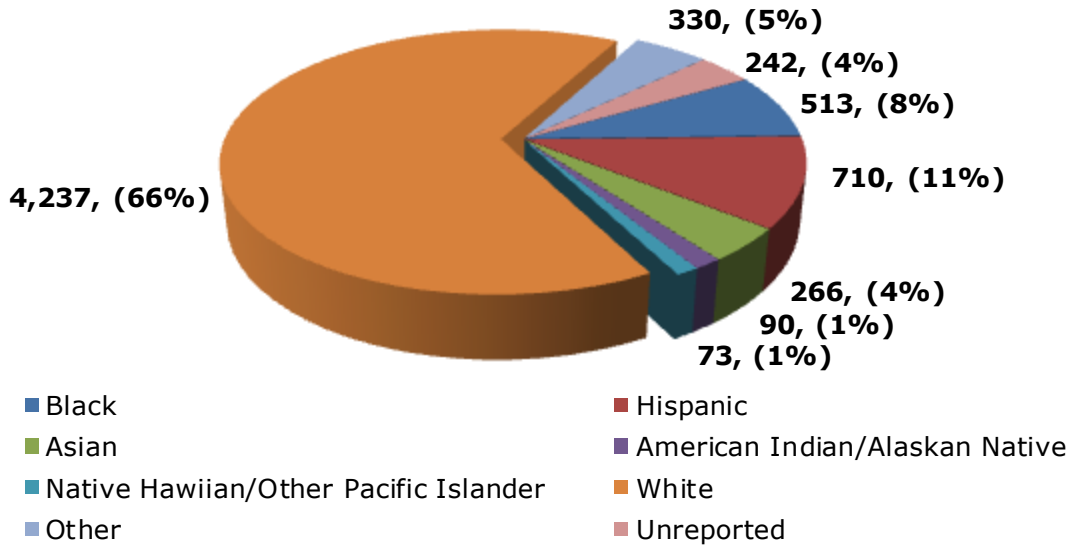
	Title III-E	% of Total
Unduplicated Clients Served	6,461	
Client Profile		
A. Gender		
Female	3,774	58%
Male	2,639	41%
Unreported	48	1%
B. Age		
Under 60	1,257	19%
60-74	3,020	47%
75-84	1,329	21%
85+	709	11%
Unreported	146	2%
C. Ethnicity		
Hispanic / Latino	957	15%
Not Hispanic or Latino	5,189	80%
Unreported	315	5%
D. Race		
Black	513	8%
Hispanic	710	11%
Asian	266	4%
American Indian/Alaskan Native	90	1%
Native Hawaiian/Other Pacific Islander	73	1%
White	4,237	66%
Other	330	5%
Unreported	242	4%
E. Income		
At or below 100% Poverty	3,205	50%
Above 100% Poverty	2,665	41%
Unreported	591	9%
F. Location		
Urban	4,332	67%
Rural	2,011	31%
Unreported	118	2%

III - E Client Profiles

III-E: Age



III-BE: Race



Independent Living Grants

A portion of Nevada's share of the 1998 Master Tobacco Settlement Agreement funds Independent Living Grants, awarded and monitored by the Aging and Disability Services Division. These grants fund organizations to assist older adults, age 60 and above, with services that mirror OAA Title III-B, such as homemaker and transportation services. The only exception is the provision of Respite Care for persons of any age with Alzheimer's disease.

INDEPENDENT LIVING GRANTS CLIENT PROFILE - FY '15

Clients Served	% of Respite Total		% of Supportive Service Total		% of Transportation Total		% of Volunteer Service Total	
Client Profile	810		6,598		4,822		2,990	
A. Gender								
a. Female	503	62%	4,205	64%	3,185	66%	2,077	69%
b. Male	301	37%	2,364	36%	1,583	33%	902	30%
c. Unreported	6	1%	29	0%	54	1%	11	0%
B. Age								
a. 60-74	231	29%	3,477	53%	2,602	54%	1,699	57%
b. 75-84	245	30%	1,952	30%	1,337	28%	879	29%
c. 85+	210	26%	1,077	16%	703	15%	396	13%
d. Unreported	124	15%	92	1%	180	4%	16	1%
C. Ethnicity								
a. Hispanic / Latino	95	12%	857	13%	268	6%	393	13%
b. Not Hispanic or Latino	658	81%	5,572	84%	4,300	89%	2,562	86%
c. Unreported	57	7%	169	3%	254	5%	35	1%
D. Race or Ethnicity								
a. White (Non-Minority Non Hispanic)	492	61%	3,442	52%	3,590	74%	1,314	44%
b. White - Hispanic	101	12%	717	11%	306	6%	276	9%
c. American Indian/ Alaskan Native	9	1%	47	1%	69	1%	16	1%
d. Asian	39	5%	285	4%	135	3%	176	6%
e. Black or African American	79	10%	1,677	25%	423	9%	997	33%
f. Native Hawaiian or Other Pacific Islander	9	1%	91	1%	34	1%	31	1%
g. Persons Reporting Some Other Race	10	1%	238	4%	96	2%	142	5%
h. Unreported	71	9%	101	2%	169	4%	38	1%
E. Income								
a. At or below 100% Poverty	249	31%	3,960	60%	2,015	42%	2,221	74%
b. Above 100% Poverty	478	59%	2,449	37%	2,450	51%	720	24%
c. Unreported	83	10%	189	3%	357	7%	49	2%

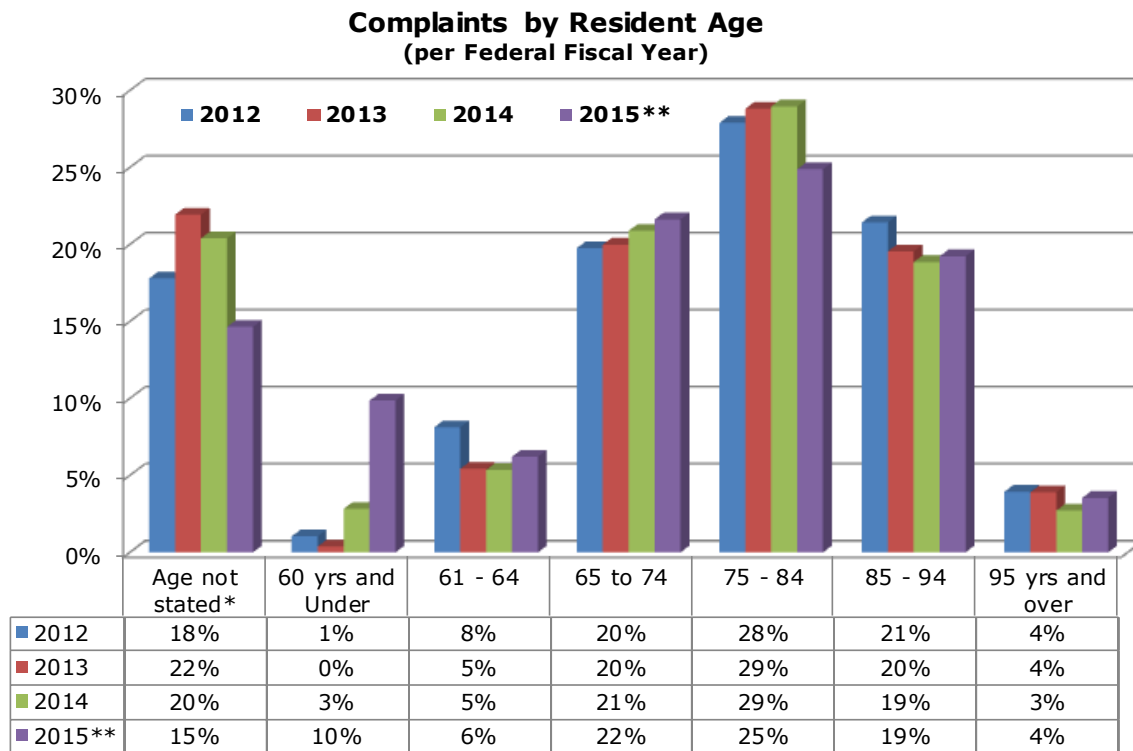
ELDER RIGHTS UNIT

The Elder Rights Unit, created in 1989, continues to diligently improve existing services to align with national best practice standards and provide advocacy and protective services for Nevada's older adult residents. Programs in this unit provide a lifeline for residents in long-term care facilities and older adults who otherwise may be isolated and voiceless.

In State Fiscal Year 2015, the Elder Rights Unit was comprised of two programs. The Long-Term Care Ombudsman Program provides advocacy for all residents in long-term care facilities regardless of age. This program has now been moved to the Supportive Services Unit. The other program, Elder Protective Services (EPS), provides staff to investigate allegations of abandonment, abuse, neglect, exploitation and isolation of persons 60 years of age and older. EPS continues to be housed in the Elder Rights Unit.

These programs have fundamentally different but complementary missions and legal mandates, which require coordination in order to effectively serve clients. Both programs share a responsibility for client confidentiality, investigation and intervention, among other functions. Both programs endeavor to develop and maintain relationships with agencies and community partners, in order to increase their visibility and advocate for their clients.

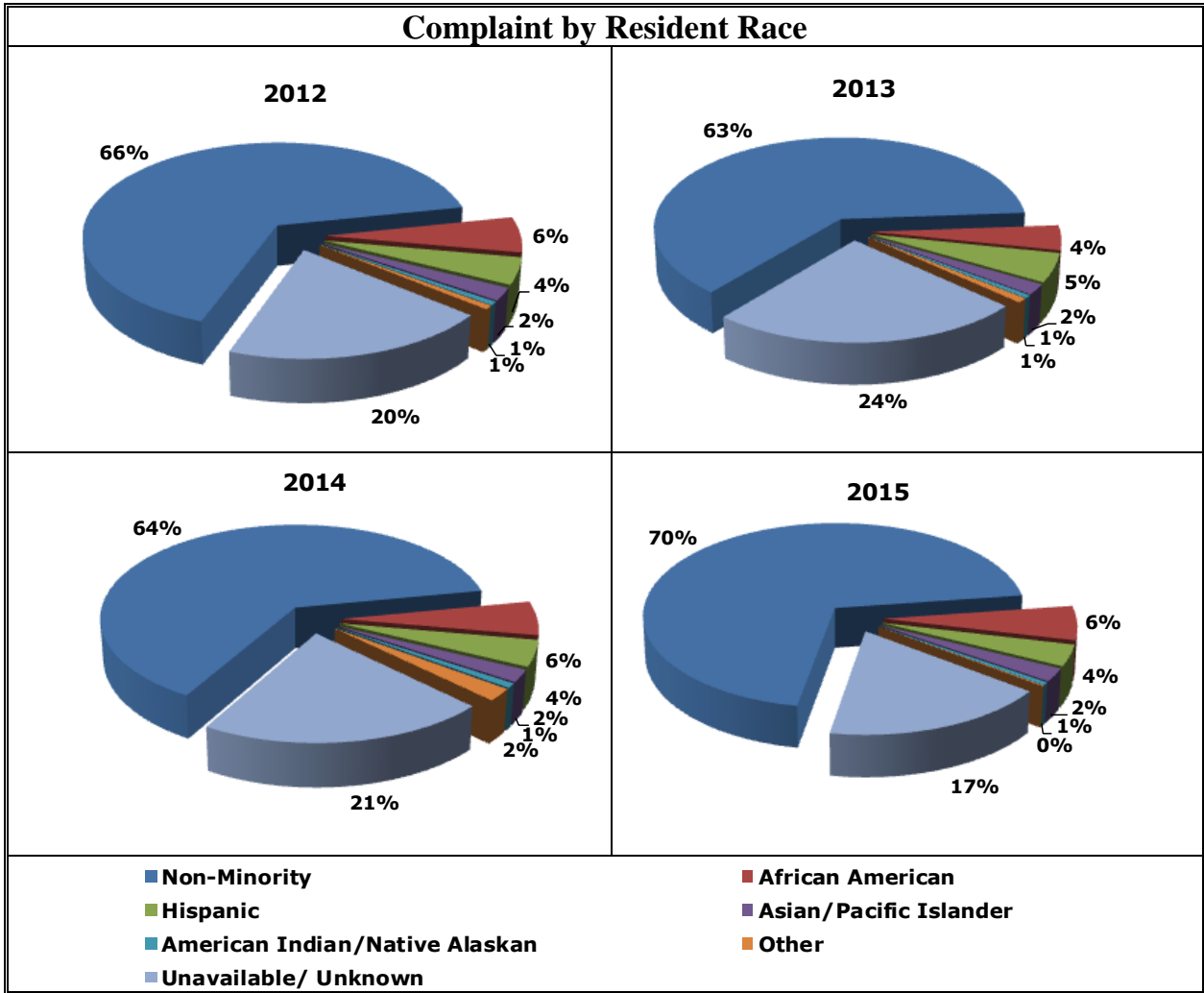
SECTION I: Ombudsman Client Profiles



* Age not stated – Resident age is not collected when the complaint involves numerous residents.

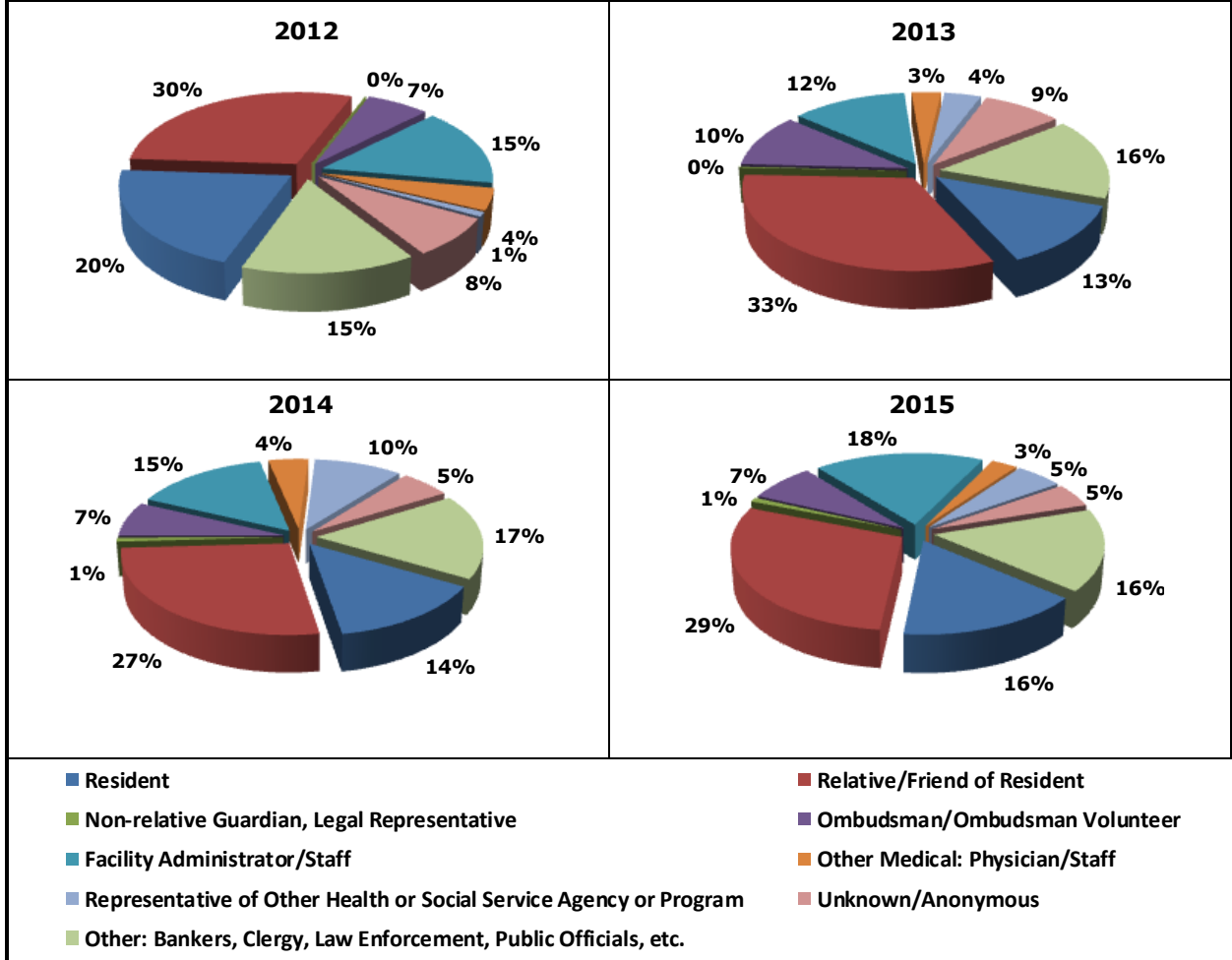
** As of 5/20/14, under the authority of the ADSD Administrator, the State of Nevada's Long Term Care Ombudsman Program began to advocate for all residents in long term care facilities regardless of age.

Complaint by Resident Race



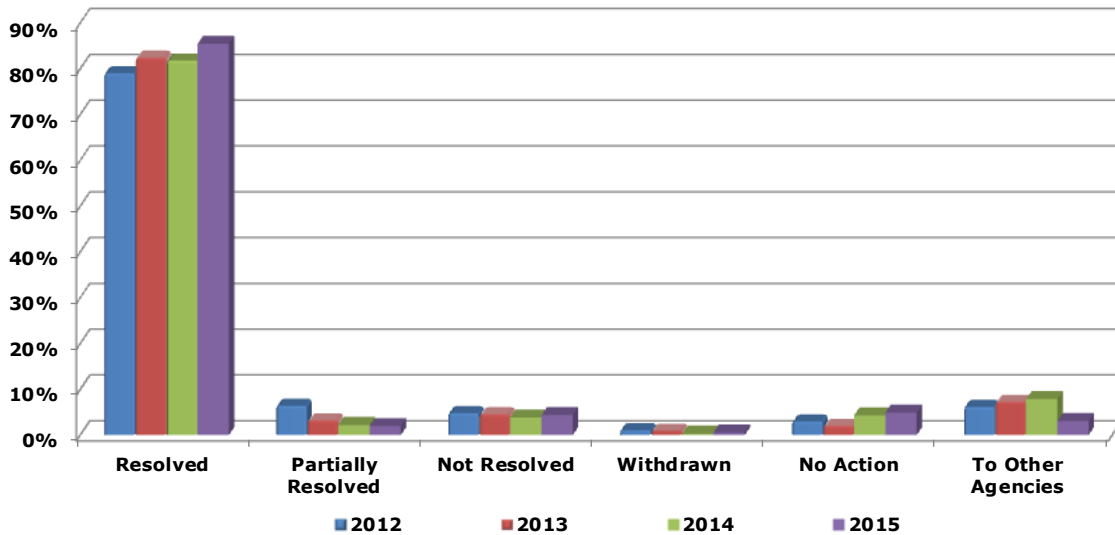
	Non-Minority	African American	Hispanic	Asian/Pacific Islander	American Indian/Native Alaskan	Other	Unavailable/Unknown	Total
2012	1,075	98	74	35	10	11	321	1,624
2013	995	69	81	30	9	13	389	1,586
2014	1,033	93	72	34	13	34	344	1,623
2015	1,463	123	77	47	11	3	366	2,090

Complainant's Relationship to Resident



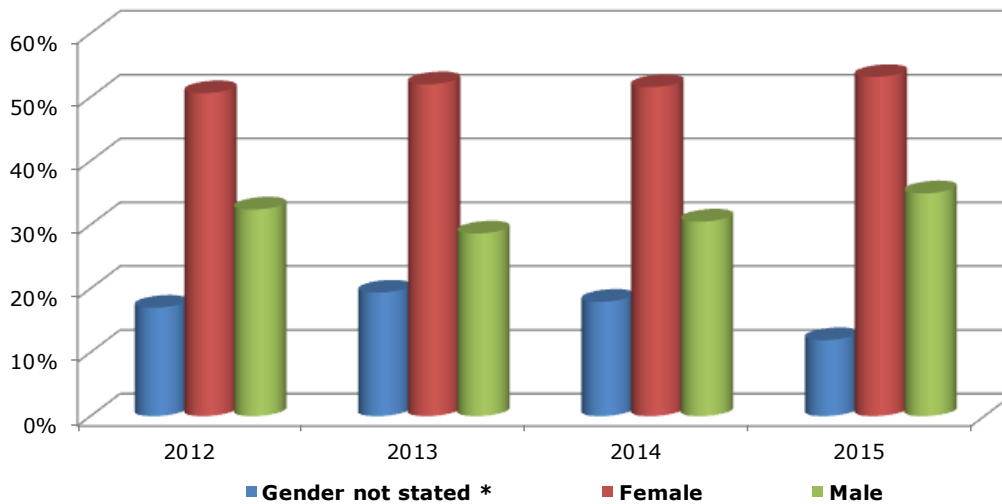
	Resident	Relative/Friend of Resident	Non-relative Guardian, Legal Representative	Ombudsman/Ombudsman Volunteer	Facility Administrator/Staff	Other Medical: Physician/Staff	Representative of Other Health or Social Service Agency or Program	Unknown/Anonymous	Other: Bankers, Clergy, Law Enforcement, Public Officials, etc.
2012	333	483	1	109	247	70	15	127	239
2013	198	517	3	166	197	50	63	137	255
2014	227	435	13	113	240	71	157	91	276
2015	326	611	18	153	380	59	108	98	337

Complaint Resolution (per Federal Fiscal Year)



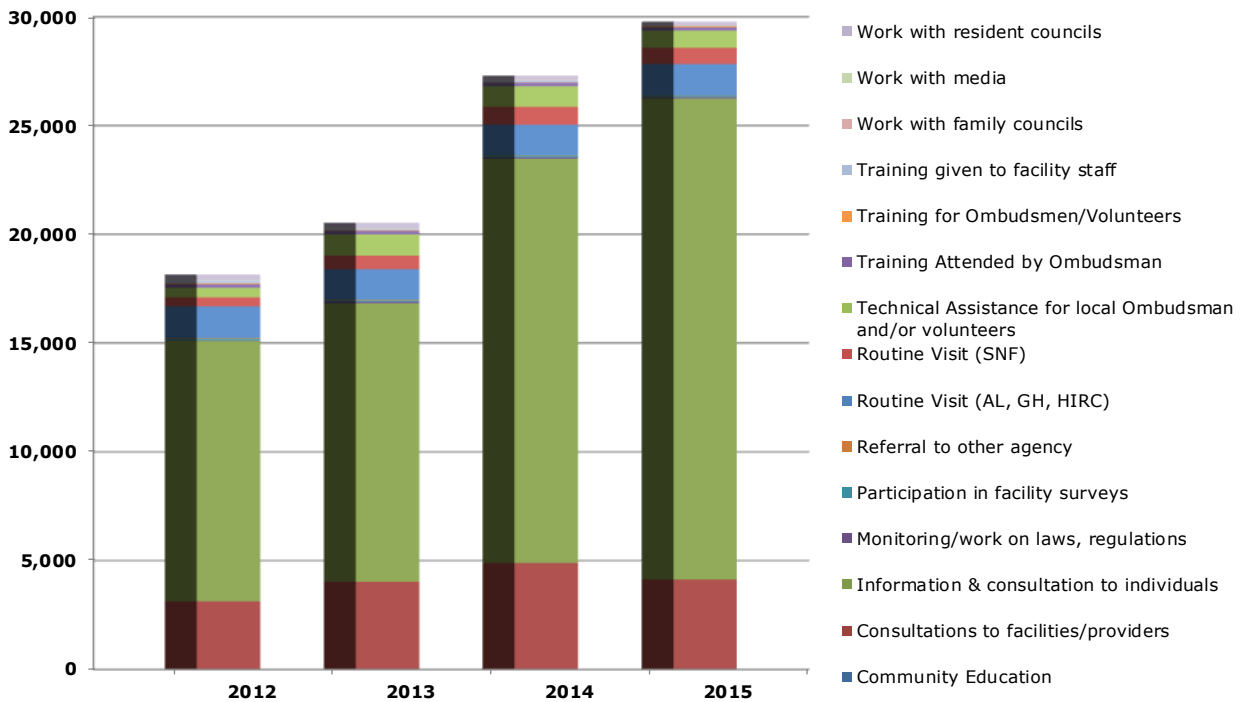
	Resolved	Partially Resolved	Not Resolved	Withdrawn	No Action	To Other Agencies	Government/Legislative Action	Total
2012	79%	6%	5%	1%	3%	6%	0%	100%
2013	82%	3%	4%	1%	2%	7%	0%	100%
2014	82%	2%	4%	0%	4%	8%	0%	100%
2015	85%	2%	4%	1%	5%	3%	0%	100%

Complaints by Resident Gender (per Federal Fiscal Year)



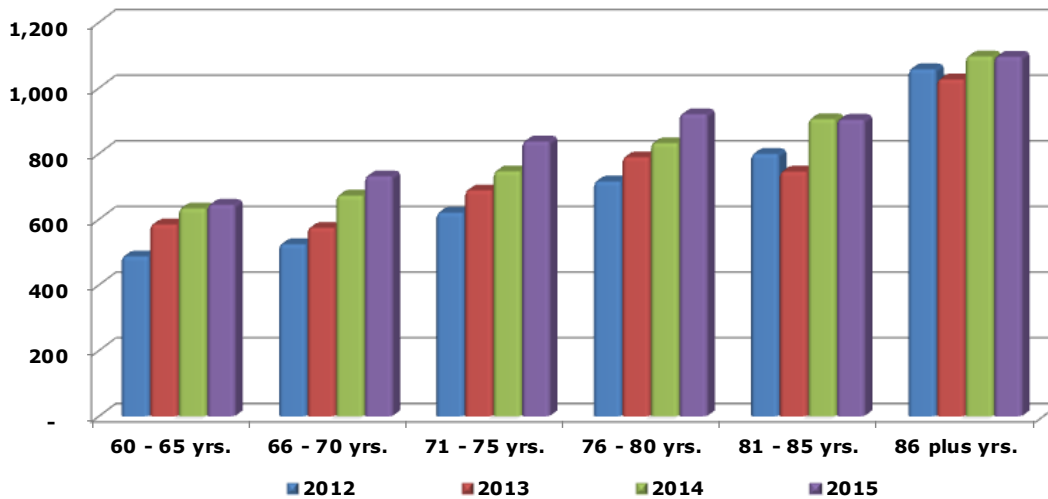
	Gender not stated *	Female	Male	Total
2012	276	822	526	1,624
2013	307	825	454	1,586
2014	291	837	495	1,623
2015	249	1,111	730	2,090

Total Number of Activities Completed by Staff and Volunteers (by Federal Fiscal Year)



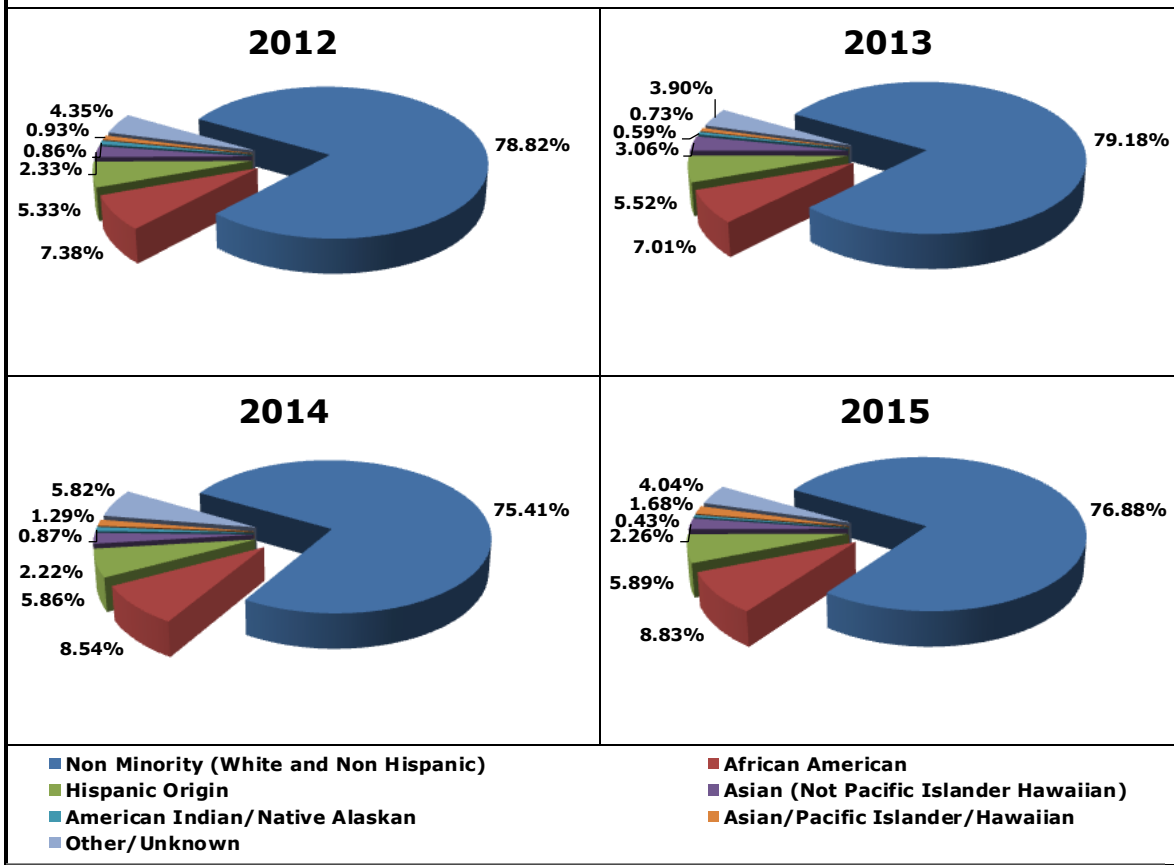
Section II: Elder Protective Service Client Profiles

Elder Abuse Reports by Client's Age

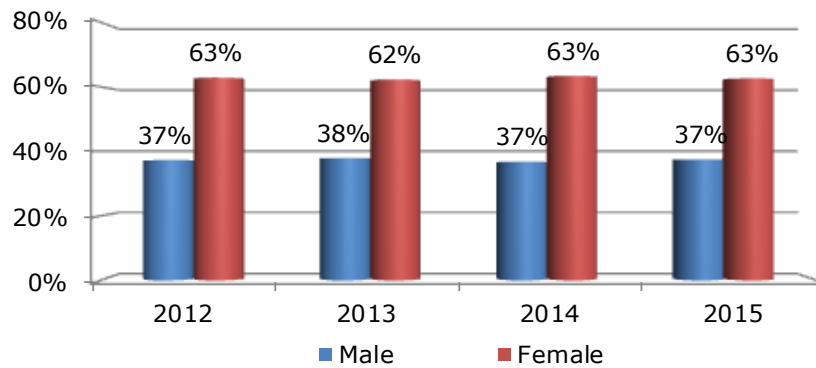


SFY	60 - 65 yrs.	66 - 70 yrs.	71 - 75 yrs.	76 - 80 yrs.	81 - 85 yrs.	86 plus yrs.	Total
2012	487	524	620	715	799	1,057	4,202
2013	584	574	688	789	745	1,026	4,406
2014	633	672	746	832	905	1,096	4,884
2015	644	731	837	920	903	1,095	5,130

Elder Abuse Reports by Victim's Race

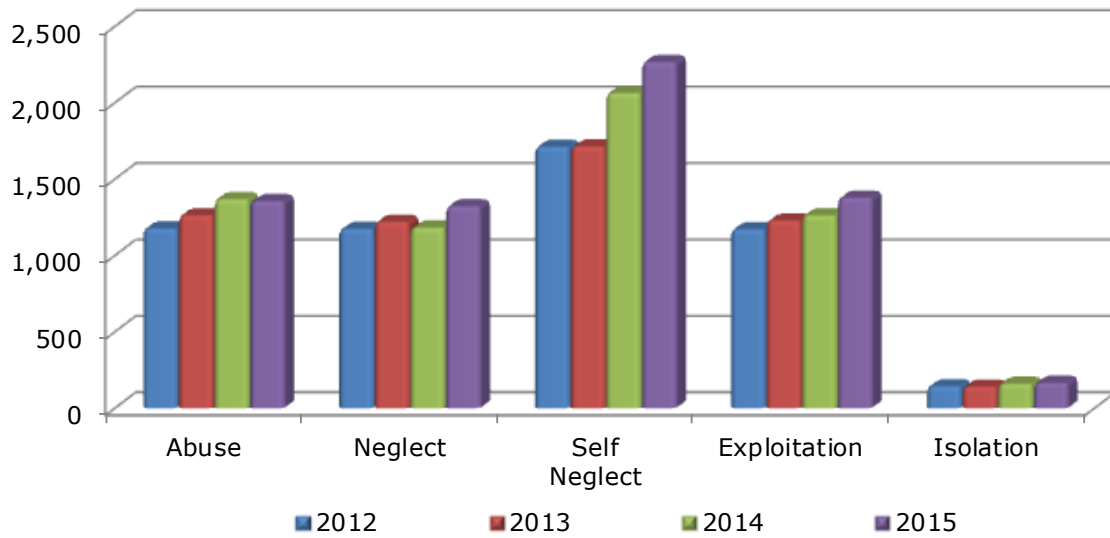


Elder Abuse Reports by Gender



Elder Abuse Reports by Gender			
	Male	Female	Total
2012	1,562	2,641	4,203
2013	1,664	2,741	4,405
2014	1,788	3,096	4,884
2015	1,917	3,213	5,130

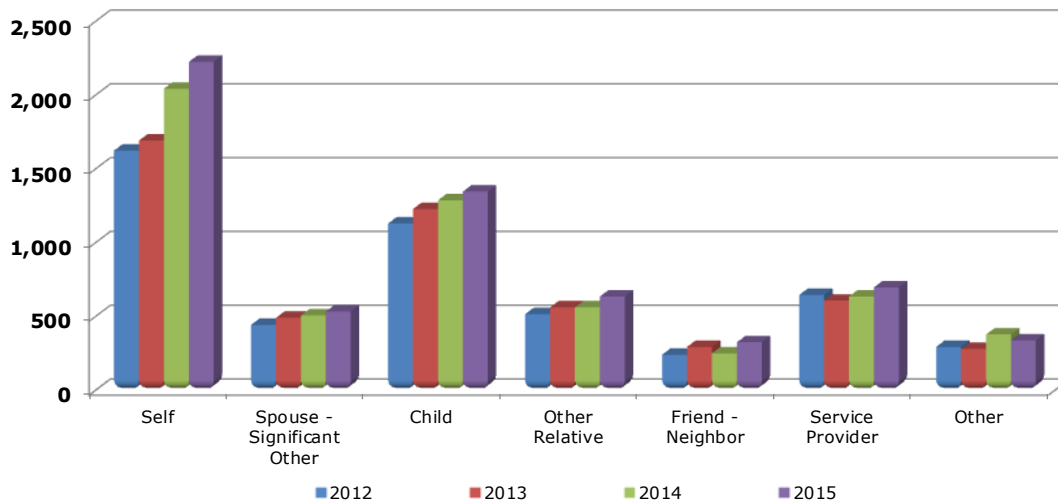
Elder Abuse Reports by Allegation Type



	Abuse	Neglect	Self Neglect	Exploitation	Isolation	Total
2012	1,176	1,173	1,711	1,171	143	5,374
2013	1,262	1,220	1,712	1,228	140	5,562
2014	1,368	1,181	2,063	1,262	159	6,033
2015	1,354	1,321	2,266	1,377	165	6,483

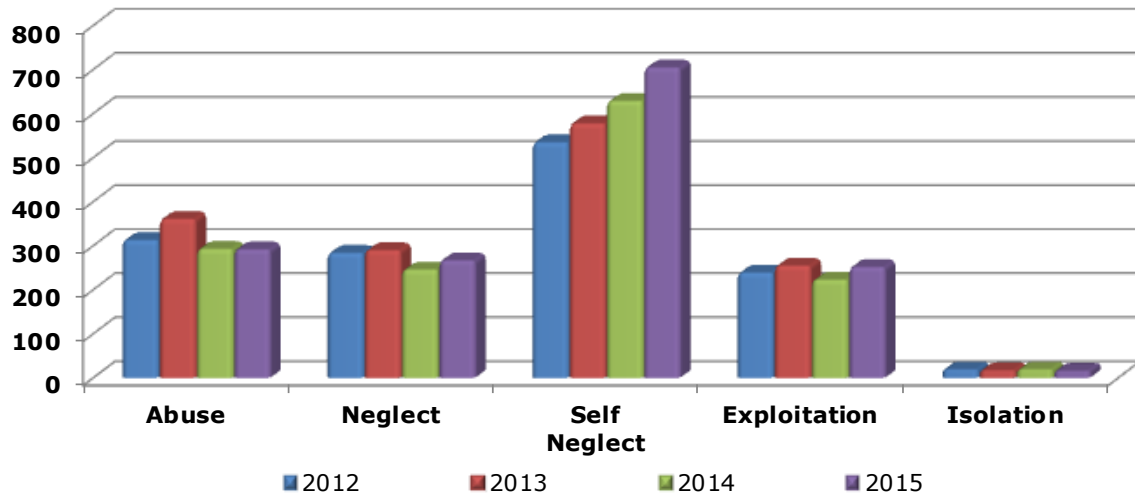
Note: The above does not reflect statistics for "Abandonment," because this Allegation Type was recently added to reports, and not enough time has elapsed to gather meaningful data for inclusion. It will be reflected in ADSD's 2020 State Plan.

Person of Interest's Relationship to Client



	Self	Spouse - Significant Other	Child	Other Relative	Friend - Neighbor	Service Provider	Other	TOTAL
2012	1,625	444	1,131	517	242	647	295	4,901
2013	1,693	492	1,229	562	295	608	280	5,159
2014	2,044	507	1,288	562	251	636	379	5,667
2015	2,226	534	1,347	636	326	698	339	6,106

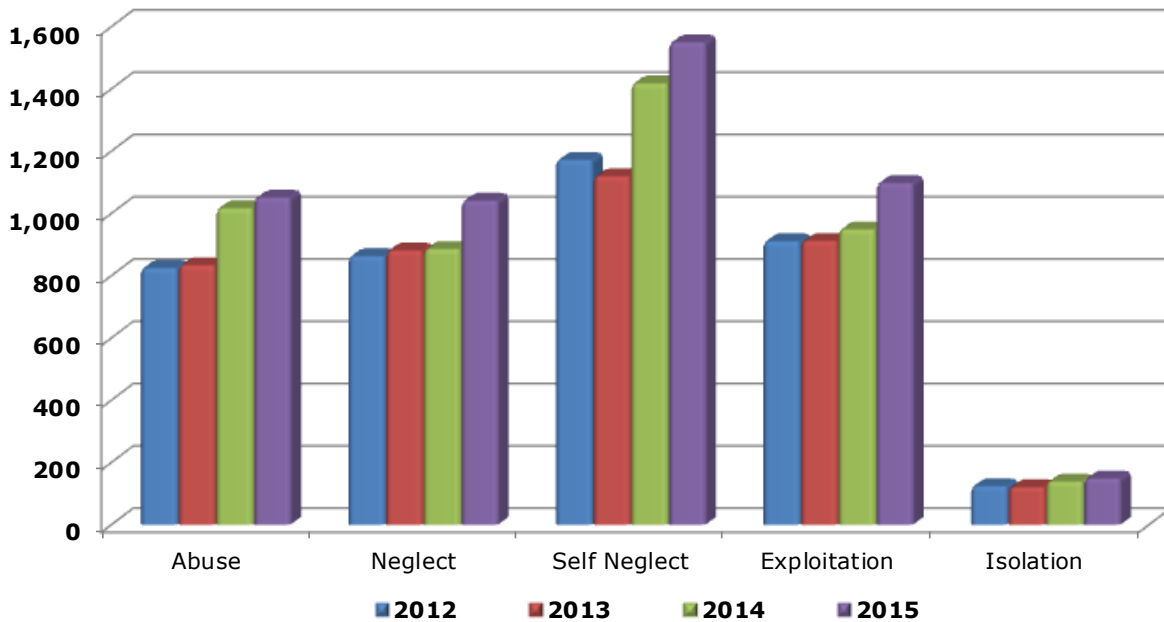
Elder Abuse Reports by Type Substantiated



	Abuse	Neglect	Self Neglect	Exploitation	Isolation	Total
2012	313	284	535	239	19	1,390
2013	361	290	578	255	17	1,501
2014	293	246	629	223	19	1,410
2015	292	267	705	252	16	1,532

	Abuse	Neglect	Self Neglect	Exploitation	Isolation
2012	28%	25%	31%	21%	13%
2013	30%	25%	34%	22%	12%
2014	22%	22%	31%	19%	12%
2015	22%	20%	31%	19%	10%

Elder Abuse Reports by Type Unsubstantiated



	Abuse	Neglect	Self Neglect	Exploitation	Isolation	Total
2012	825	863	1,172	911	124	3,895
2013	834	881	1,120	912	121	3,868
2014	1,017	886	1,418	949	139	4,409
2015	1,051	1,041	1,550	1,098	149	4,889

	Abuse	Neglect	Self Neglect	Exploitation	Isolation
2012	72%	75%	69%	79%	87%
2013	70%	75%	66%	78%	88%
2014	78%	78%	69%	81%	88%
2015	78%	80%	69%	81%	90%

COMMUNITY BASED CARE UNIT

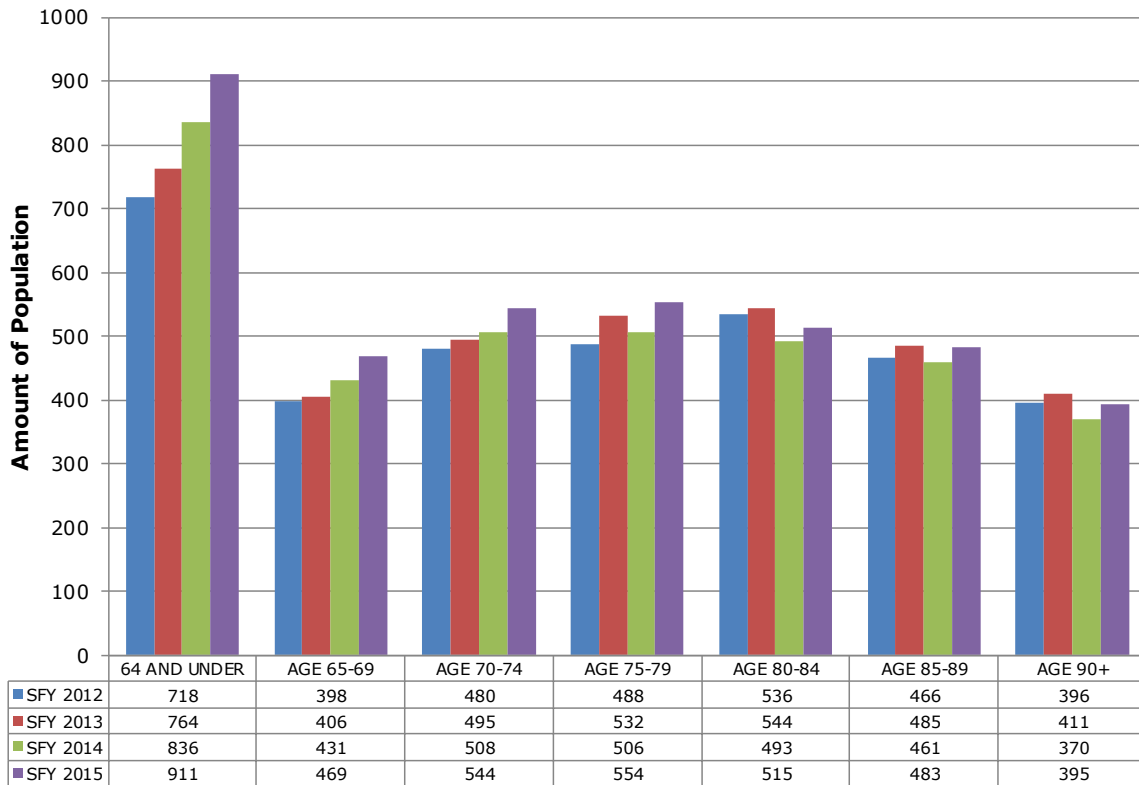
Unduplicated Client Statistics

The Home and Community-Based Care (CBC) Unit provides programs that foster independence and self-reliance to maintain the dignity of frail elderly persons and persons with physical disabilities, helping them to be an integral part of their families and communities. CBC programs establish community-based services, which will enable individuals to remain in their homes. Its programs help ensure individuals at risk of being placed in a facility for long-term care are able to receive the services and supports that will keep them in their homes to age in place. These programs also promote the participation by any appropriate public or private agency, organization or institution in the collaborative development of services that offer options.

The Home and Community-Based Care Unit is responsible for the proper and efficient operation of two Medicaid Waivers and three state funded programs. Duties include eligibility determination, evaluation of level of care, assessment of service needs, development of the plan of care, utilization review, and quality management. Community-based services can provide a less expensive alternative to nursing home care by preventing or delaying institutional placement. With the increasing “baby boomer” population, these services are vital for future generations.

STATISTICS		SFY 2012		SFY 2013		SFY 2014		SFY 2015	
UNDUPLICATED CLIENTS		3,482		3,637		3,605		3,871	
CASES	Home and Community Based Waiver for Frail Elderly	2,297	65.97%	2,367	65.08%	2,267	62.88%	2,427	62.70%
	Home and Community Based Waiver for Persons with Physical Disabilities	590	16.94%	608	16.72%	672	18.64%	760	19.63%
	Community Service Options Program for the Elderly	79	2.27%	93	2.56%	72	2.00%	72	1.86%
	Homemaker Program	391	11.23%	401	11.03%	429	11.90%	421	10.88%
	Personal Assistance Services	125	3.59%	168	4.62%	165	4.58%	191	4.93%
GENDER	MALE	968	27.80%	1,058	29.09%	1,027	28.49%	1,125	29.06%
	FEMALE	2,514	72.20%	2,579	70.91%	2,578	71.51%	2,746	70.94%
AGE	64 AND UNDER	718	20.62%	764	21.01%	836	23.19%	911	23.53%
	AGE 65-69	398	11.43%	406	11.16%	431	11.96%	469	12.12%
	AGE 70-74	480	13.79%	495	13.61%	508	14.09%	544	14.05%
	AGE 75-79	488	14.01%	532	14.63%	506	14.04%	554	14.31%
	AGE 80-84	536	15.39%	544	14.96%	493	13.68%	515	13.30%
	AGE 85-89	466	13.38%	485	13.34%	461	12.79%	483	12.48%
	AGE 90+	396	11.37%	411	11.30%	370	10.26%	395	10.20%
REGION	CARSON	343	9.85%	377	10.37%	315	8.74%	285	7.36%
	ELKO	147	4.22%	150	4.12%	125	3.47%	115	2.97%
	LAS VEGAS	2,181	62.64%	2,270	62.41%	2,373	65.83%	2,622	67.73%
	RENO	811	23.29%	840	23.10%	792	21.97%	849	21.93%
RACE	ASIAN OR PACIFIC ISLANDER	81	2.33%	96	2.64%	113	3.13%	142	3.67%
	BLACK	446	12.81%	424	11.66%	467	12.95%	540	13.95%
	HISPANIC	311	8.93%	341	9.38%	352	9.76%	401	10.36%
	INDIAN/ALASKAN	37	1.06%	36	0.99%	45	1.25%	45	1.16%
	NATIVE HAWAIIAN	31	0.89%	34	0.93%	33	0.92%	27	0.70%
	OTHER/NOT SPECIFIED	82	2.35%	85	2.34%	76	2.11%	112	2.89%
	TWO OR MORE	9	0.26%	8	0.22%	6	0.17%	9	0.23%
	WHITE	2,485	71.37%	2,613	71.84%	2,513	69.71%	2,595	67.04%

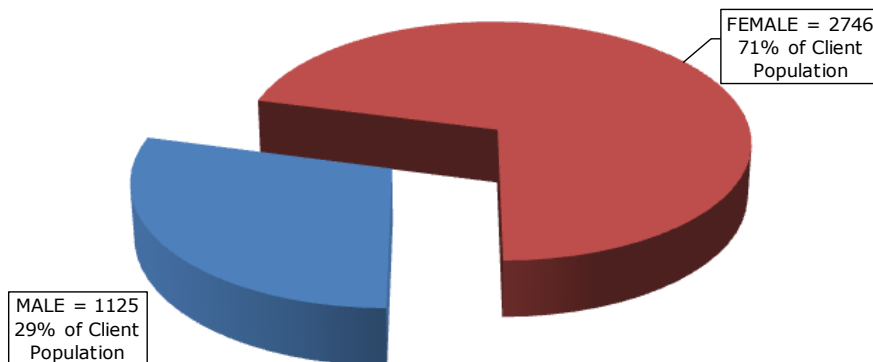
**COMMUNITY BASED CARE PROGRAM
UNDUPLICATED CLIENT PROFILE BY AGE STATISTICS
SFY 2012 - 2015**



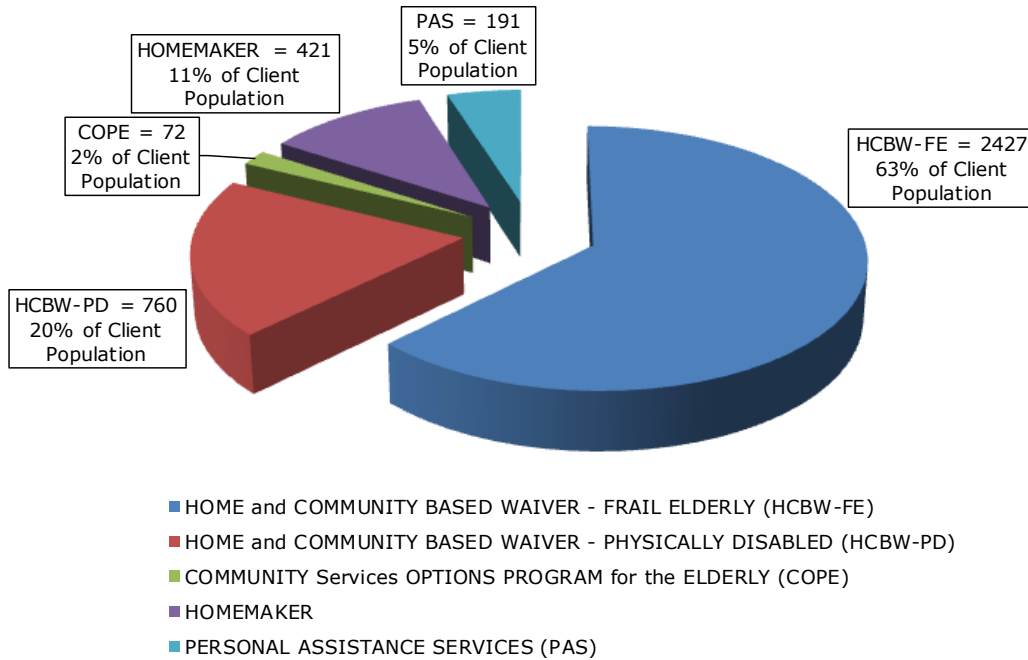
STATEWIDE UNDUPLICATED TOTALS

2012 3,482
2013 3,637
2014 3,605
2015 3,871

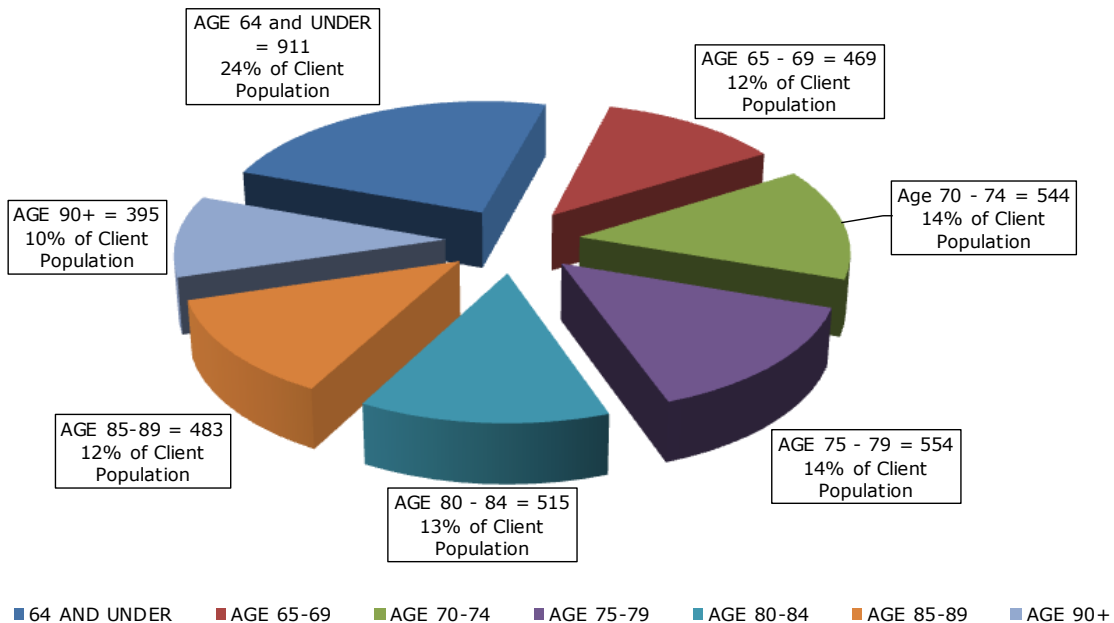
**COMMUNITY BASED CARE PROGRAM
UNDUPLICATED PROFILE BY GENDER
SFY 2015**



COMMUNITY BASED CARE PROGRAM UNDUPLICATED CLIENT PROFILE BY PROGRAM SFY 2015



COMMUNITY BASED CARE PROGRAM UNDUPLICATED CLIENT PROFILE BY AGE SFY 2015



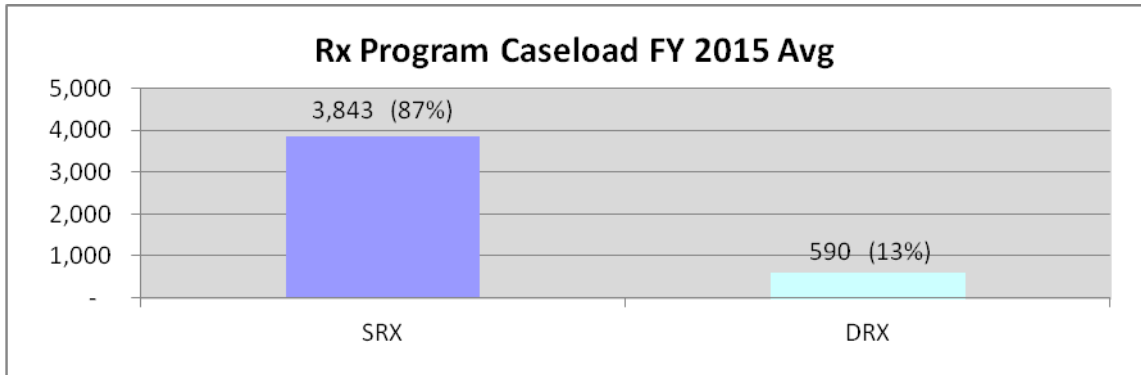
DISABILITY SERVICES UNIT

Senior and Disability Rx Client Profiles – FY 2015

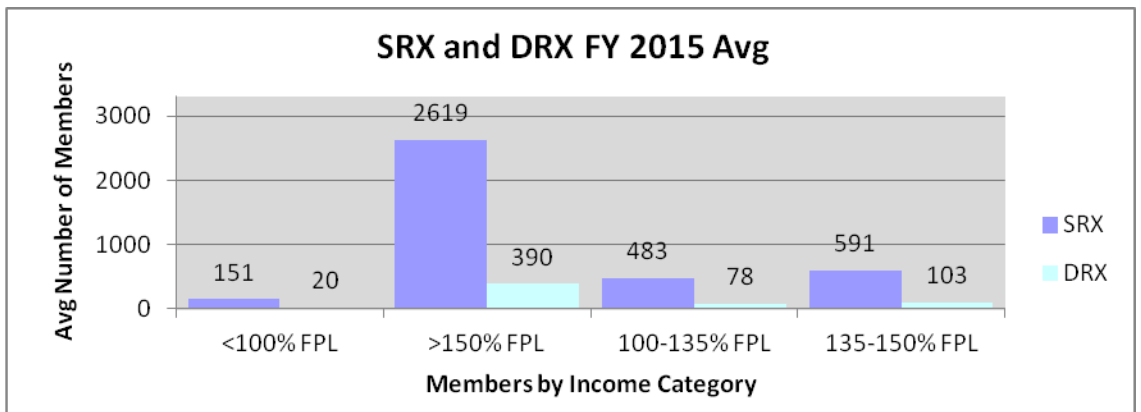
The **Senior and Disability Rx** program is Nevada’s State Pharmaceutical Assistance Program (SPAP), a pharmacy subsidy program for low income seniors and persons with disabilities who need assistance to afford their medications.

The Senior and Disability Rx program is funded through a portion of the Nevada Tobacco Settlement funds and provides prescription assistance to individuals age 62 and older and individuals with disabilities.

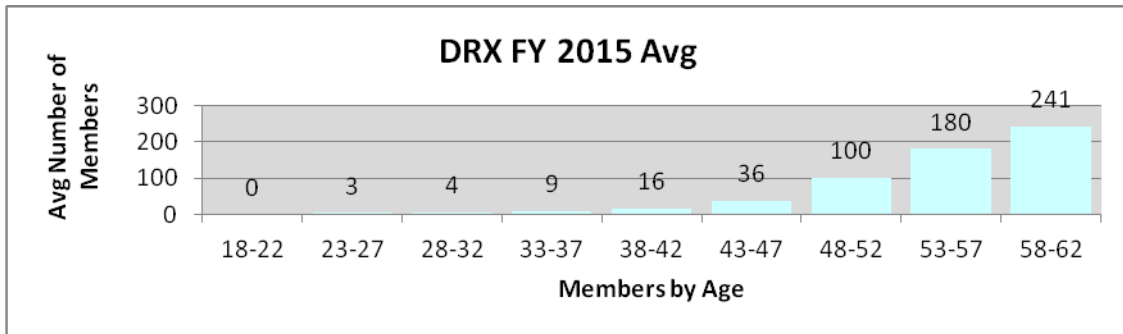
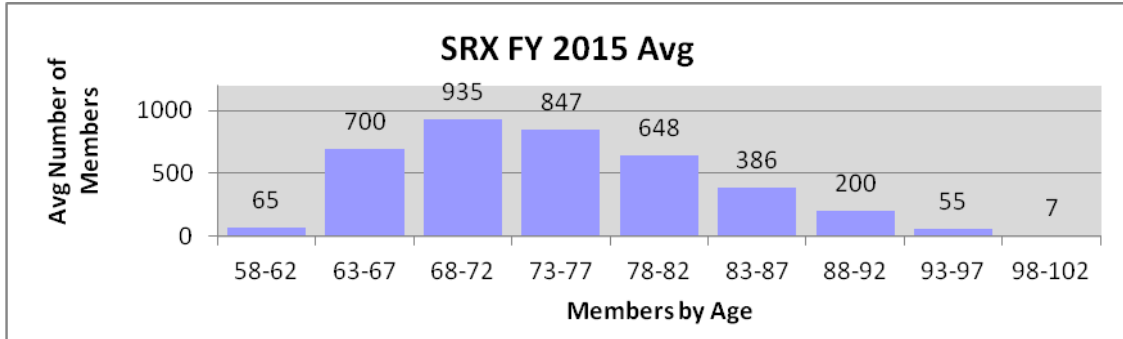
The program provides prescription assistance to those not eligible for Medicare, known as traditional members and Medicare premium assistance and coverage during the Medicare Gap to those who are eligible for Medicare, known as Part D members. Individuals must reside in the state of Nevada for the previous 12 months and must meet current income criteria.



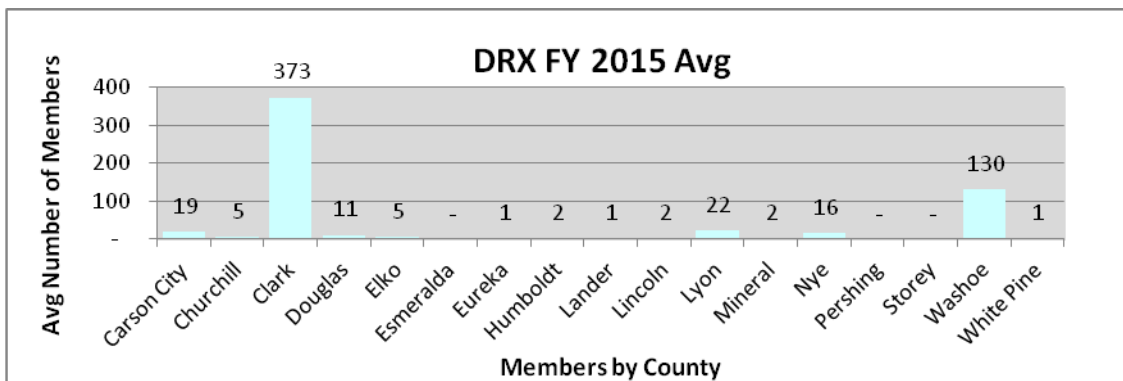
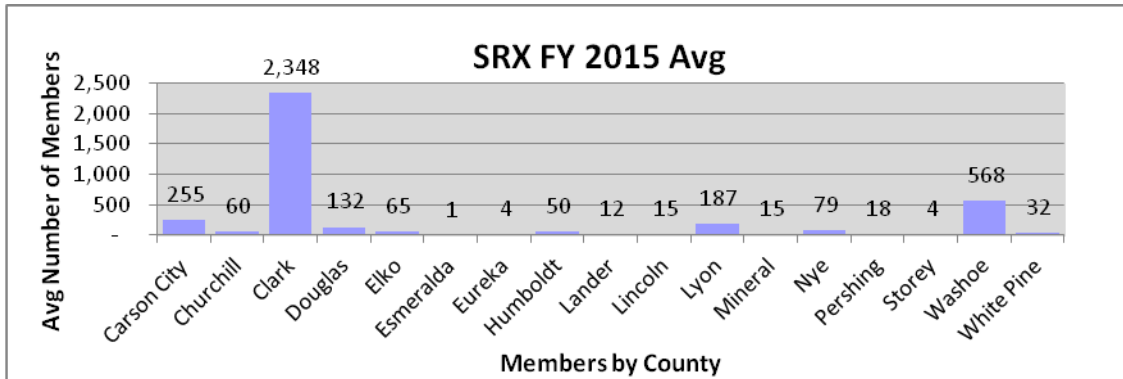
RX Programs by Federal Poverty Level:



RX Programs by Age:



RX Programs by County:

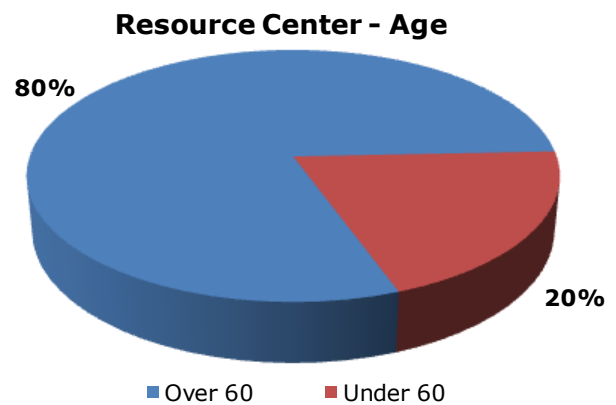
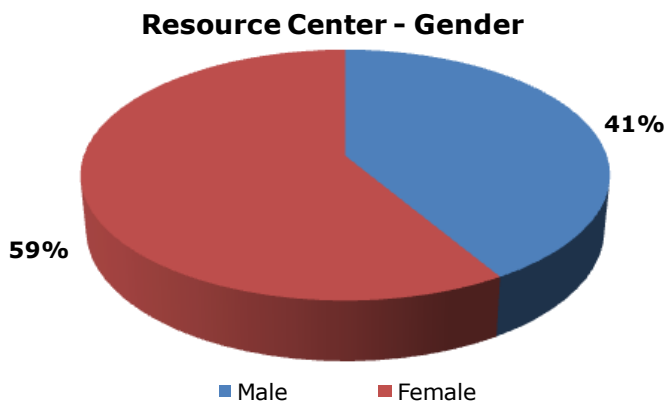


SUPPORTIVE SERVICES UNIT

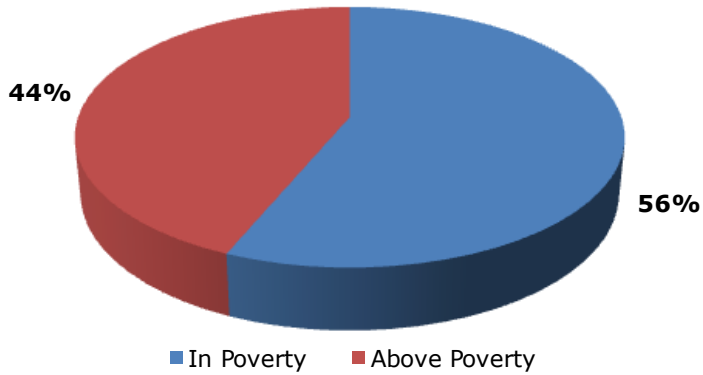
Nevada Care Connection: Resource Centers – SFY 2015 Data

Nevada Care Connection Resource Centers offer one-stop assistance to Nevadans seeking long term services and supports. As the safety net in the long-term services and supports system, Resource Centers target individuals from a variety of backgrounds, including private pay consumers. The Resource Centers provide Options Counseling, Care Transitions, Caregiver Support Services, and Veteran Support Services to ensure Nevadans know the full range of options to meet their current and future long-term care needs.

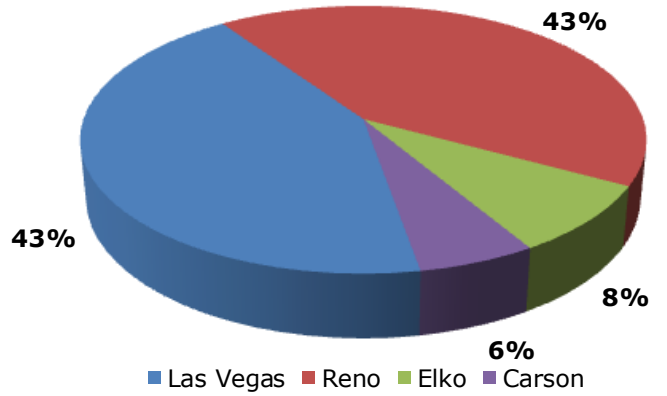
Unduplicated Clients:		6,079	
Gender	Male	2,500	41%
	Female	3,536	58%
Age	Over 60	4,730	78%
	Under 60	1,190	20%
Poverty	In Poverty	3,150	52%
	Above Poverty	2,439	40%
Region	Las Vegas	2,014	33%
	Reno	1,983	33%
	Elko	394	6%
	Carson	274	5%
Race	White	4,034	66%
	Native American /Native Alaskan	88	1%
	Asian	324	5%
	Black	489	8%
	Hispanic	904	15%



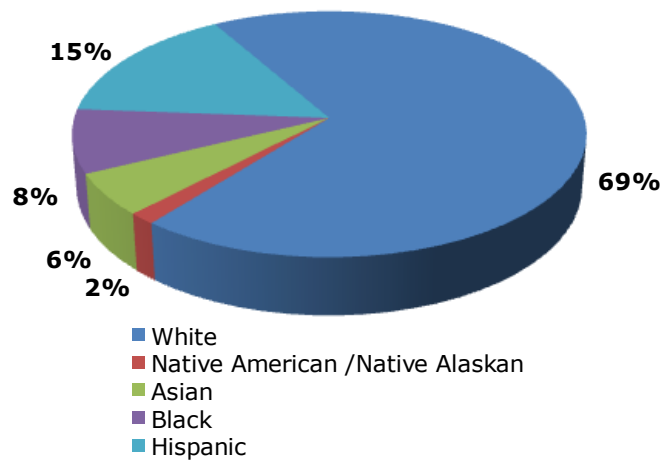
Resource Center - Poverty Level



Resource Center - Region



Resource Center - Race

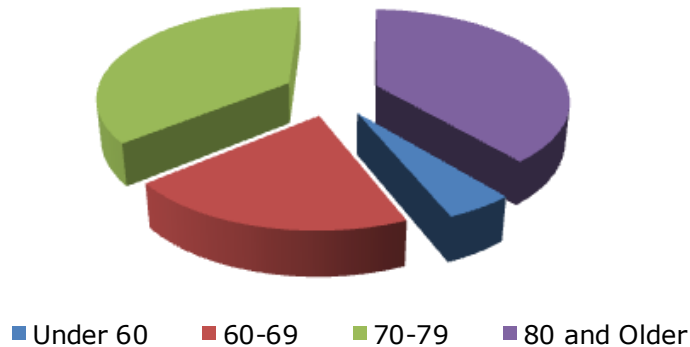


Taxi Assistance Program

The Taxi Assistance Program (TAP) provides discounted taxicab fares to qualified individuals, through coupon booklets that are accepted by all taxicab companies in Clark County. The program is funded by the Department of Business and Industry, Taxicab Authority. The program is available to Nevada residents 60 years of age and older, and persons under age 60 with a permanent disability. Seniors aged 80 plus are the largest segment of TAP clients (38 percent). Seniors 70 and older represent the majority of TAP clients, accounting for approximately 75 percent of TAP clients.

Taxi Assistance Program Client Profile By Age FY 2015		
Age	Number	Percent
Under 60	78	5%
60-69	329	21%
70-79	586	36%
80 Plus	618	38%
Total	1,611	100%

**Taxi Assistance Program
Client Profile By Age**



Clients are polled when registering, regarding their anticipated use of the program. Medically related travel and Essential Shopping accounted for more than half of the responses. Individuals with an income over 300 percent of the Federal Poverty Level Guidelines are no longer eligible for the program, beginning in August, 2015.

Taxi Assistance Program "Anticipated Use" Reported FY 2015	
Anticipated Use	Percent
Medical and Rx	36% ■
Essential Shopping	21% ■
Leisure Activities	16% ■
Banking	11% ■
Religious Activities	6% ■
Health/Fitness	5% ■
Senior Center	3% ■
Work/Volunteer	2% ■

Taxi Assistance Program "Anticipated Use" Reported

