



Attached you will find the DRAFT of our Multi-Year & Annual Implementation Plan for FY 2017 – 2019.

We encourage you to review the document and offer your comments, suggestions and/feedback.

You may do that via the **contact us** link on our Website: [www.R2AAA.net](http://www.R2AAA.net).

Or email your comments to: [Margaret.omalley@r2aaa.net](mailto:Margaret.omalley@r2aaa.net)

You may also join us at one of two public hearings that have been scheduled to review the document and to gather comments.

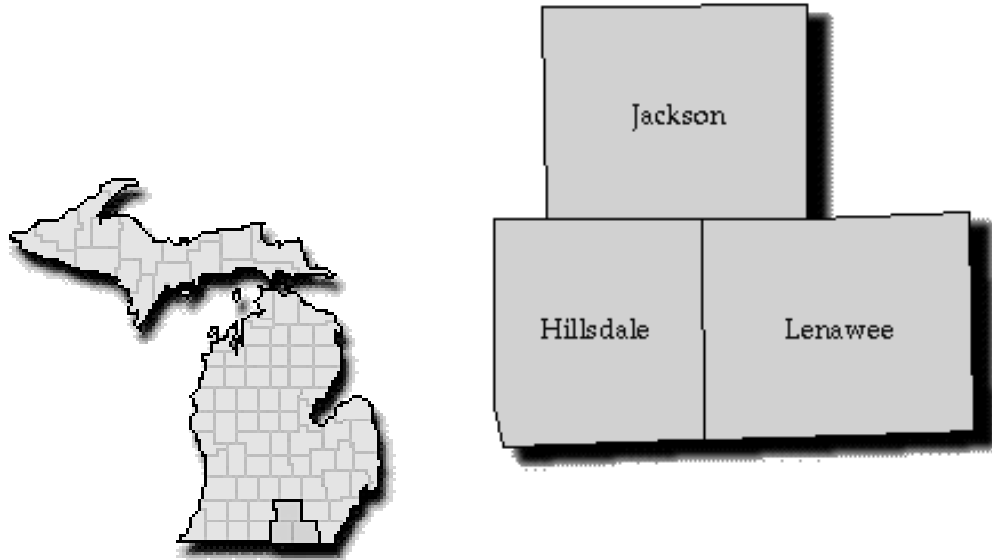
Two Public Hearings for the FY 2017 - 2019 AREA PLAN will take place on  
June 8, 2016 at  
Hillsdale Senior Services Center,  
320 West Bacon Street,  
Hillsdale, MI

and June 21, 2016 at  
Region 2 Area Agency on Aging,  
102 N. Main Street,  
Brooklyn, MI in conjunction with the Advisory Council Meeting.

Thank you for your time and interest.

FY 2017 - 2019  
**MULTI-YEAR & ANNUAL IMPLEMENTATION PLAN**  
REGION 2 AREA AGENCY ON AGING

**DRAFT**



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**Planning and Service Area**  
Hillsdale, Jackson, Lenawee

**Region 2 Area Agency on Aging**

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## TABLE OF CONTENTS

|                                  |    |
|----------------------------------|----|
| County/Local Units of Government | 3  |
| Plan Highlights                  | 4  |
| Scope of Services                | 9  |
| Planned Services Array Narrative | 15 |
| Planned Services Array           | 15 |
| Strategic Planning               | 16 |
| Access Services                  | 20 |
| Direct Service Request           | 20 |
| Program Development Objectives   | 23 |
| Advocacy Strategy                | 25 |
| Leveraged Partnerships           | 26 |
| Community Focal Points           | 28 |
| Other Grants and Initiatives     | 29 |
| Budget                           |    |

## County/Local Units of Government

Region 2 Area Agency on Aging's plan to distribute and gain support from Hillsdale County Commission, Jackson County Commission and Lenawee County Commission will consist of the following:

The Chairs of Hillsdale, Jackson and Lenawee County Commissions will receive an invitation to the Public Hearing in their respective county as scheduled.

After the R2AAA Board of Directors approves the Final FY 2017-2019 Area Plan, a copy will be mailed, return receipt requested, to the Chairs of Hillsdale, Jackson and Lenawee County Commissions, including a letter requesting approval of the document prior to August 1, 2016. R2AAA will include an offer to attend the Commission Meeting, if requested. In addition, the Plan will be emailed to each Commission Secretary with request that R2AAA be notified when the Plan is approved by Commission.

Prior to August 5, 2016, Sherri King, AASA Field Representative, will be notified of the Counties status on approval of the FY 2017 - 2019 AREA PLAN.

Region 2 Executive Director, Julie Wetherby, or her designee, will appear before the Human Services Committee of the County Commissions, twice per year, per Committee's agenda. Updates of the Area Plan will be shared with the respective County.

Plan will be posted on the agency website, [www.r2aaa.net](http://www.r2aaa.net) those reviewing the plan will be encouraged to submit their comments via the website, email or U.S. Mail.

## Plan Highlights

### **1. A brief history of the area agency and respective PSA that provides a context for the MYP. It is appropriate to include the area agency's vision and/or mission statements in this section.**

Mission: To improve conditions affecting the lives of the older adults and individuals with disabilities in the region by:

- Identifying concerns of those persons and developing a comprehensive and coordinated network of services in Hillsdale, Jackson and Lenawee Counties that will enable older persons and individuals with disabilities to function as independently as possible in their homes and communities.
- Providing advocacy, information, planning, program development, contracting and the funding necessary to accomplish this purpose.

Region 2 Area Agency on Aging (R2AAA), a nonprofit 501c3, incorporated in 1974 under Public Act of 1972, was designated as the Area Agency on Aging for the Planning and Service Areas of Hillsdale, Jackson and Lenawee County, Michigan. R2AAA identifies the needs of older adults, persons with disabilities and caregivers and responds to those needs by providing programs and services. R2AAA clients make informed decisions allowing them to live in their homes and communities.

### **2. A Summary of Area Agency's Service Population from the Scope of Services Section:**

The Planning and Service Area has:

- 68,986 persons 60 years and older
- 3,899 of them being minorities.

Of the total 60+ population:

- 11,921 are below the poverty level
- 2,350 are living alone,
- 883 are caring for grandchildren under 18 years old and
- 9,425 are deemed disabled.

Region 2 Planning and Service Area is unique in its geographic area that includes both urban and rural communities bordering the states of Ohio and Indiana. (U.S. Census Bureau, American Community Survey, 2009-2013)

**3. A summary of services to be provided under the plan which includes identification of the five service categories receiving the most funds and the five service categories with the greatest number of anticipated participants.**

Services receiving the most funding:

- Home Delivered Meals,
- Home Care Assistance,
- Congregate Meals,
- Adult Day Care
- Transportation.

Services receiving the most participants:

- Senior Center Operations
- Congregate Meals
- Home Delivered Meals
- Home Care Assistance
- Information and Assistance

**4. Highlights of planned Program Development Objectives.**

- a. Develop and expand our Assistive Technology programs to serve more individuals.
- b. Increase name recognition of R2AAA as the experts in aging.
- c. Work with the Village of Brooklyn to achieve the Community for a Lifetime designation.
- d. Increase awareness/activities of the need for Prevention of Elder Abuse, Neglect and Exploitation.
- e. Expand outreach of Healthy Aging Education to individuals in community settings in our Region.
- f. Improve access and efficiency to information and services for our community members.
- g. Provide Caregiver support and education.

**5. A description of planned special projects and partnerships.**

- a. We have developed a partnership with MSU School of Nursing providing an intern experience for a Senior Experience class each term. This partnership allows us to introduce these new nurses to the senior population and lets them see first-hand the issues involved in helping older adults remain in the community. We also have a relationship with Spring Arbor University and have a regular rotation of Social Work Interns.

- b. R2AAA has recently expanded our office space. This expansion will allow us to open our facilities to more community groups, meetings and workshops. The expanded space will also allow R2AAA to meet with community members privately and invite our community partners in to meet with clients.
- c. We have developed a partnership with Department of Health and Human Services and have an on-site donated funds worker to assist with Medicaid for our participants.
- d. R2AAA will continue to develop partnerships with hospitals that reside in our counties.
- e. We have established a partnership with Region 3C to provide Diabetes PATH and Matter of Balance trainings and workshops. We are working with the MSU Extension as well as the Kidney Foundation.
- f. We continue to develop relationships with other AAA's on Integrated Care and other endeavors.
- g. R2AAA is working with the Veterans Administration in order to accept referrals for the Veterans Choice/HCBS program.

**6. A description of specific management initiatives the area agency plans to undertake to achieve increased efficiency in service delivery, including any relevant certifications or accreditations the area agency has received or is pursuing.**

- a. We have recently purchased Harmony software for our Information & Referral staff which will improve customer service to our community members and partners and also help collect data on the needs of our community.
- b. We are in the process of launching the use of Relias which is an on-line curriculum program that will allow additional training for our staff which will be done without the expense of travel, registration fees and time away from the office.
- c. We are studying processes in all areas of the agency in order to institute more lean processes and electronic forms/signatures.
- d. We are in the process of Commission on Accreditation of Rehabilitation Facilities (CARF) Certification with our on-site survey scheduled for April 2017. We have recently received our Medicare number and are also working toward our Diabetes Self- Management Training (DSMT) certification which will further qualify our Diabetes PATH classes for Medicare billing and promote referrals from clinical settings.
- e. We are working towards certifying all R2AAA Information and Referral staff in Alliance of Information and Referral Systems (AIRS) certification.
- f. We are replacing our finance software in order to be efficient and provide expanded reporting options.
- g. We have added a marketing specialist to the staff to further educate our community on the services available for older adults and adults with disabilities.

**7. A description of how the area agency’s strategy for developing non-formula resources (including utilizations of volunteers) will support implementation of the MYP and help address the increased service demand.**

- a. R2AAA is fortunate that each of our counties have Senior Mileages which assists in funding services.
- b. We frequently have Social Work interns from various colleges/universities that assist us in the completion of various projects
- c. We are building our team of Matter of Balance Coaches and Diabetes PATH Leaders and many of them are volunteers.
- d. We make weekly appointments for individuals that need assistance with Medicare and Medicaid. A volunteer MAPP Counselor meets with these clients in a private office at R2AAA. We have been recruiting new MMAP volunteers and have a training scheduled in June.
- e. We are now accepting donations from our website and have donation envelopes for use by donors.
- f. We are actively seeking grant opportunities that will support the R2AAA mission. We have recently received funds from MIS Cares (Michigan International Speedway), Jackson Community Foundation, and Hillsdale Community Foundation.
- g. We are researching some private pay business opportunities such as Carenect and fee for service models.

**8. Highlights of strategic planning activities.**

Region 2 Staff, Board and Advisory Council under the direction of a facilitator, developed a Strategic Plan as follows:

- Exceed the expectations of markets services with existing products and services.
- Explore and exploit new growth opportunities for existing and new products and services.
- Support Agency’s evolving business model with appropriate technology, information systems and facilities.
- Assure human resources policies are market plus.
- Create Agency Awareness.
- Assure financial integrity.



## PUBLIC HEARINGS

Two Public Hearings for the FY 2017 - 2019 AREA PLAN will take place on  
June 8, 2016 at  
Hillsdale Senior Services Center,  
320 West Bacon Street,  
Hillsdale, MI

and June 21, 2016 at  
Region 2 Area Agency on Aging,  
102 N. Main Street,  
Brooklyn, MI in conjunction with the Advisory Council Meeting.

Legal notices appeared in Newspapers. Notice of the Hearings were announced on R2AAA's website along with notice of how plan could be received. The Public Hearing notice and copies of the DRAFT Plan were made available to Board of Directors and Advisory Council Members at their monthly meetings and on our R2AAA website. Notice of Public Hearings were also given to the MI Choice Waiver Providers and sent as a 2-1-1 E-Blast.

## SCOPE OF SERVICES

### **1. Describe key changes and current demographic trends since the last MYP to provide a picture of the potential eligible service population using census, elder-economic indexes or other relevant sources of information.**

Planning and Service Area has

68,986 persons 60 years and older with

3,899 of them being minorities

Hillsdale 1.1%;

Jackson 5.4%;

Lenawee 3%.

Of the total 60+ population,

11,921 are below the poverty level

2,350 are living alone,

883 are caring for grandchildren under 18 years old and

9,425 (43.9%) are deemed disabled.

The Regional demographic change from the 2014-2016 Area Plan to the 2017-2019 Area Plan shows that Region 2

gained 8,551 60+;

610 are in poverty.

Region 2 lost 131 minority persons 60+. And there are 339 fewer people deemed disabled

As we prepared for the MYP/AIP, we employed several methods of obtaining information regarding the needs of seniors, persons with disabilities and caregivers in our service area.

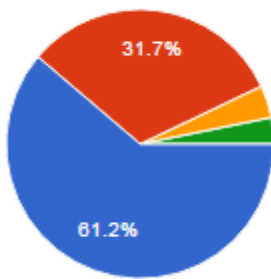
Needs assessment forms were distributed through the County Departments on Aging at congregate meal sites as well as distributed with home delivered meals. MI Choice Waiver clients were called and a survey was completed over the telephone and assessments were delivered to Senior Apartment Complexes. The needs assessment was also placed on our website with the ability to complete it on line. Five public forums were conducted around our three counties involving advisory councils, boards, support groups, and one conducted on the bus with the advocates who attended Older Michiganians Day.

**2. Describe identified eligible service population(s) characteristics in terms of identified needs, conditions, health care coverage, preferences, trends, etc. Include older persons as well as caregivers and persons with disabilities in your discussions.**

Region 2 Area Agency on Aging received 604 needs assessments surveys. Of the surveys returned:

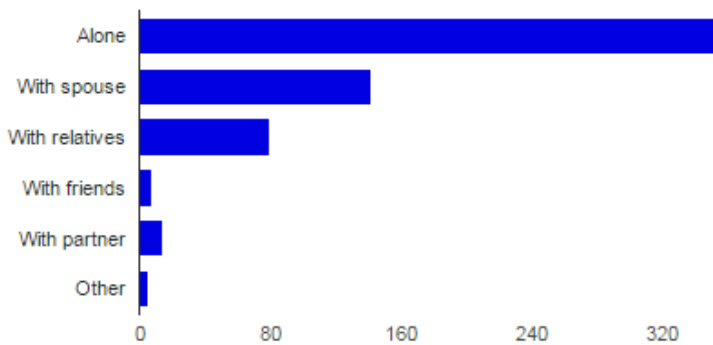
- 61% had an income less than \$20,000,
- 59% live alone
- 79% have Medicare
- 27% have supplemental insurance
- 24% have Medicaid
- 49% have their own car which they drive
- 47% depend on family/friends for transportation

**Needs Assessment Results on Income**



|                     |     |       |
|---------------------|-----|-------|
| Less than \$20,000  | 347 | 61.2% |
| \$20,000 - \$50,000 | 180 | 31.7% |
| \$51,000 - \$75,000 | 22  | 3.9%  |
| More than \$75,000  | 18  | 3.2%  |

**Needs Assessment Results on Living Arrangement**



|                |     |       |
|----------------|-----|-------|
| Alone          | 354 | 59.4% |
| With spouse    | 142 | 23.8% |
| With relatives | 80  | 13.4% |
| With friends   | 8   | 1.3%  |
| With partner   | 14  | 2.3%  |
| Other          | 6   | 1%    |

**3. Describe the area agency's Targeting Strategy (eligible persons with greatest social and/or economic need with particular attention to low-income minority individuals) for the MYP cycle including planned outreach efforts with underserved populations and indicate how specific targeting expectations are developed for service contracts.**

- a. As required in the RFP process, FY 2017-2019 targeting focus will ensure that preference is given in the delivery of services funding under the Older Americans Act to older persons with the greatest economic or social need with particular attention to low-income minority individuals; older persons who reside in rural areas; older persons who are frail; homebound by reason of illness or disability; older persons who are isolated and those with limited English speaking proficiency.
- b. R2AAA Planner monitors contractor monthly financial reports, NAPIS (National Aging Program Information Systems) data and quarterly contractor reports. This allows the tracking of funding, unit and client counts and number of low income, minority, and rural clients served. Conversations are held with contractors if data does not match contracted requirements. Monthly financial reports are monitored for budget compliance and providers are contacted if there are discrepancies. R2AAA Fiscal and Program staff are available for technical assistance and guidance with contractors.
- c. In a continuing effort to reach those with the greatest social and economic need R2AAA attends local health and senior fairs including Project Connect which is held in all three counties. Project Connect is targeted at the most in need. R2AAA staff also attend TRIAD meetings, humans service network meetings, continuum of care, coffee hours and other events to advocate for our clients.
- d. We have Spanish speaking staff members and offer their services as needed.
- e. We offer education and presentations in our community including our evidence based classes in venues such as housing complexes, senior gathering sites, and churches.
- f. Contractors agree to target their services to those most in need and this is monitored throughout the term of the contract.
- g. Person centered planning is utilized by R2AAA I & R staff as they take calls. MMAP counselors also use this approach as they work with individuals and their unique situations. The person centered thinking approach is also utilized when performing assessments. All staff are trained in person centered thinking.

**4. Provide a summary of the results of a self-assessment of the area agency's service system dementia capability using the ACL/AoA "Dementia Capability Quality Assurance Assessment Tool" found in the Documents Library. Indicate areas where the area agency's service system demonstrates strengths and areas where it could be improved and discuss any future plans to enhance dementia capability.**

- a. Region 2 is committed to being a dementia capable agency. We have assessed ourselves as being at the very beginning stages of this process. Out of the seven core standards of being a dementia capable system we will start focusing on training options counseling staff to communicate effectively with persons with dementia, their family caregivers and increase their knowledge of what services this population is likely to need. We want to make sure that our self-directed services ensure that persons with dementia and their caregivers are supported in their decision-making and involve others who can represent the person's best interest when necessary. Finally, we will continue training our frontline staff who interact with persons with dementia and their caregivers to identify possible dementia in persons that they serve, the symptoms of Alzheimer's disease and other dementias. Our goal as an agency is to work under these standards in the next six months and be fully dementia capable agency in a year and half's time
- b. In the past we have had staff and volunteers trained in the Creating Confident Caregiver program. We plan to have those people renew their credentials so that we can begin to offer these programs.
- c. Dementia programs in the Region include adult day care, respite care, support groups including a men only support group in one county.
- d. In Fiscal Year 2017, R2AAA will have staff/volunteers trained in the Creating Confident Caregivers Program enabling workshops to be offered to caregivers.

**5. When a customer desires services not funded under the MYP or available where they live, describe the options the area agency offers.**

- a. As we receive requests for services that we are not able to offer we refer callers to community partners who can meet the need. We are working to build an unmet needs fund that could be used to meet some one-time needs.
- b. R2AAA will continue to address unmet needs within the PSA in FY 2017-2019. R2AAA will collaborate with other agencies by attending meetings; receiving 2-1-1 e-blasts announcing available programs/funding and by researching funding sources available within the PSA.
- c. R2AAA Staff will share information gleaned from meetings regarding available programs/services, etc. Information will also be available on R2AAA's website ([www.r2aaa.net](http://www.r2aaa.net)) and Facebook page.

- d. R2AAA will attend senior outreach events in the PSA to distribute information on available services to older adults, persons with disabilities and caregivers.
- e. Funding will be allocated to focal points to address caregiver/kinship unmet needs. R2AAA will seek additional grant funding as available in the PSA.
- f. R2AAA will offer Assistive Technology Services to help maintain or improve the ability of people with disabilities and older adults to be full participants in everyday life.

**6. Describe the area agency’s priorities for addressing identified unmet needs within the PSA for FY 2017 – 2019 MYP.**

Transportation is the most common unmet need. Region 2 is part of the committee at the state level working on the issue of transportation. We are also active on committees in each of our counties working to address this problem. We also work with people who tend to fall through the cracks because they are over income for programs yet do not have enough income to pay for the extra help they need in the home. We work to connect people with other community resources that can help them.

**7. Where program resources are insufficient to meet the demand for services, reference how your service system plans to prioritize clients waiting to receive services, based on social, functional and economic needs.**

- a. When requests for services not funded by R2AAA are received, I & R Specialists will suggest options such as contacting 2-1-1, local churches, service clubs, etc. County Resource Guides will be mailed if appropriate. If requested a person centered transfer to another agency can be made.
- b. We have waiting lists for Home Care Assistance. Referrals are given to clients on the wait list for private pay agencies that could meet their needs. Contractors may put clients requesting services on a “to be assigned” list as they want a certain day or time and a home care worker may not be available immediately to meet their need.
- c. As the aging population increases waitlists may become an issue. Clients will be placed on waitlists prioritizing those that most vulnerable.

**8. Summarize the area agency Advisory Council input or recommendations (if any) on service population priorities, unmet needs priorities and strategies to address service needs.**

R2AAA’s Advisory Council is made up of older adults, Contractors, general members of the PSA. Many of them attend congregate meal sites and other activities and advocate for the

OAA services. The Advisory Council plays a major part in the Area Plan Process. Updates on the Goals of the Plan are presented to them on a monthly basis. These updates are also given to the Board of Directors. The Advisory Council remains a very big part of R2AAA's Community Outreach. A member of our Advisory Council regularly attends the Michigan Senior Advocates Council meetings and advocates on the behalf of our seniors and disabled adults.

**9. Summarize how the area agency utilizes information, education, and prevention to help limit and delay penetration of eligible target populations into the service system and maximize judicious use of available funded resources.**

R2AAA uses information and referral, staff outreach presentations and events, and collaboration with partner agencies to empower individuals and caregivers with accurate knowledge on available resources and services. Our healthy aging workshops offer participants skills to better manage their health which assists them to remain independent longer. Our MMAP counseling helps beneficiaries to navigate the health care system and to learn to access preventative medicine services. We have staff who are trained to help people apply for food benefits through the MiCafe program. We have updated our website in order to make it easier to navigate to provide needed information to those who visit.

## PLANNED SERVICE ARRAY NARRATIVE

The services funded under the FY 2017-2019 Multi Year Plan will follow outcomes of the Needs Assessments and Focus Groups conducted prior to the writing of this plan. Funded services are those that not only meet the mission of R2AAA but that of the wishes of those residing in the PSA. Those services that allow people to live in their homes and communities such as home delivered meals and home care assistance (assistance with personal care and homemaker). To assist those in caregiving situations: adult day care, respite care, caregiver supplemental services and assistance with kinship relationships (such as grandparents raising grandchildren). To avoid social isolation, services such as congregate meals sites, health aging workshops, and senior centers are funded.

Also, R2AAA relies on collaboration and partnerships with the aging network to reach their goals. Advocacy at the State and Federal level will remain crucial.

## PLANNED SERVICE ARRAY

R2AAA funds the following services for older adults, persons with disabilities and caregivers in Hillsdale, Jackson and Lenawee Counties. These services are provided by a network of organizations that provides services to people within their County communities. R2AAA works to coordinate existing programs by partnering with community organizations and pursuing new funding resources which would help enhance or create new programs.

The services funded under the FY 2017-2019 Area Plan follow the outcome of the Needs Assessment conducted in FY 2016. Funded services are those that not only meet the mission of R2AAA but that of the wishes of those residing in the PSA. Those services that allow people to live in their homes and communities such as home delivered meals and home care assistance (assistance with personal care and homemaker). To assist those in caregiving situations: adult day care, respite care, caregiver supplemental services and assistance with kinship relationships (such as grandparents raising grandchildren). For those that are looking for socialization and healthy living activities: congregate meal sites, disease prevention/health promotion programs and senior centers.

R2AAA, through a request for proposal (RFP) process, contracts with agencies to provide services to older adults, persons with disabilities and caregivers within their respective communities. R2AAA provides direct services as indicated below. R2AAA is committed to maintaining a comprehensive person centered range of services to older adults, persons with disabilities and caregivers.



|                            | <b>Access</b>   | <b>In-Home</b>  | <b>Community</b>   |
|----------------------------|---|---|--|
| Provided by R2AAA          | Care Management<br>Information and<br>Assistance  |   | Prevention of Elder Abuse,<br>Neglect & Exploitation<br>Chronic Disease Self-<br>Management Programs<br>Creating Confident Caregivers  |
| Contracted by<br>R2AAA     | Case Coordination<br>& Support<br>Information &<br>Assistance<br>Outreach<br>Transportation | Chore<br>Home Care<br>Assistance<br>Home Delivered<br>Meals<br>Respite Care | Adult Day Care<br>Congregate Meals<br>Caregiver Education, Support<br>& Training<br>Caregiver Supplemental<br>Services<br>Counseling<br>Disease Prevention<br>Legal Assistance<br>Long-Term Care Ombudsman<br>Senior Center Operations |
| Funded by Other<br>Sources |   | Assistive<br>Technology   | Assistive Technology   |
| Local Millage<br>Funded    | Outreach<br>Information &<br>Assistance<br>Case Coordination<br>& Support                   | Respite<br>Home Care<br>Assistance<br>Chore                                 | Health & Wellness<br>Adult Day Care<br>Kinship Care<br>Caregiver Education & Support<br>Counseling<br>Senior Center  |

## STRATEGIC PLANNING

### 1. Summarize an organizational Strengths Weaknesses Opportunities Threats (SWOT) Analysis.

Strengths include Agency Leadership who are willing to think outside the box. We also have an experienced, committed and well qualified staff. The process of becoming of CARF certified is providing an opportunity for growth in all areas of the agency and our processes. Region 2AAA is recognized as a local expert in aging and disability issues and we have a good understanding of community needs and available services.

Weaknesses include an ongoing confusion with our name. We are often confused with the Departments on Aging and even the Region 2 Planning Commission. We continue to work to diversify our funding sources.

Opportunities include new business opportunities as well as private pay opportunities. The MHEF grant has allowed us to expand our class offerings and to obtain our Medicare number. We also have the ability to network with and contract with hospitals and other

community partners. We are currently in conversation with the Veterans Administration to become a provider of Veteran Directed Home and Community Based Services.

Threats include the potential loss or change in funding from the State and Federal Government. Our ability to provide services to participants could be compromised by the lack of available direct care workers.

**2. Describe how a potential greater or lesser future role for the area agency with the Home and Community Based Services (HCBS) Waiver and/or the new Integrated Care Program could impact the organization.**

- a. As the number of seniors and people with disabilities requiring services within our PSA continues to grow the agency has continued to grow proportionately.
- b. Region 2 AAA has not been directly involved in the Integrated Care Project. We have however, partnered with Region 1-B AAA by providing a staff person to help with their case load. We are also working to build relationships with the Insurance Plans that service our area so that we are ready should Integrated Care move into our area.
- c. The current and growing lack of Direct Care Workers is of great concern. We were encouraged to hear that there may be grant funding available to re-institute the Building Training, Building Quality training. Region 2 was part of that project and we stand ready to resume work in the area of training Direct Care Workers.
- d. The need for continued growth of the MI Choice Waiver for Home and Community Based Services is evident. R2AAA continues to have a waitlist for these services in our three county area and that list is expected to grow as baby boomers continue to become eligible for these services. R2AAA's continued role may change when/if conflict free level of care determination and conflict free case management come to fruition in the State. The effect of minimum wage increases without adjustments to the MiChoice capitation payments as well as the state and national need for direct care workers may have an adverse impact.

**3. Describe what the area agency would plan to do if there was ten percent reduction in funding from AASA.**

If all funding categories from AASA were cut by 10%, R2AAA would need to ensure funds were spent in the highest need categories, cut administrative costs by reducing staff hours and expenses, possibly implement a cost share option, serve those with the greatest need, and seek alternate funding where possible.

**4. Describe what direction the area agency is planning to go in the future with respect to pursuing, achieving or maintaining accreditation(s) such as Commission on Accreditation of Rehabilitation Facilities (CARF), Joint Commission on Accreditation of Hospitals (JCAH), or other accrediting body, or pursuing additional accreditations and why.**

Region 2 AAA is currently pursuing our CARF certification. We have recently received our Medicare number and we are pursuing our Diabetes Self-Management Training (DSMT) certification. During the life of this MYP we are considering becoming a fully certified AIRS agency. Preparing for these certifications will ensure that our policies and procedures in place and meet all quality standards. These certifications will also showcase our high quality of service provision and benefit us when contracting with Integrated Care Organizations and others.

**5. Describe in what ways the area agency is planning to use technology to support efficient operations, effective service delivery and performance, and quality improvement.**

- a. We have recently purchased Harmony software for our Information & Referral staff which will improve customer service to our community members and partners and also help collect data on the needs of our community.
- b. We are in the process of launching the use of Relias which is an on-line curriculum program that will allow additional training for our staff. Training will take place on-line which will reduce conference fees, travel and staff time required to take the training.
- c. R2AAA is changing software to increase productivity and user functionality in finance and agency wide and improve quality
- d. We are studying processes in all areas of the agency in order to institute more lean processes and electronic forms/signatures.
- e. R2AAA staff are participating in the State Lean Initiatives and are part of the team upgrading the CIM software to provide additional efficiencies.
- f. Agency Website was updated to allow for online donations, class registration, promote programs and senior issues, Social media, including Facebook and Instagram, are utilized as well.

## ACCESS SERVICES

### DIRECT SERVICES REQUEST: CARE MANAGEMENT

Starting date: 10/1/2016 Ending date: 9/30/2017

Total of federal dollars: -0- Total of state dollars: \$215,913.00

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

|   | <u>2016</u> | <u>Planned 2017</u> |
|---|-------------|---------------------|
| Number of client pre-screenings   | 26          | 30                  |
| Number of initial client assessments  | 26          | 30                  |
| Number of initial client care plans   | 26          | 30                  |
| Total number of clients<br>(carry-over plus new)                                | 85          | 90                  |
| Staff to client ratio<br>(Active and maintenance per<br>Full time care manager) | 1:45        | 1:45                |

OTHER RESOURCES: Source of Funds Case Value: Match and Other  
Resources Cash Value \$100.00 In-kind (Donations).

### **Goal: Continue to Increase Care Management participants using a person centered approach. Improve care management skills and efficiencies.**

1. Revise and update Policy and Performance criteria through use of AASA Care Management program criteria in policy revisions and CARF Accreditation Standards for Case Management and Network as we work towards CARF Accreditation in FY 2017.
2. Provide Annual Care Management Training to Supports Coordinators so that all understands Care Management Requirements to ensure our participants receive quality person centered customer and Care Management services.
3. R2AAA will continue to develop community resource list for use by all staff and will include as part of our referral process utilizing our Harmony software product.

## DIRECT SERVICES REQUEST: INFORMATION AND REFERRAL

Starting date: 10/1/2016 Ending date: 9/30/2017

Total of federal dollars: -0- Total of state dollars: \$22,599.00

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

### **Goal: Customers in need of assistance will receive reliable referrals to appropriate services.**

1. Using a Person Centered approach, older adults, persons with disabilities and caregivers will receive informed and educated assistance regarding services available in the community, in a timely manner
2. Follow-up to assure quality and effectiveness of referrals will be made.
3. Begin using the I & R Harmony system to document contacts and gather data to further analyze the needs of the community.
4. Work toward certification for all I & R staff.

## **DIRECT SERVICES REQUEST: Disease Prevention Health Promotion**

Total of federal dollars: \$10,000.00

Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

**Goal: Provide Chronic Disease Self-Management and Matter of Balance programs and other Evidenced Based Programs as appropriate.**

1. Train volunteer Leaders and Coaches to provide participant workshops.
2. Workshops will be provided in accessible locations.
3. A portion of the Evidence Based Funding will be in the RFP.
4. Continue to seek alternative funding to ensure sustainability of these programs.

## **DIRECT SERVICES REQUEST: PREVENTION OF ELDER ABUSE, NEGLECT AND EXPLOITATION**

Total of federal dollars: \$5,154.00

Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

**Goal: Create an awareness and increased sensitivity in the Region regarding Prevention of Elder Abuse, Neglect and Exploitation.**

1. R2AAA and partners, including Local TRIADs, will provide outreach information to participants attending Prevention of Prevention of Elder Abuse Neglect and Exploitation events in the PSA.
2. R2AAA will provide funding and/or for support to MMAP, TPAAN (Training to Prevent Abuse and Neglect), Long Term Care Ombudsman and Legal Services.
3. R2AAA will act as the fiduciary for the Elder Abuse Grant which will be used in the PSA.

## **DIRECT SERVICES REQUEST: CREATING CONFIDENT CAREGIVERS**

Total of federal dollars: \$8,000.

Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

### **GOAL: To address Caregiver of Persons with Alzheimer's and other Dementias, R2AAA will conduct Creating Confident Caregiver Workshops.**

1. With 4,626 persons in the PSA reported as having "Cognitive Difficulty" that means there are potentially more than that number of caregivers.
2. Caregivers would benefit from the information, support and knowing they are not alone in their journey that the workshops would give them.
3. R2AAA participated in the Creating Confident Caregivers Program when AASA provided grant funding. Region 2 and partners' staff will attend Leader Training for the Creating Confident Caregiver Program.
4. R2AAA will provide workshops in the PSA in facilities convenient for caregivers to alleviate the stress of caregiving, the CCC program will provide Caregivers with tools to understand and cope with the disease.
5. R2AAA will utilize adult day care and respite facilities for caregivers attending workshops to care for their loved ones.
6. R2AAA will continue to train CCC Leaders and partner with agencies to host workshops.

## **DIRECT SERVICES REQUEST: MEDICATION MANAGEMENT**

Total of federal dollars:

Total of state dollars: \$20,000.

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

### **GOAL: Provide direct assistance in managing the use of both prescription and over the counter (OTC) medication.**

1. R2AAA will review and evaluate the medication management care plan and the complete medication regimen, including prescription and OTC medications, dietary supplements and herbal remedies, with each client and appropriate caregiver.
2. We will work to reduce the re-hospitalization rate through educating participants on the correct use of the medications, ensuring physician follow up, and reducing adverse interactions of medications.

3. This oversight will help to keep participants in their own homes as desired by ensuring that medication is taken correctly. This would be accomplished through education of participants, informal supports and caregivers, providing medication set up as needed, and cueing to take medications.

## **PROGRAM DEVELOPMENT OBJECTIVES**

### **Goal 1. Develop and expand our Assistive Technology programs to serve more individuals.**

1. Offer Assistive Technology demonstrations in the Community.
2. Work with County Senior Centers to provide information regarding assistive Technology services.
3. Write at least one grant to establish an unmet needs fund to assist low-income individuals with assistive technology services.

### **Goal 2. Increase name recognition of R2AAA as the experts in aging.**

1. Implement an outreach plan to enhance community awareness of R2AAA network and the services they offer.
2. Use social media such as website, Facebook and Twitter to provide information on services and programs.
3. Distribute marketing materials to a wider audience.
4. Continue to attend meetings, outreach, etc. in the PSA.
5. Continue to educate staff.

### **Goal 3. Work with the Village of Brooklyn to achieve the Community for a Lifetime Designation.**

1. One Community R2AAA will receive the status of "Community for a Lifetime" by 9/30/1019.
2. R2AAA staff will meet with Community Officials in Brooklyn, Michigan to present the Community for a Lifetime concept.
3. Brooklyn Michigan officials, with the assistance of R2AAA, will complete the application to become a Community for a Lifetime.
4. Will work with Brooklyn Michigan to become "A Community for a Lifetime in Region 2.

### **Goal 4. Improve access and efficiency to information and services for our Community members.**



1. Respond to emerging needs by providing education and assessment of needs. Outcomes measured by satisfaction of individual's receiving education services within the network.
2. Through R2AAA Quality Department, activities related to quality of services offered are reviewed and improved as needed.
3. Involve R2AAA Board, Advisory Council and Staff in emerging issues and encourage participation in educational opportunities

**Goal 5. Increase awareness/activities of the need for Prevention of Elder Abuse, Neglect and Exploitation.**

1. R2AAA will provide funding and/or for support to MMAP, TPAAN, Long term care Ombudsman and Legal Services.
2. R2AAA and partners, including Local TRIADs, will provide outreach information to participants attending Prevention of Elder Abuse, Neglect and Exploitation events in the PSA.

**Goal 6. Expand Outreach of Healthy Aging Education to individuals in community Settings in the PSA**

1. Train volunteer Leaders and Coaches to provide participant workshops.
2. Workshops will be provided in accessible locations.
3. A portion of the Evidence Based Funding will be in the RFP.
4. Continue to seek alternative funding to ensure sustainability of these programs.

**Goal 7. Provide Education for Caregivers**

1. With 4,626 persons in the PSA reported as having "Cognitive Difficulty" that means there are potentially more than that number of caregivers.
2. Caregivers would benefit from the information, support and knowing they are not alone in their journey that the workshops would give them.
3. R2AAA participated in the Creating Confident Caregivers Program when AASA provided grant funding. Region 2 and partners' staff will attend Leader Training for the Creating Confident Caregiver Program.
4. R2AAA will provide workshops in the PSA in facilities convenient for caregivers to alleviate the stress of caregiving, the CCC program will provide Caregivers with tools to understand and cope with the disease.
5. R2AAA will utilize adult day care and respite facilities for caregivers attending workshops to care for their loved ones.
6. R2AAA will continue to train CCC Leaders and partner with agencies to host workshops.

## ADVOCACY STRATEGY

### **ELECTED OFFICIALS:**

Discussions with elected officials will continue with R2AAA's Executive Director as a member of the Michigan Area Agencies on Aging Association, two R2AAA Advisory Council Members serve on the Michigan Senior Advocates Council allowing them to meet with Legislators or their aides. Involvement in these organizations ensures that the targeted populations are advocated for and are having their needs represented. R2AAA supports Older Michiganians Day by arranging transportation for participants and staff to attend the event. Region 2 is a member of the Silver Key Coalition. We continue to be aware of 'coffee hours' and local office hours being held by our state representatives and attend in order to share current information with them. We monitor agendas of County Commission meetings and attend when topics could be important to our service area population.

### **COLLABORATION:**

R2AAA Board of Directors is appointed by County Board of Commissioners thus allowing County Commissioners themselves to serve on the Region 2 AAA Board of Directors. On a semi-annual basis, R2AAA Executive Director, or designee, will present before each Commission or County Human Services Committee regarding the provision Older American Act services in their respected areas.

Through effective collaborative efforts and close relationships with key agencies providing services for targeted populations, R2AAA has developed a comprehensive network of services and programs to address client needs.

Community Partnerships are central in bringing together funders, providers, consumers and community members to develop solutions and advocate for change.

ADRC Partnerships were developed and continue to remain intact. While there has not been funding to move this project forward we continue to meet, as appropriate, with partners and to continue to collaborate.

## LEVERAGED PARTNERSHIPS

- 1. Include, at a minimum, plans to leverage resources with organizations in the following categories:**
  - a. Commissions Councils and Departments on Aging**
  - b. Health Care Organizations/Systems (e.g. hospitals, health plans, Federally Qualified Health Centers)**
  - c. Public Health**
  - d. Mental Health**
  - e. Community Action Agencies**
  - f. Centers for Independent Living**
  - g. Other**

Leveraged Partnerships include:

Original ADRC Partnerships,

2-1-1,

Thome PACE,

Disability Connections (CIL),

County Departments on Aging (Focal Points),

Medicare Medicaid Assistance Program (MMAP),

Michigan Coordinated Access to Food for the Elderly (MiCAFE),

Veterans Affairs,

County Human Services Meetings,

County Continuum of Care Meetings,

Housing Collaborative and other County Collaborative.

Department of Health and Human Services

Henry Ford Allegiance Health Improvement Organization

Promedica Quality Initiative

Lenawee County Human Services Collaborative

Jackson Human Services Coordinating Alliance

Hillsdale Human Services Network

Region 1-B Area Agency on Aging

Region 3C Area Agency on Aging

As we meet with and partner on projects with these and other entities we are able to share our knowledge of the aging community and be involved with various initiatives aimed at keeping seniors and people with disabilities living in the community.

**2. Describe the area agency's strategy for FY 2017-2019 for working with ADRC partners in the context of the access services system within the PSA:**

In Fiscal Year 2014, The Hillsdale, Jackson and Lenawee ADRC received Emerging designation from Aging and Adult Services. The mission of the ADRC of Hillsdale, Jackson and Lenawee Counties was and continues to be to serve as a trusted resource to link caregivers, older adults and persons with disabilities to a variety of supportive services to meet their immediate and long term needs in a way that promotes person centered planning.

The ADRC initiative was a collaborative effort designed to streamline person centered access to home and community supports and services for consumers of all ages, incomes and disabilities, and their families. The ADRC would raise visibility about the full range of options, provide unbiased person centered and trusted information, advice, counseling and assistance, empowering people to make informed decisions about their long term supports. The ADRC would help people more easily access public and private long term supports and services.

R2AAA continues their relationship with the ADRC partnership which includes MI Choice Waiver contractors, OAA contractors, meetings with monthly Focal Point Directors, collaboration with disAbility Connections (CIL) with the Nursing Home Transition Program and the Assistive Technology Program. The ADRC Partners are also resources for clients with unmet needs.

Two R2AAA staff received ADRC Option Counselor Training.

R2AAA staff will receive initial or updated Person Centered Thinking training in FY 2017-19.

**3. Describe the area agency's strategy for developing, sustaining, and building capacity for Evidenced-Based Disease Prevention (EBDP) programs including the area agency's provider network EBDP capacity.**

R2AAA is requesting a Waiver to provide Evidenced Based Disease Prevention programs as a Direct Service.

R2AAA has Master Trainers in Chronic Disease Self-Management: PATH, Diabetes PATH and Matter of Balance. There are many Leaders and Coaches trained, both R2AAA staff and volunteers, in these programs. Relationships have been formed with agencies that will provide space to hold classes.

R2AAA has recently received our Medicare number and is also working toward our DSMT certification which will further qualify our Diabetes PATH classes for Medicare billing and promote referrals from clinical settings.

We continue to investigate other Evidence Based Programs that might be beneficial in our communities.

## COMMUNITY FOCAL POINTS

R2AAA's rationale for identifying community focal points was based on their location and accessibility, services provided and notoriety of the identified agencies. Each focal point provides in-home, access and community services as well as holding a contract to provide Medicaid Waiver services. Each focal point is a designated Department on Aging/Senior Center that includes nutrition sites; is visible in the community and offers information and assistance and MMAP services. Focal Points work toward a mission of serving older adults with choice and dignity and focus services on keeping them in their homes and communities.

| <b>HILLSDALE COUNTY SENIOR SERVICES CENTER (HCSSC) IS THE COMMUNITY FOCAL POINT IN HILLSDALE COUNTY</b> |   |
|---|---|
| Name  | Hillsdale County Senior Services Center   |
| Address   | 320 W. Bacon Road, Hillsdale, MI 49242  |
| Website   | <a href="http://www.hillsdaleseniorcenter.org">www.hillsdaleseniorcenter.org</a>  |
| Telephone Number  | (517) 437-2422  |
| Contact Person  | Terry Vear, Executive Director  |
| Service boundaries  | Hillsdale County  |
| Number of persons within boundary   | 46,282 (10,943 60+)   |
| Services provided   | Adult Day Care, Caregiver Supplemental, Caregiver Education, Support & Training, Chore, Congregate Meals, Disease Prevention/Health Promotion, Home Care Assistance, Home Delivered Meals, Information and Referral, MMAP, Respite, Senior Center Operations, Transportation.       |
| <b>JACKSON DEPARTMENT ON AGING IS THE COMMUNITY FOCAL POINT IN JACKSON COUNTY</b>                       |   |
| Name  | Jackson County Department on Aging  |
| Address   | 1715 Lansing Avenue, Suite 672, Jackson, MI 49202   |
| Website   | <a href="http://www.co.jackson.mi.us/agencies/DeptAging/Aging.htm">www.co.jackson.mi.us/agencies/DeptAging/Aging.htm</a>  |
| Telephone Number  | (517) 788-4364  |
| Contact Person  | Marce Wandell, Director   |
| Service boundaries  | Jackson County  |
| Number of persons within boundary   | 159,927 (33,987 60+)  |
| Services provided   | Adult Day Care, Caregiver Supplemental, Caregiver Education, Support & Training, Chore, Congregate Meals, Counseling, Disease Prevention/Health Promotion, Home Care Assistance, Home Delivered Meals, Information and Referral, MMAP, Outreach, Respite, Senior Center Operations. |
| <b>LENAWEE DEPARTMENT ON AGING IS THE COMMUNITY FOCAL POINT IN LENAWEE COUNTY</b>                       |   |
| Name  | Lenawee County Department on Aging  |
| Address   | 1040 S. Winter Street, Adrian, MI 49221   |
| Website   | <a href="http://www.lenaweeseniors.org">www.lenaweeseniors.org</a>  |
| Telephone Number  | (517) 264-5280  |
| Contact Person  | Cari Rebottaro, Director  |
| Service boundaries  | Lenawee County  |

|                                   |   |
|-----------------------------------|---|
| Number of persons within boundary | 99,257 (22,074 60+)   |
| Services provided                 | Adult Day Care, Caregiver Supplemental, Caregiver Education, Support & Training, Chore, Congregate Meals, Home Care Assistance, Home Delivered Meals, Information and Referral, Information and Referral, MMAP, Outreach, Respite, Senior Center Operations, Transportation |

**OTHER GRANTS and INITIATIVES**

**1. Describe other grants and/or initiatives the area agency is participating in with AASA or other partners.**

Region 2AAA has the following grants:  
 MMAP (Michigan Medicare/Medicaid Assistance Program)  
 MHEF (Michigan Health Endowment Fund)  
 MIS Cares (Michigan International Speedway)  
 Jackson Community Foundation

We are partnering with Elder Law in the MiCafe program and we are an equity partner with the Thome PACE program in Jackson.

In the past we participated in the Building Training, Building Quality grant and hope to be involved again.

**2. Describe how these grants and other initiatives will improve the quality of life of older adults within the PSA.**

The Evidence Based grants allow us to provide tools to people in our area which empower them to be more involved in their health and wellbeing. Programs such as MMAP allow us to help beneficiaries maneuver through very complicated systems and to obtain the information, answers and services they need. The MIS Cares (Michigan International Speedway) grant is allowing us to develop classes which will enable people to use assistive technology. The grant from the Jackson Community Foundation is helping to fund a staff position which will support our Evidence Based program as well as working to increase our capacity.

The MiCafe program provides referrals to us of people who need help applying for food assistance.

The Thome PACE program is a partnership that allows us to share referrals and offer broader services.

The Building Training, Building Quality grant is a training program for Direct Care Workers. We understand that there is a possibility that this program will become active again. We are anxious to be part of it.

**3. Describe how these grants and other initiatives reinforce the area agency's planned program development efforts for FY 2017 – 2019.**

These grants allow us to provide services in a person-centered manner to people in our service area. As we meet the needs of the older adults and people with disabilities we are also able to empower them to be more active in their own aging process.