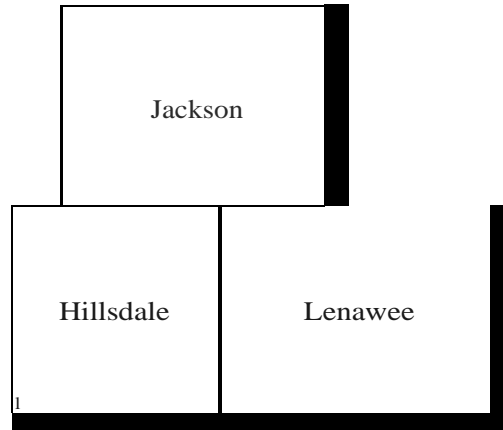


2020-2022 Multi Year Plan  
**FY 2021 ANNUAL IMPLEMENTATION PLAN**  
**REGION 2 AREA AGENCY ON AGING**



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

**Region 2 Area Agency on Aging**  
102 N. Main Street  
P.O. Box 189  
Brooklyn, MI 49230  
517-592-1974 • 1-800-335-7881  
517-592-1975 (fax)  
Julie Wetherby, Executive Director  
[www.r2aaa.net](http://www.r2aaa.net)

**Field Representative Laura McMurtry**  
[mcmurtryl@michigan.gov](mailto:mcmurtryl@michigan.gov)  
517-284-0167

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Michigan Department of Health & Human Services  
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### Executive Summary

**Briefly describe for Commissioners the area agency and the agency's significant FY 2021 updates to the FY 2020 Area Implementation Plan.**

**Please provide a 2,000 word or less summary in the space provided that describes the planning and service area and significant changes to the current area plan. Include changes, if any, to the Access, In-Home, and Community-based services and supports provided within the plan. Also address the agency's response to the COVID-19 pandemic emergency, including a description of the challenges, changes and continuing needs brought on by this emergency.**

**PSA:** Region 2 Area Agency on Aging is located in Brooklyn, MI, a small village located in both Jackson and Lenawee Counties. Region 2 AAA provides services to older adults and adults with disabilities in Hillsdale, Jackson and Lenawee Counties. The Region 2 planning and service area is mostly rural, with more dense populations in the major cities and towns of Adrian and Jackson. The Older Americans Act of 1965 created agencies at the federal, state, and local level and developed programs that help the elderly maintain their health and independence in their homes and communities. Region 2 Area Agency on Aging was established on October 1, 1974 and is a private, not-for-profit agency.

At Region 2 AAA, we enjoy very close working relationships with our providers and community partners, many of whom we have worked with for decades. Our agency slogan is: Your life, our mission. And we take this to heart! Our number one priority is to support older adults and adults with disabilities in their pursuit of safe, happy and healthy lives. It is an honor and a privilege to be welcomed into the lives and homes of those we serve. We utilize a person-centered approach to support the older adults in our communities to promote client-focused and client-directed interventions. We are proud to offer individualized programming and service delivery methods designed to focus on the needs and desires of our participants and their loved ones.

#### **Significant Changes to Plan:**

We appreciate the opportunity to share with the Commission two additions to our FY 2021 Annual Implementation Plan.

1. Gap Filling/Unmet Needs - We look forward to offering older adults throughout our planning and service area the opportunity to utilize Gap Filling/Unmet Needs services in an effort to bridge the gaps many older adults experience, when they are unable to have their needs met by existing Region 2 AAA programming and resources from one of our community partners. We strongly believe there is a need in our three-county service area to support this type of program and anticipate that it will make a considerable difference in the lives of older adults.

2. Community Living Supports - Region 2 AAA is committed to supporting the in-home care needs (including: Personal Care, Homemaker and Respite services) of older adults and adults with disabilities. In an effort to combat wait lists and adequately serve older adults in our region, the addition of Community Living Support services to the Regional Service Definition section of the FY 2021 AIP is absolutely essential. Without the addition of this service to the FY 2020 service array, via AASA blanket waiver, more than 75 older adults would have been without in-home supports in Hillsdale, Jackson and Lenawee Counties.

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**COVID-19 Response:** On March 11th, Region 2 AAA received its first reliable notification from a state agency that operations and service delivery would change significantly in response to COVID-19. Since then, we have been in constant communication with providers, community partners, participants and all necessary state agencies to ensure the safety of our staff and communities.

It's been a whirlwind, but our Region 2 AAA team is strong and we have risen to the challenge. Immediately following the state's declaration we quickly transitioned to working remotely and mobilized our emergency response team to meet the needs of individuals in our service area. This group continues to meet weekly in an effort to sift through state, federal and local guidance, as well as to analyze the trends reported to us by our staff providers and participants.

Our Agency has been fortunate to remain open to older adults and adults with disabilities in our service area, throughout the pandemic. Though most of our staff work remotely, folks calling our agency would never know there had been a change, as assessments and monitoring visits are completed over the phone or video call. Continuing to offer telephonic assessments and supports is absolutely essential to Region 2 AAA's ability to meet the needs of the older adults in our three counties. So many older adults live in fear of becoming ill and our clients continue to report their appreciation for our agency's ability to continue services in a safe manner.

Communication continues to be a focal point and top priority for our agency, and as a result, we have banded together with our providers and community partners to address needs and fill gaps in our three counties in response to this unprecedented crisis. Early on in the pandemic, we were informed that four of our five contractors would suspend nearly all services, with the exception of legal services, ombudsman, and nutrition services. Region 2 AAA staff acted quickly to review backup plans and contact all Region 2 AAA and AASA-funded provider clients to determine their in-home service needs. MI Choice Waiver providers who had elected to continue serving clients during the pandemic were asked to enter into purchase of service contracts with Region 2 AAA to serve AASA-funded service recipients.

As of June 1st, all five AASA-funded contract providers have reopened, but they have so far, been unable to return to pre-COVID capacities. Many of the clients who began receiving in-home services from new providers in late March are still working with these new providers in late July. Additionally, we have seen significant increases to our Care Management program due to increased referrals during the pandemic, and these clients remain in the care of the new purchase of service agencies.

While our AASA-funded contractors were initially unable to provide for the in-home care needs of our clients, they were busy adding older adults to home delivered meal programs and distributing quarantine and produce boxes. In Hillsdale, Jackson and Lenawee Counties, more than 360 older adults were added to home delivered meal programs and 450 quarantine boxes were distributed between late March and early June.

Another critical aspect of our pandemic response has been the dramatic expansion of our Friendly Reassurance program. While Region 2 AAA was already offering Friendly Reassurance to older adults in our service area, we had only began at the start of FY 2020 and were scheduled to use FY 2020 as a soft opening to the program while we finished implementing processes and training staff. However, as an agency we decided that our communities needed this service immediately, once the dramatic effects of the pandemic were realized. We are proud to report that we have added nearly 80 clients to our Friendly Reassurance program in a matter of months.

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Additionally, we have spent a considerable amount of time and effort to learn how best to target family caregivers during this time of emergency. Region 2 AAA has seen an increase in the number of family members and friends who find themselves in caregiving roles for the first time. Our Agency is excited to add to its service array a number of new caregiver supports, including Trualta (an online caregiver training platform), how-to videos (aimed at helping older adults to use technology to communicate and provide support), the adaptation of several caregiver workshops to virtual formats and telehealth survey and assistance efforts. Region 2 AAA looks forward to expanding these efforts into FY 2021 as we continue to reassess the needs of older adults, in light of the pandemic.

One positive aspect of the pandemic is the spotlight it has shown upon the needs of older adults. With the help of the statewide volunteer registration website, Region 2 AAA has made significant improvements to its volunteer program. We will add a Volunteer Coordinator position to aid in maintaining relationships with those who have volunteered with Region 2 AAA in response to the pandemic. We are excited to expand our use of volunteers into new/different programs and initiatives. We continue to be appreciative for AASA's assistance in gaining access to the volunteer registration website.

Two major contributing factors in Region 2 AAA's success in meeting the needs of older adults in our service area during the pandemic has been the allocation of federal funds, by way of the CARES Act and Families First Coronavirus Response Act (FFCRA). Without access to these additional funds, neither Region 2 AAA nor its contractors would have been able to appropriately respond to this emergency with the above described developments and service array additions. FFCRA funds were an essential resource in the efforts of our nutrition providers to quickly add hundreds of HDM clients. FFCRA funds allowed nutrition providers to purchase food for HDM programs in advance, and in larger quantities, which proved invaluable as costs increased and some supplies became difficult to procure. CARES Act funding continues to allow Region 2 AAA and its providers the opportunity to proactively add services, supports and resources to essential services as we brace for potential increases in positive COVID cases. These federal emergency allocations, in conjunction with OAA funds will support Region 2 AAA's efforts in FY 2021, as the economic effects of the pandemic continue to unfold.

The Aging Network is fortunate to have had the guidance and support of AASA and the Commission to provide much needed stability and reliability during such an uncertain time. Without the fiscal and programmatic flexibilities extended to AAA's, we would never have been able to meet the needs of older adults in our state. We have already learned so much during this ongoing emergency, but perhaps most importantly, we at Region 2 AAA have learned the depth of compassion for the wellbeing of our clients evident in the actions taken by providers, state agencies, and entire communities. We remain steadfast in our commitment to improving conditions for older adults and adults with disabilities and we thank the Commission for their ongoing diligence and support.

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**County/Local Unit of Government Review**

County and local government review of the Area Agency on Aging's FY 2021 substantive updates to the FY 2020 AIP updates are not required and do not need to be described as part of the FY 2021 AIP updates.

**2021 Plan Highlights**

The FY 2021 AIP Highlights should provide a succinct description of the following:

--Any significant new priorities, plans or objectives set by the area agency for the use of Older Americans Act (OAA) and state funding during FY 2021. If there are no new activities or changes planned, note that in your response.

--Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources).

--A description of progress made through advocacy efforts to date and focus of advocacy efforts in FY 2021.

Please provide a narrative about what, if anything, the area agency is planning that is new for FY 2021, or that is significantly different from the established FY 2020-22 Multi-Year Plan (MYP). If there are no new activities or changes planned, note that in your response. In addition, include area agency plans to handle the likelihood of reduced federal funding, including any specific alternative funding sources to be pursued. Finally, describe progress made through Multi-Year Plan (MYP) advocacy efforts to date and the area agency's specific planned advocacy focus in FY 2021.

**New for FY 21:** Region 2 AAA is looking to add Community Living Support services and Unmet Needs /Gap Filling to the FY 2021 AIP. Due to provider agency closures and newly implemented safety procedures, our three main in-home services agencies were unable to continue providing in-home services to older adults in our service area. While all three providers have now reopened, they have been unable to resume pre-COVID capacity. This has given cause for Region 2 AAA to continue its partnership with alternative in-home service providers, normally utilized for MI Choice Waiver clients, into FY 2021. Prior to the pandemic, wait lists for in-home services were beginning to grow, leaving some clients unable to receive services for longer than what Region 2 AAA felt comfortable continuing. We are confident that this addition to the Region 2 AAA service array will improve wait times and fill gaps that our other providers are not able to fill.

The addition of Unmet Needs/Gap Filling will enable Region 2 AAA to help those individuals whose needs cannot be met with existing Region 2 AAA services or other community resources. The pandemic has brought into sharp focus the variety of needs older adults in our service area experience. With many of our community partners experiencing high volumes of clients in need of assistance, Region 2 AAA believes it is in the best interest of those we serve to broaden our service array to include these important options. We have heard from many older adults that they are afraid of what will happen if costs continue to rise and aid becomes scarce. It is a privilege to help older adults in Hillsdale, Jackson and Lenawee Counties and the addition of this needed service allows us to appropriately respond to the needs in our communities.

**Reduced federal funding:** In the event of reduced federal funding, Region 2 AAA would ensure that funds be spent on the highest need categories, cut administrative costs by reducing staff hours and expenses, and would potentially implement a cost share option when allowable. Region 2 AAA's priority would continue to be to serve those in greatest need, and to seek alternate funding where possible.

**Alternative funding sources:** Region 2 AAA is actively seeking grant funding for a variety of agency projects that are needed now more than ever, as a result of COVID-19. Our Agency is well-versed in applying for grants

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and have internal processes and staff to facilitate these efforts. We are currently working on applications for a variety of local funding opportunities (Community Foundations, Non-profit organizations, private philanthropic entities) as well as several national funders (Community Care Corps, Michigan Health Endowment Fund). In addition to grants, Region 2 AAA has service contracts with a variety of entities, including: local health systems and medical centers, Michigan Disability Rights Coalition, Lions Club and LifeWays Community Mental Health. Remaining CARES Act and Families First Coronavirus Response Act funding will undoubtedly play an important role in the continuation of supports and services to older adults in Region 2 AAA's planning and service area, should state funding decrease in FY 2021.

**Progress made through MYP advocacy efforts:** Region 2 AAA advocacy efforts have yielded significant results in FY 2020. Chiefly, Region 2 AAA has continued to foster meaningful relationships with local, state and federal government representatives. Our inclusion of these lawmakers in regular Agency update, invitations to special events, consultation on various pieces of legislation affecting older adults and trips to houses of government has brought awareness and a better understanding of what AAA's do every day to support their older adult constituents. This commitment to advocacy has enabled us to more easily communicate with lawmakers during these trying times and has elevated our Agency's reputation as a trustworthy source of information.

Region 2 AAA has continued its proud and active membership in associations such as n4a and 4am, both of which have been instrumental in providing tools and meaningful support as the aging network continues to cement its status as a proactive advocating force.



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**Public Hearings**

All area agencies held public hearings during the development of their FY 2020 AIPs and FY 2020-22 multi-year plans (MYP). Public hearings on substantive updates to the approved plan for FY 2021 are not required and do not need to be described. Public review and approval of the area agency’s proposed FY 2021 AIP budget and programmatic updates by the area agency’s Policy Board is considered, in this instance, to have met the *AASA Operating Standards C-2, Section (11)(a)*, requirement that “*a proposed addition or deletion of any area plan objective must be presented for public comment within the PSA prior to submission to AASA.*”

Public input is always welcome and encouraged. Area agencies holding additional public input forums on their FY 2021 updates are to be commended.

Date	Location	Time	Barrier Free?	No. of Attendees
06/16/2020	Virtual	10:00 AM	Yes	23

Region 2 AAA held a virtual public hearing via Zoom on 6/16/2020. It was well-attended, given the current pandemic and virtual format, which Region 2 AAA had not previously employed. The information was well-received and the participants were engaged. Options for a one-on- one Zoom tutorial were offered to any/all who requested it; the flyer and website notification included information on how to contact our agency for assistance in using Zoom.

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**Regional Service Definitions**

If the area agency is proposing to fund a **new** (not previously approved in this multi-year planning cycle) service category that is not included in AASA's *Operating Standards for Service Programs*, then information about the proposed service category must be included in this section.

The AAA must add a Regional Service Definition for any current COVID-19 policy-waiver-approved services that are not included in, or deviate from, AASA's *Operating Standards for Service Programs* that the AAA is planning to continue beyond September 30, 2020. Enter the new regional service name, identify the service category and fund source, include unit of service, minimum standards and an explanation of why activities cannot be funded under an existing service definition.

**Service Name/Definition**

Gap Filling/Unmet Needs services provide resources to assist older adults in obtaining needed items and interventions that if gone unfilled, would negatively impact the older adult's health or safety. Recipients of this service will have previously exhausted other available services from Region 2 AAA and other known community services providers. Requests for assistance utilizing Gap Filling/Unmet Needs funds will be submitted to the Region 2AAA Unmet Needs Committee for review.

Rationale (Explain why activities cannot be funded under an existing service definition.)

Region 2AAA has seen a significant increase in needs of older adults which cannot be filled with existing supports and services.

Service Category	Fund Source	Unit of Service
<input type="checkbox"/> Access <input type="checkbox"/> In-Home <input type="checkbox"/> Community	<input type="checkbox"/> Title III PartB <input type="checkbox"/> Title III PartD <input type="checkbox"/> Title III PartE <input type="checkbox"/> Title VII <input type="checkbox"/> State Alternative Care <input type="checkbox"/> State Access <input type="checkbox"/> State In-home <input type="checkbox"/> State Respite <input type="checkbox"/> Other _____	One good/supply purchased

**Minimum Standards**

1. Individuals must be age 60 and over.
2. Payments directly to individuals are not permitted.
3. Requested supplies will be determined to be safe and in working condition.
4. Recipients of this service will have previously exhausted other available services from Region 2 AAA and other known community services providers.
5. Requests will be submitted to the Region 2AAA Unmet Needs Committee for review.
6. Individuals may not receive these services more than once per grant year.

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<b>Service Name/Definition</b>				
Community Living Supports:				
Community Living Support are used to increase or maintain personal self- sufficiency, facilitating an individual's achievement of goals of community inclusion and participation, independence or productivity. The supports may be provided in the participant's residence or in community settings.				
Community Living Support services include Homecare Assistance and Respite.				
Rationale (Explain why activities cannot be funded under an existing service definition.)				
Homecare Assistance and Respite services are bundled together into Community Living Supports (CLS) so that we can utilize purchase of service contractors who do not recognize the two services, separately. CLS services provided by purchase of service contractors are utilized when wait lists are too long or when AASA-funded providers are not able to accommodate a client's in-home care needs.				
<b>Service Category</b>	<b>Fund Source</b>			<b>Unit of Service</b>
<input type="checkbox"/> Access	<input type="checkbox"/> Title III PartB	<input type="checkbox"/> Title III PartD	<input type="checkbox"/> Title III PartE	One hour of service
<input type="checkbox"/> In-Home	<input type="checkbox"/> Title VII	<input type="checkbox"/> State Alternative Care	<input type="checkbox"/> State Access	
<input type="checkbox"/> Community	<input type="checkbox"/> State In-home	<input type="checkbox"/> State Respite		
	<input type="checkbox"/> Other _____			

**Minimum Standards**

In addition to the following minimum standards, it is expected that CLS service providers also adhere to AASA Operating Standards for Service Programs, General Requirements for In-Home Service Programs.

Homecare Assistance:

1. Each program must have written eligibility criteria.
2. All workers performing home care assistance services must be trained by a qualified person and must be tested for each task to be performed prior to being assigned to a client. The supervisor must approve tasks to be performed by each worker. Completion of a recognized nurse's aide training course by each worker is strongly recommended.
3. Individuals employed as home care assistance workers must have previous relevant experience or training and skills in assisting with personal care needs, housekeeping, household management, good health practices, observation, and recording and reporting client information.
4. Semi-annual in-service training is required for all home care assistance workers. Required topics include safety, sanitation, emergency procedures, body mechanics, universal precautions, and household management.

Respite:

1. Each program must establish written eligibility criteria which include at a minimum:
  - a. That clients must require continual supervision in order to live in their own homes or the home of a primary care giver, or require a substitute care giver while their primary care giver is in need of relief or otherwise unavailable; and/or

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- b. That clients may have difficulty performing or be unable to perform activities of daily living (ADLs) without assistance as a result of physical or cognitive impairment.
2. Respite care services include:
  - a. Attendant care (client is not bed-bound) - companionship, supervision and/or assistance with toileting, eating and ambulation; and,
  - b. Basic care (client may or may not be bed-bound) - assistance with ADLs, routine exercise regimen, and assistance with self-medication.
  - c. Respite care may also include chore, homemaking, home care assistance, home health aide, meal preparation and personal care services. When provided as a form of respite care, these services must also meet the requirements of that respective service category.
3. Each program shall ensure that the skills and training of the respite care worker to be assigned coincides with the service plan of the client, client needs, and client preferences. Client needs may include, through are not limited to, cultural sensitivity, cognitive impairment, mental illness, and physical limitation.
4. An emergency notification plan shall be developed for each client, in conjunction with the client's primary caregiver.
5. Each program shall establish written procedures to govern the assistance to be given participants in taking medications, which includes at a minimum:
  - a. Who is authorized to assist participants in taking either prescription or over the counter medications and under what conditions such assistance may take place. This must include a review of the type of medication to be taken and its impact upon the client.
  - b. Verification of prescriptions and dosages. All medications shall be maintained in their original, labeled containers.
  - c. Instructions for entering medications information in client files, including times and frequency of assistance.
  - d. A clear statement of the client's and client's family responsibility regarding medications to be taken by the client while participating in the program and provision for informing the client and client's family of the program's procedures and responsibilities regarding assisted self -administration of medications.

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**Access Services**

Some access services may be provided to older adults directly through the area agency without a direct service provision request. These services include: Care Management; Case Coordination and Support; Options Counseling; Disaster Advocacy and Outreach Programs; Information and Assistance; Outreach, with specific attention to outreach with underserved populations, including people of color, people with disabilities, lesbian, gay, bisexual, transgender and other (LGBTQ+) older adults; and Merit Award Trust Fund/State Caregiver Support-funded Transportation. If the area agency is planning to provide any of the above noted access services may be provided to older adults directly through the area agency without a direct service provision request. These services include: Care Management; Case Coordination and Support; Options Counseling; Disaster Advocacy and Outreach Programs; Information and Assistance; Outreach, with specific attention to outreach with underserved populations, including communities/people of color, persons with disabilities, recent immigrants, lesbian, gay, bisexual, transgender, queer and other (LGBTQ+) older adults; and Merit Award Trust Fund/State Caregiver Support-funded Transportation.

If the area agency is planning to provide any of the above noted access services directly during FY 2021, complete this section.

Select, from the list of access services, those services the area agency plans to provide directly during FY 2021, and provide the information requested. Also specify, in the appropriate text box for each service category, the planned goals and activities that will be undertaken to provide the service.

Direct service budget details for FY 2021 are to be included under the appropriate tab in the Area Plan Grant Budget. The funding identified in this tab should correspond to the funding (federal OAA Title III or VII and state funds) identified in the Area Plan Grant Budget, Support Services Detail page. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details access services directly during FY 2021, complete this section.

Select from the list of access services those services the area agency plans to provide directly during FY 2021, and provide the information requested. Also specify, in the appropriate text box for each service category, the planned goals and activities that will be undertaken to provide the service. Direct service budget details for FY 2021 are to be included under the appropriate tab in the Area Plan Grant Budget. The funding identified in this tab should correspond to the funding (federal OAA Title III or VII and state funds) identified in the Area Plan Grant Budget, Support Services Detail page. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details.

**Care Management**

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2021
Total of Federal Dollars	\$215,913.00	Total of State Dollars	\$0.00

Geographic area to be served  
Hillsdale, Jackson, Lenawee County

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**Specify the planned goals and activities that will be undertaken to provide the service.**

**Goal 1:** Introduction of second Community Health Worker (CHW) and new/different program staff makeup.

Activity - Clarify duties and roles, to include the formation of two separate "teams" (RN/CHW)

Activity - Continue to amend policies and processes, in accordance with Care Management standards, as the needs of older adults in the PSA change.

Activity - Regular team meetings to assess job duties and functionality, efficiencies, etc.

**Goal 2:** Involve additional community resources, further develop community partnerships to work in tandem with R2AAA.

Activity - Attend County/Regional meetings with community players to promote new Tiered Care Program and generate referrals.

Activity - Establish a relationship with 2-1-1 whereby community services and R2 AAA services can complement one another.

Activity - Move towards more inclusive, wrap around programming that does not focus solely on in-home supports, but alternatively fosters targeted relationships with community partners.

Activity - Examine proven models from other regions/states to expand staff's understanding of the services and the program's potential.

Activity - Host community forums and utilize participant surveys to gage the success of program changes.

**Goal 3:** Development of self-sustaining Targeted Case Management (TCM) program.

Activity - Ongoing training with R2AAA staff on TCM as a service.

Activity - Continue to develop improved and more efficient billing guidelines and protocols within the agency.

Activity - Educate community partners on the benefits of TCM to generate referrals (APS, DHHS, CMH).

Number of client pre-screenings:	Current Year:	372	Planned Next Year:	500
Number of initial client assessments:	Current Year:	197	Planned Next Year:	100
Number of initial client care plans:	Current Year:	133	Planned Next Year:	133
Total number of clients (carry over plus new):	Current Year:	123	Planned Next Year:	123
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:30	Planned Next Year:	1:30

**Information and Assistance**

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2021
Total of Federal Dollars	\$30,442.00	Total of State Dollars	\$0.00

Geographic area to be served

Hillsdale, Jackson, Lenawee County

**Specify the planned goals and activities that will be undertaken to provide the service.**

**Goal 1:** All Information and Assistance specialists will become AIRS certified.

Activity - Staff will maintain certification.

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**Goal 2:** Examine current reporting methodologies and technology to determine needed changes.

Activity - Continue to review alternative data systems for effectiveness.

Activity - Continue to review current reported data to facilitate improved, lean processes for information gathering.

**Options Counseling**

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2021
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Total of Federal Dollars	\$26,532.00	Total of State Dollars	\$0.00
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Geographic area to be served

Hillsdale, Jackson, Lenawee County

**Specify the planned goals and activities that will be undertaken to provide the service.**

**Goal 1:** Consider the rearranging of staff to potentially separate duties between I&R and Options Counseling.

Activities - Examine current processes and work flow.

Activities - Review potential staff productivity implications.

**Goal 2:** Establish in the community and with existing partners the introduction of Options Counseling at R2AAA.

Activities - Further develop relationships with 2-1-1 in Region 2 PSA.

Activities - Utilize marketing efforts to educate the community about Options Counseling.

**Goal 3:** Continue to research applicable trainings to aid staff in delivery of Options Counseling services.

Activities - Reach out to other Options Counseling programs to determine effectiveness of trainings and certifications.

Activities - Maintain training certifications for staff.



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**Direct Service Request**

This section applies only if the area agency is submitting a new request to provide an in-home, community, or nutrition service directly that was not previously approved in this multi-year planning cycle. It is expected that in-home services, community services, and nutrition services will be provided under contracts with community-based service providers. When appropriate, a direct service provision request may be approved by the CSA. Direct service provision is defined as “providing a service directly to a senior, such as preparing meals, doing chore services, or working with seniors in an adult day setting.” Direct service provision by the area agency may be appropriate when, in the judgment of AASA: A) provision is necessary to assure an adequate supply; B) the service is directly related to the area agency’s administrative functions; or C) a service can be provided by the area agency more economically than any available contractor, and with comparable quality.

Area agencies that have a new request to provide an in-home service, community service, and/or a nutrition service directly must complete the section below for each service category. Include in this section any current COVID-19 policy-waiver-approved direct provision of a service included in the AASA *Operating Standards for Service Programs* that the AAA is planning to continue beyond September 30, 2020.

Select the service from the list and enter the information requested pertaining to basis, justification and public hearing or policy board discussion for any new Direct Service Request for FY 2021. Specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service.

Direct service budget details for FY 2021 are to be included under the appropriate tab in the Area Plan Grant Budget. The funding identified in this tab should correspond to the funding (Federal OAA Title III or VII and State funds) identified in the Area Plan Grant Budget, Support Services Detail page. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details. Please skip this section if the area agency is not submitting a new request to provide an in-home, community, or nutrition service directly during FY 2021.

Total of Federal Dollars

Total of State Dollars

Geographic Area Served

**Planned goals, objectives, and activities that will be undertaken to provide the service in the appropriate text box for each service category.**



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Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.

Describe the discussion, if any, at the public hearings related to this request. Include the date of the hearing(s).

**Regional Direct Service Request**

This section applies only if the area agency is submitting a new request to provide a regional service directly that was not previously approved in this multi-year planning cycle. It is expected that regionally defined services will be provided under contracts with community-based service providers. When appropriate, a regional direct service provision request may be approved by the CSA. Regional direct-service provision by the area agency may be appropriate when, in the judgment of AASA: (A) provision is necessary to assure an adequate supply; (B) the service is directly related to the area agency's administrative functions; or, (C) a service can be provided by the area agency more economically than any available contractor, and with comparable quality.

Include in this section any current COVID-19 policy-waiver-approved direct regional services that have been included in the updated Regional Service Definition section and that the AAA is planning to continue beyond September 30, 2020.

Area agencies that have a new request to provide a regional service directly must complete this tab for each service category. Enter the regional service name in the box and click "add." The regional service name will appear in the dialog box on left after screen refresh. Select the link for the newly added regional direct service and enter the information requested pertaining to basis, justification, and public hearing discussion for any new regional direct service request for FY 2021. Also, specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service. Regional Direct Service Budget details for FY 2021 are to be included under the appropriate tab in the Area Plan Grant Budget. The funding identified in this tab should correspond to the funding (federal Older Americans Act Title III or VII and state funds) identified in the Area Plan Grant Budget, Support Services Detail page. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details. Please skip this section if the area agency is not submitting a new request to provide regional services directly during FY 2021.

**Gap Filling/Unmet Needs**

Total of Federal Dollars      \$5,000.00

Total of State Dollars      \$0.00

Geographic Area Served      Hillsdale, Jackson, Lenawee County

**Planned goals and activities that will be undertaken to provide the service in the appropriate text box for each service category.**

Goal #1: Establish an understanding of what Gap Filling/Unmet Needs services are among staff, service providers and community partners.

Activity - Develop strategies for educating/promoting these services.

Activity - Share with staff, service providers and community partners the eligibility criteria and referral process to receive these services.

Goal #2: Improve the lives of older adults in Hillsdale, Jackson and Lenawee Counties by offering Gap Filling services.

Activity - Track spending and seek qualitative data to demonstrate the impact of these services .

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Activity - Share with key stakeholders the benefits of these services to communities throughout the planning and service area.

**Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).**

**(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.**

**(B) Such services are directly related to the Area Agency's administrative functions.**

**(C) Such services can be provided more economically and with comparable quality by the Area Agency.**

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

**Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.**

Cost Analysis: Particularly during the COVID-19 pandemic, many older adults in Hillsdale, Jackson and Lenawee Counties are unable to meet their own needs. It is essential that Region 2 AAA have the ability to offer these important gap filling resources.

Needs Assessment: During the pandemic, Region 2 AAA has seen a significant increase in the number of older adults looking for assistance for any number of items, including but not limited to: groceries, medications, transportation, air conditioner, microwave (to heat HDM), kitchen sink repair, ramp repair.

Efforts to secure services from an available provider: While there are other "Unmet Needs" resources offered by human service agencies in our service area, there are none which specifically target older adults.

**Describe the discussion, if any, at the public hearings related to this request. Include the date of the hearing(s).**

Discussion at the public hearing regarding Unmet Needs/Gap Filling services was minimal, mostly because it was unanimously agreed upon that the Agency should expand this service.

**Approved MYP Program Development Objectives**

***Progress updates for Program Development Objectives approved in the FY 2020 AIP/MYP, including Communities for a Lifetime Program Development Objectives, are not required and do not need to be described as part of the FY 2021 AIP updates.***

Program development goals and objectives previously set by the area agency and approved by the CSA in this multi-year planning cycle are included as read-only. For each of these established program development objectives, a text box is included for the area agency to provide information on progress toward the objectives to date. This text box is editable.

For those area agencies that have an approved Community for a Lifetime (CFL) or aging-friendly goal and objective(s) for FY 2020, the following information should be addressed in the progress to date text box:

- A. Which community achieved CFL or aging-friendly recognition (if any) and if none;
- B. Which communities were the area agency involved with to encourage them to engage in conducting an aging-friendly assessment and/or improvement activities and;
- C. What were the lessons learned for the area agency and other community partners from the process of raising awareness about the value of aging-friendly communities and;
- D. What improvements (if any) were made in communities in the PSA to make them more aging friendly?

Please provide information on progress to date for each established objective under the section tab entitled "Progress."

**Area Agency on Aging Goal**

- A. **Promote increased independence for older adults and adults with disabilities using Assistive Technology supports.**

Objectives

- 1. The R2AAA Assistive Technology program will become self-sustainable.  
Timeline: 10/01/2019 to 09/30/2020

Progress

N/A

- B. **Provide older adults and adults with disabilities with comprehensive information on supports and services available to them throughout the PSA.**

Objectives

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1. R2AAA will be known throughout the service area as a reliable source for community service information.

Timeline: 09/30/2019 to 10/01/2020

Progress

N/A

**C. Ensure the needs of older adults and adults with disabilities are understood by community officials.**

Objectives

1. Work with communities in the PSA to complete community aging assessments and achieve Community for a Lifetime designations.

Timeline: 10/01/2019 to 09/30/2020

Progress

- A. Which community achieved CFL or aging-friendly recognition (if any) and if none;
  - The Village of Brooklyn achieved CFL recognition in 2018.
- B. Which communities were the area agency involved with to encourage them to engage in conducting an aging-friendly assessment and/or improvement activities and;
  - Region 2AAA previously reached out to the City of Adrian and Jonesville, prior to the ending of the CFL program.
- C. What were the lessons learned for the area agency and other community partners from the process of raising awareness about the value of aging-friendly communities and;
  - The village of Brooklyn was successfully designated a Community for a Lifetime. The entire process was very enlightening. The survey allowed Region 2 AAA to have meaningful conversations with local business and local government.
- D. What improvements (if any) were made in communities in the PSA to make them more aging friendly?
  - Several business owners report that they have made improvements to their stores after being made aware of how impactful some upgrades can be for older adults, i.e. creating space for benches/chairs throughout the store, not putting shelves/racks too close together, etc. The Village Council has been very supportive and the committee continues to meet quarterly to ensure the needs of older adults are top of mind when decisions are made.

**D. Further the cause of Elder Abuse, Neglect and Exploitation prevention in communities throughout the PSA.**

Objectives

1. Expand programming, increase resource availability and build community partnerships to further support the prevention of Elder Abuse, Neglect and Exploitation through our Safe Haven program and mini-grants to support community efforts.

Timeline: 10/01/2019 to 09/30/2020

Progress

N/A

**E. Empower older adults and adults with disabilities to be active participants in their health and**

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Objectives

1. Create sustainability for Community Education program.

Timeline: 10/01/2019 to 09/30/2020

Progress

N/A

**F. Advocate for improved Caregiver supports throughout the PSA.**

Objectives

1. Create a comprehensive Caregiver work plan to guide the Agency's efforts towards caregiver outreach.

Timeline: 10/01/2019 to 09/30/2020

Progress

N/A

**2021 Program Development Objectives**

The Michigan Department of Health and Human Services' (MDHHS) Diversity, Equity and Inclusion (DEI) Council was formed in May of 2018 around this mission statement: *"To promote and foster a culture that values diversity, equity and inclusion throughout MDHHS and the diverse communities we serve in order to achieve our highest potential."*

Historical biases such as economic deprivation, social ostracization (exclusion), and inequitable exposures to occupational and environmental hazards have resulted in lower health outcomes for Michigan's communities/people of color, persons with disabilities, recent immigrants and lesbian, gay, bisexual, transgender, queer and other (LGBTQ+) persons.

Effects of such bias have been shown to result in poorer health outcomes because of limits on access to social programs, in-home support services and health care, as well as physiological responses to living with chronic discrimination. Mortality rates and chronic health conditions are higher among these population groups. AASA supports the Department's DEI mission and is committed to advocating for diversity, equity, and inclusion.

Events in 2020 have again focused a spotlight on racial injustice and inequality in the world around us. Now, more than ever, the aging network has an opportunity to bring change that is so desperately being sought and lead the way in the work we do to reflect diversity, equity, and inclusion. For FY 2021 AASA requires the following new Program Development Objective be added to each area agency's Annual Implementation Plan.

**Goal: Improve the accessibility of services to Michigan's communities and people of color, persons with disabilities, recent immigrants and LGBTQ+ individuals**

This new goal is required for FY 2021. Please assess and describe how the area agency is currently addressing accessibility for the groups listed above and complete the objectives, strategies and activities that are indicated for quality improvement in this area. Include planned efforts to:

- Ensure that AAA staff and subcontractors are trained in diversity, equity, and inclusion.
- Ensure that AAA staff and subcontractors are trained on how to recognize and address unconscious bias.
- Ensure that programming and outreach is culturally sensitive and welcoming to all.
- Ensure that culturally and linguistically appropriate outreach is directed to non-English-speaking persons and that providers are trained to adapt to diverse cultural needs.

An explanation of DEI and a list of available trainings are included in the Document Library.

The area agency must enter each new program development goal in the appropriate text box. It is acceptable, though not required, if some of the area agency's program development goals correspond to AASA's State Plan Goals. There is an entry box to identify which, if any, State Plan



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Goals correlate with the entered goal.

A narrative for each program development goal should be entered in the appropriate text box. Enter objectives related to each program development goal in the appropriate text box. Complete the information in the text boxes for the timeline, planned activities and expected outcomes for each objective. (See Document Library for additional instructions on completing the Program Development section.)

Area Agency on Aging Goal

**A. Improve the accessibility of services to Michigan's communities and people of color, immigrants and LGBTQ+ individuals**

State Goal Match: 3

Region 2 AAA looks forward to the addition of this important and timely focus in the FY 2021 AIP. As an agency, being sensitive to the needs of all older adults in the State of Michigan is of utmost importance. It is our intention to use this Program Development objective to further identify potential barriers that communities and people of color, immigrants and LGBTQ+ individuals may encounter when seeking and receiving services from our agency and its providers.

Region 2 AAA is particularly interested in establishing a baseline of knowledge as it pertains to diversity, equity and inclusion among our boards, staff and providers. We plan to use this baseline of knowledge to guide our pursuit of targeted and applicable trainings and educational opportunities.

It is a privilege to serve the older adults and adults with disabilities in Hillsdale, Jackson and Lenawee Counties and any/all efforts towards inclusivity are welcomed by Region 2 AAA.

Objectives

1. Ensure that R2AAA staff and subcontractors are trained in diversity, equity, and inclusion.

Timeline: 10/01/2020 to 09/30/2022

Activities

Activity #1: Engage boards, staff and subcontractors in discussions about diversity, equity and inclusion to establish the baseline knowledge of each group.

Activity #2: Region 2 AAA will develop a Diversity, Equity and Inclusion workgroup to formulate a comprehensive plan.

Activity #3: Explore applicable trainings and certifications for staff, subcontractors and boards.

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Expected Outcome

Outcome #1: Establishing what the baseline of knowledge is among our boards, staff and subcontractors promotes increased engagement in the training process.

Outcome #2: The development of a Diversity, Equity and Inclusion workgroup will enable Region 2 AAA to more effectively and efficiently create opportunities for learning and growth .

Outcome #3: We anticipate the expected outcomes of the addition of targeted trainings and certifications to be that more inclusive supports and services will be available to the older adults and adults with disabilities in Hillsdale, Jackson and Lenawee Counties.

2. Ensure that Region 2 AAA staff and subcontractors are trained on how to recognize and address unconscious bias.

Timeline: 10/01/2020 to 09/30/2022

Activities

Activity #1: Research and demo trainings for boards, staff and subcontractors that will promote the examination of unconscious bias within individuals, groups and communities.

Expected Outcome

Outcome #1: Gaining a better understanding of how unconscious bias can exist in individuals, groups and communities will promote more inclusive services and supports to older adults and adults with disabilities in Hillsdale, Jackson and Lenawee Counties.

3. Ensure that programming and outreach is culturally sensitive and welcoming to all.

Timeline: 10/01/2020 to 09/30/2022

Activities

Activity #1: Diversity, Equity and Inclusion workgroup will identify different cultures within the planning and service area.

Activity #2: Diversity, Equity and Inclusion workgroup will research potential interventions to promote cultural sensitivity for Region 2 AAA boards, staff and subcontractors relevant to the cultural makeup of specific communities.

Expected Outcome

Outcome #1: Identifying the variety of cultures throughout Region 2's planning and service area will promote awareness among boards, staff and subcontractors.

Outcome #2: The research of potential interventions for cultural sensitivity promotion will result in more effective and useful tools.

4. Ensure that culturally and linguistically appropriate outreach is directed to non-English-speaking persons and that providers are trained to adapt to diverse cultural needs.

Timeline: 10/01/2020 to 09/30/2022

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Activities

Activity #1: Identify potential cultural and linguistic barriers that may be inadvertently imbedded in traditional outreach methods utilized by Region 2 AAA and its providers.

Activity #2: Providers will be offered access to cultural sensitivity trainings and materials.

Expected Outcome

Outcome #1: The identification of potential barriers to culturally and linguistically appropriate outreach will promote increased awareness among Region 2 AAA and its providers, enabling older adults and adults with disabilities throughout the planning and service area to enjoy more inclusive supports and services.

Outcome #2: The increased understanding of diverse individuals and their needs among service providers.

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### Supplemental Documents

This year, the completion of the Quality Outcome Measures Reporting Form (six-month report) and the Emergency Management and Preparedness document are required and may be found in the Document Library.

Supplemental Documents A through G are presented in the list below. Select the applicable supplemental document(s) from the list on the left. Provide all requested information for each selected document. Note that older versions of these documents will not be accepted and should not be uploaded as separate documents.

- A. Policy Board Membership – *not required for the FY 2021 AIP*
- B. Advisory Council Membership – *not required for the FY 2021 AIP*
- C. Proposal Selection Criteria - *should only be completed if there are new or changed criteria for selecting providers*
- D. Cash-In-Lieu-Of-Commodity Agreement - *should be completed if applicable to the area agency's 2021 AIP*
- E. Waiver of Minimum Percentage of a Priority Service Category - *should be completed if applicable to the area agency's 2021 AIP*
- F. Request to Transfer Funds - *should be completed if applicable to the area agency's 2021 AIP*
- G. 2021 Evidence Based Programs Document - *required to be completed for each Title III-D funded EBDP program and uploaded into AMPS*  
(The form to be used is located in the Documents Library)

**Approved Multi-Year Plan Highlights**

The Multi-Year Plan Highlights provide an overview of the FY 2020-2021 MYP priorities set by the area agency as approved by the Commission on Services to the Aging. These highlights serve to provide an overall reference for the established three-year planning period. They also help to provide a framework and context for activities planned during the FY 2021 AIP. The FY 2020-2022 MYP Highlights are included as a read-only section. No further entry by the area agency is necessary.

**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.**

Region 2 Area Agency on Aging (R2AAA) is pleased to present the FY 2020-2022 Multi-Year Plan. This plan is mandated by the Federal Older Americans Act to address how Older Americans Act and Older Michiganians Act programs and services will be administered to older adults within the boundaries of Hillsdale, Jackson and Lenawee Counties, Michigan.

Region 2 Area Agency on Aging was established on October 1, 1974 and is a private, not-for-profit agency, serving Hillsdale, Jackson and Lenawee Counties.

**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.

**2. A summary of the area agency's service population evaluation from the Scope of Services section.**

**Service Population Evaluation**

Hillsdale, Jackson and Lenawee Counties are the designated Planning and Service Area for Region 2 Area Agency on Aging (R2AAA). R2AAA has 68,455 persons 60 years and older with 2,297 being minorities. Of the total 60+ population, 11,940 are below the poverty level.

**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.**

**Service Summary:** To meet the needs of our most vulnerable population the following services will be offered:

- Adult Day Care
- Counseling
- Outreach
- Care Management
- Disease Prevention

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- Prevention of Elder Abuse,
- Caregiver Education, Support and Training (Kinship)
- Home Care Assistance Neglect & Exploitation
- Caregiver Supplemental Services (Kinship)
- Home Delivered Meals
- Respite Services
- Case Coordination and Support
- Information and Assistance
- Senior Center Operations
- Chore
- Legal Assistance
- Congregate Meals
- Long-Term Care Ombudsman
- Transportation

The five services that receive the most funding:

1. Home Delivered Meals
2. Home Care Assistance
3. Congregate Meals
4. Respite Programs
5. Transportation

The five services with the most participants (anticipated):

1. Home Delivered Meals
2. Senior Center Operations
3. Transportation
4. Congregate Meals
5. Home Care Assistance

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

1. Promote increased independence for older adults and adults with disabilities using Assistive Technology supports.
2. Provide older adults and adults with disabilities with comprehensive information on supports and services available to them throughout the PSA.
3. Ensure the needs of older adults and adults with disabilities are understood by community officials.
4. Further the cause of Elder Abuse, Neglect and Exploitation prevention in communities throughout the PSA.
5. Empower older adults and adults with disabilities to be active participants in their health and independence.
6. Advocate for improved Caregiver supports throughout the PSA.

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

- R2AAA is looking to partner with area health systems and physicians to better equip community partners with an understanding of when referrals are appropriate to the agency and to ensure understanding of available resources.

- R2AAA is moving towards an Options Counseling approach with our Tiered Care Program, which will better promote our agency as a useful resource for referrals and services throughout the different communities in our PSA.

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- Safe Haven program continues to partner with APS, area landlords and other community agencies/initiatives to provide safe, temporary housing and service coordination for older adults and adults with disabilities who have experienced abuse, neglect and exploitation.

- Working with ProMedica to partner in a variety of efforts to decrease the effects of Social Determinants of Health for Lenawee County residents who are mostly homebound; this includes evidence-based programs/workshops with the potential to move into additional programming. Should this "pilot" partnership prove successful, R2AAA will attempt to replicate it in Hillsdale and Jackson Counties.

**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.**

R2AAA is working to achieve better training goals for I&A staff that will include AIRS certifications for all department employees, as well as Motivational Interviewing.

R2AAA is working to build and implement an Advocacy Plan.

R2AAA is working to reframe the way the Agency is promoted, as well as the way the community understands the Agency's service array; there will be a focus on services as opposed to specific programs.

R2AAA achieved a 3-year accreditation from NCQA in 2018 and the Agency will work to keep this accreditation and will evaluate the benefits of also pursuing CARF accreditation in Governance.

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

1. R2AAA is fortunate that each of our counties have senior millages which assist in funding services.
2. We frequently have Social Work and RN interns from various colleges /universities that assist us in the completion of a variety of projects.
3. We are building our team of Matter of Balance coaches and PATH leaders, Aging Mastery Program speakers; many of these individuals are volunteers.
4. We make weekly appointments for individuals that require assistance with Medicare and Medicaid. A volunteer MMAP Counselor meets with these clients in a private office at R2AAA. We have been recruiting new MMAP volunteers and we have a training scheduled in early FY2020.
5. We accept donations from our website and have donation envelopes for use by donors.
6. We are actively seeking grant opportunities that will support the R 2AAA mission. We have recently received funds from PREVNT, VOCA, and MHEF.
7. We are researching some private pay business opportunities such as fee -for-service models.
8. We will be working to develop a comprehensive Caregiver Plan; this will promote a better understanding of the needs of caregivers in the community so the Agency is better able to cultivate meaningful programming, services and supports.

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

Region 2 Area Agency on Aging Board, Staff, and Advisory Council, under the direction of a Facilitator, developed a Strategic Plan as follows:

- Exceed the Expectations of Markets Served 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
- Build out Compliance Plan