



# Tennessee Department of Human Services Adult Day Services Newsletter

## Greetings from your partners at the Tennessee Department of Human Services, Adult Day Services Team!

Welcome to the Adult Day Services (ADS) Quarterly Newsletter. This newsletter shares information on topics related to your day-to-day operations as a licensed Adult Day Services (ADS) provider.



**June 15 is World Elder Abuse Awareness Day.** World Elder Abuse Awareness Day, or WEAAD, is an annual initiative launched on June 15, 2006, by the International Network for the Prevention of Elder Abuse and the World Health Organization. June 15th has also been proclaimed Elder Abuse Awareness Day in Tennessee by Governor Lee. The purpose of this important day is to provide an opportunity for all communities to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect.

According to the [National Institute on Aging](#), there are many types of abuse that older adults may face:

- **Physical abuse** happens when someone causes bodily harm by hitting, pushing, or slapping. This may also include restraining an older adult against his/her will, such as locking them in a room or tying them to furniture.
- **Emotional abuse**, sometimes called psychological abuse, can include a caregiver saying hurtful words, yelling, threatening, or repeatedly ignoring the older adult. Keeping that person from seeing close friends and relatives is another form of emotional abuse.
- **Neglect** occurs when the caregiver does not try to respond to the older adult's needs. This may include physical, emotional, and social needs, or withholding food, medications, or access to health care.
- **Abandonment** is leaving an older adult who needs help alone without planning for his or her care.
- **Sexual abuse** involves a caregiver forcing an older adult to watch or be part of sexual acts.
- **Financial abuse** happens when money or belongings are stolen from an older adult. It can include forging checks, taking someone else's retirement or Social Security benefits, or using a person's credit cards and bank accounts without their permission. It also includes changing names on a will, bank account, life insurance policy, or title to a house without permission.

[The National Center on Elder Abuse \(NCEA\)](#) provides current information related to research, training, best practices, news and resources on elder abuse, neglect and exploitation to professionals and the public.

*The Tennessee Department of Human Services Adult Protective Services (APS) team investigates reports of abuse, neglect, or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services and provide services to reduce the identified risk to the adult.*

**To report suspected abuse of a vulnerable or elderly adult, call 1-888-APS-TENN (1-888-277-8366) or report online at: <https://reportadultabuse.dhs.tn.gov/>**

### Program Spotlights:

*In this segment, we learn more about services from ADS providers in Tennessee.*

#### Global Mobile Care

*The information below has been provided by Dr. Tiffany Glover, Owner of **Global Mobile Care***



Founded in 2012, **Global Mobile Care, Inc.** strives to enrich the lives and mobility of persons in the program, their families, and the community through specialized adult day services. We provide services that support and contribute to the success and well-being of everyone in our care in an enjoyable atmosphere that encourages social, emotional, physical, and intellectual growth by using a holistic approach so that they ultimately achieve a better quality of life while remaining in their communities. We provide adult day services, community education, and support with compassion, dignity, and respect.

Servicing the Greater Memphis and Shelby County area, we support persons with Alzheimer's disease, Intellectual and Developmental Disabilities, mental illness, and those who have suffered from strokes, mild cognitive impairment, non-specific Dementia, physical frailties, physical, emotional, or safety needs and those who would benefit from a safe, active, and social structure. Our mission is to enrich seniors' quality of care with trained, compassionate, fully vetted, dependable staff.

Dr. Tiffany Glover, our founder, and Chief Executive Officer, has a Doctorate in Business Administration from Northcentral University. She has a 25+ year track record of leading healthcare and social service organizations. Her published research includes "Effective Strategies Used by Healthcare Administrators to Retain Employees During COVID-19: A Multiple Case Study." Her passion and life's focus are to provide resources to aging and disabled populations and ensure they are mobile and moving with our ever-changing world. She is a recipient of the Memphis Business Journal's 2021 Superwomen in Business and was recently appointed and confirmed by Governor Bill Lee to the Statewide Independent Living Council as a representative of Private Business.



#### One Life Adult Day Center

*The information below has been provided by Ophelia Childress, Director of **One Life Adult Day Center**:*

**One Life Adult Day Center** was created to meet the needs of everyday people and family members who are caregivers. To provide quality care, and activities that promote self-care, self-efficiency, and independence to seniors and adults with disabilities. We are a social adult day center helping our members integrate into the community.

One Life Adult Day Center is led by compassion for helping and impacting anyone who comes through our doors. We are advocates for living a full and healthy life by providing the resources and support you need for your loved ones.

Visit the **One Life Adult Day Center** website to learn more: <https://www.onelifetn.com/adult-day-center>



### Welcome the Department's new Director of Field Operations Child & Adult Care Licensing

We are pleased to announce that effective May 21, 2023, Glenna Jones is the new Director of Field Operations for the Tennessee Department of Human Services (TDHS) Child and Adult Care Licensing (CACL). Before being named Director of Field Operations, Glenna was the TDHS CACL Northeast Field Supervisor. Prior to that role, in November 2019, Glenna began working with TDHS CACL as a program evaluator.

Before coming to TDHS CACL, Glenna served in many roles within the early care and education field. Upon working with TDHS CACL, Glenna has intentionally sought opportunities to increase her knowledge of ADS and the amazing work being done to support vulnerable adults and their families. ADS fills a vital role in providing high-quality care and resources for an often-marginalized population. Continuing to grow and support ADS efforts is a priority for Glenna in her new role.

Glenna's favorite role is being the mother of her 8-year-old daughter, Giada. Glenna has devoted her career to improving the lives of children, adults, their families, the professionals who care for them, and the community of colleagues who monitor, coach, and support care providers. Together, we can build a village to support our most vulnerable citizens and that village will cultivate a better world for everyone!

### Licensing Violations or Illegal Operations

To report suspected adult day services licensing violations or possible illegal operations call the Child and Adult Care Complaint Hotline at 1-800-462-8261 or email [AdultDayServices.DHS@tn.gov](mailto:AdultDayServices.DHS@tn.gov).

### Reminders

We will feature an existing ADS agency in the Program Spotlight section of each issue. If you wish to be featured, have ideas about potential topics or general feedback please reach out to us by email at [AdultDayServices.DHS@tn.gov](mailto:AdultDayServices.DHS@tn.gov)

Quarterly ADS Newsletters are posted at the ADS webpage of the TDHS website for your reference at <https://www.tn.gov/humanservices/adults/adult-day-services.html>.

*If you have any questions, ideas or general feedback, please email us at [AdultDayServices.DHS@tn.gov](mailto:AdultDayServices.DHS@tn.gov).*



# Department of Human Services



