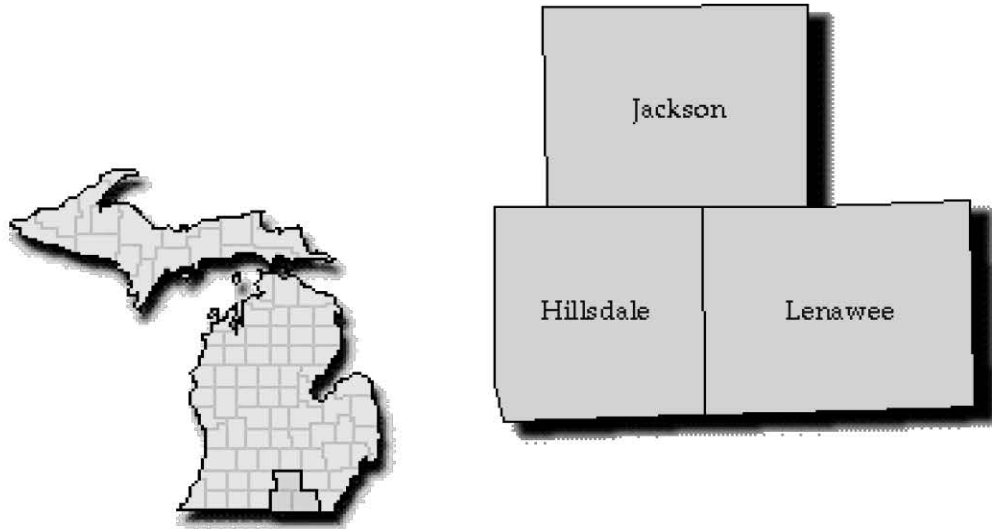


2020-2022 Multi Year Plan  
**FY 2020 ANNUAL IMPLEMENTATION PLAN**  
**REGION 2 AREA AGENCY ON AGING**



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**Planning and Service Area**

Hillsdale, Jackson,  
Lenawee

**Region 2 Area Agency on Aging**

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County/Local Unit of Govt. Review

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 one of two Public Hearings. After the R2AAA Board of Directors approves the Final FY 2020-2022 Multi-Year 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, 2019. R2AAA will include the 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 has been reviewed by each commission. Prior to August 2, 2019, Sherri King, AASA Field Representative, will be notified of each counties' status on review of the FY 2020-2022 Multi-Year Plan. Region 2 CEO, Julie Wetherby, 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.

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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.**

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
- Prevention of Elder Abuse,
- Caregiver Education, Support and Training (Kinship)
- Home Care Assistance Neglect & Exploitation
- Caregiver Supplemental Services (Kinship)

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- 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.

- Safe Haven program continues to partner with APS, area landlords and other community agencies/initiatives to

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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 affects 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 R2AAA mission. We have recently received funds from PREVNT, VOCA, 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

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**Public Hearings**

Date	Location	Time	Barrier Free?	No. of Attendees
06/18/2019	Region 2 Area Agency on Aging	10:00 AM	Yes	19
06/19/2019	Adrian Senior Center	12:30 PM	Yes	10

Legal notices appeared in newspapers throughout the PSA. Notice of the Hearings were announced on R2AAA's website along with notice of how the draft 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 MI Choice Waiver Providers and sent as a 2-1-1 Blast.

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## Scope of Services

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

Region 2 Area Agency on Aging planning and service area has 68,455 persons 60 years and older with 2,307 of them being minorities:

Hillsdale, 0.26 percent  
Jackson, 1.11 percent  
Lenawee, 0.41 percent

Of the total 60+ population:

--11,940 are living below the poverty level  
--39,220 are living alone  
--884 are caring for grandchildren under 18 years old  
--22,065 (32.23%) are deemed disabled

The regional demographic change from the 2017-2019 Multi-Year Plan to the 2020-2022 Multi-Year Plan shows that the region lost 531, 60+ individuals. Region 2 lost 1,592 minority persons 60+; and there are 12,640 more people deemed disabled.

As we prepared for the Multi-Year Plan, 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. Four public focus groups were conducted around our three counties involving advisory councils, boards, support groups.

**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 discussion.**

Region 2 Area Agency on Aging received 604 needs assessment surveys at the time this plan was written. Of the surveys returned:

--82.3% at aged 60+  
--37.1% had an income less than \$20,000  
--42.5% live alone  
--67.4% have Medicare

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- 30.6% have supplemental insurance
- 14.2% have Medicaid
- 70.7% have their own car which they drive
- 25.7% depend on family/friends for transportation

**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.**

As required in the RFP process, FY 2020-2022 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.

R2AAA Planner monitors all contractors' 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.

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, human service network meetings, tri-county housing commission and Elder Abuse Prevention coalition continuum of care, law-makers' coffee hours and other events to advocate for our clients.

In addition:

- We have Spanish speaking staff members and offer their services as needed; R2AAA works with community agencies to offer interpreter services when needed.
- We offer education and presentations in our community including our evidence based classes in venues such as housing complexes, senior gathering sites, human service agencies, YMCA and churches.
- Contractors agree to target their services to those most in need and this is monitored throughout the term of the contract.
- Person centered planning is utilized by R2AAA I&A staff as they take calls. MMAP counselors also use this approach in their work with individuals and their unique situations. The person centered planning approach is also utilized when performing assessments and building care plans. All staff are trained in person centered planning.

**4. Provide a summary of the results of a self-assessment of the area agency's service system dementia capability using the ACL/NADRC "Dementia Capability Assessment Tool" found in the Document 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.**

Region 2 is committed to being a dementia capable agency. We have assessed ourselves as being at the intermediate stage of this transition. We believe that we have made significant strides towards improving/increasing related staff trainings, building a wider array of Caregiver supports and services, and

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working to increase the community's knowledge of what services this population is likely to need and where to obtain them. Our goal for self-directed services is to 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 within these standards to remain a dementia capable agency.

--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 continue to offer these programs.

--We offer Dealing with Dementia workshops (a NCOA, evidence-based program) and Dementia Friends trainings.

--Additional Dementia programs in the Region include adult day care, respite care, support groups (including a men only support group in one county).

--R2AAA is committed to gaining a further understanding of the needs of individuals with Dementia and their caregivers; a Caregiver Supports Work Plan will be developed using valid research and data collection during this MYP cycle.

--R2AAA has also developed a partnership with two local Alzheimer's Association chapters to better serve individuals with Dementia and their caregivers.

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

1. 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 have created an unmet needs fund that is used to meet various one-time client needs.
2. R2AAA will continue to address unmet needs within the PSA in FY 2020-2022. R2AAA will collaborate with other agencies by attending meetings; receiving 2-1-1 e-blasts announcing available programs/funding and by researching alternative funding sources available within the PSA.
3. 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.
4. R2AAA will attend senior outreach events in the PSA to distribute information on available services to older adults, persons with disabilities and caregivers.
5. Funding will be allocated to focal points to address caregiver/kinship unmet needs. R2AAA will seek additional grant funding as available in the PSA.
6. 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 2020-2022 MYP.**

--Transportation is the most common unmet need in our PSA. R2AAA is part of a committee at the state level working on the issue of transportation. We have submitted grant applications to fund a mobility manager position at the Agency to help address this community need. We are also active in committees in each of our counties working to address this problem.

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--R2AAA works with people who have fallen through the cracks when they cannot meet income eligibility guidelines to help pay for the extra help they need.

--We work to connect people with community resources that can help fill the gaps in supports and services.

**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.**

1. When requests for services not funded by R2AAA are received, I & A Specialists suggest options such as 2-1-1, local churches, service clubs, etc. County Resource Guides are mailed if appropriate. If requested, a person centered transfer to another agency can be made.
2. 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. In some instances, contractors may put clients requesting services on a "to be assigned" list if they've requested a specific day/time or worker that may not be available immediately to meet their need.
3. As the aging population increases waiting lists may become an issue. Clients will be placed on waiting lists prioritizing those that are 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, and members of the general public in the PSA. Some of whom attend congregate meal sites and other senior center activities and advocate on behalf of OAA-funded services.

--The Advisory Council plays a major part in the Area Plan and Multi-Year Plan process. Updates on the goals of the plan are presented to the Advisory Council on a monthly basis. These updates are also given to the Board of Directors.

--The Advisory Council remains an essential part of R2AAA's Community Outreach. Members of our Advisory Council regularly attend the Michigan Senior Advocates Council meetings and advocate on behalf of our older adults and adults with disabilities.

--An Advisory Council member wondered if there was any data on the number of older adults caring for disabled adult children. This member observed the focus on gathering Kinship data during a Public Hearing.

--Another Advisory Council member emphasized the importance of community partners working together to meet the needs of older adults and cited the growing older adult population as needing a variety of private and not-for-profit agencies to partner on creative solutions to the caregiver shortage and to advocate for adequate funding.

--A member of the R2AAA Board of Directors shared comments regarding the need for stronger intervention from banking institutions to combat elder abuse, neglect and exploitation, by potentially enacting limits on cash withdrawal amounts to deter financial exploitation.

**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 assistance, staff outreach presentations and events, and collaboration with

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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.

--MMAP counseling helps beneficiaries to navigate the health care system and to learn to access preventative services.

--We partner with contractors 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.

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Planned Service Array

	Access	In-Home	Community
<b>Provided by Area Agency</b>	<ul style="list-style-type: none"> <li>• Care Management</li> <li>• Information and Assistance</li> <li>• Options Counseling</li> </ul>	<ul style="list-style-type: none"> <li>• Medication Management</li> <li>• Assistive Devices &amp; Technologies</li> <li>• Friendly Reassurance</li> </ul>	<ul style="list-style-type: none"> <li>• Nutrition Counseling</li> <li>• Disease Prevention/Health Promotion</li> </ul>
<b>Contracted by Area Agency</b>	<ul style="list-style-type: none"> <li>• Case Coordination and Support *</li> <li>• Information and Assistance</li> <li>• Outreach</li> <li>• Transportation *</li> </ul>	<ul style="list-style-type: none"> <li>• Chore</li> <li>• Home Care Assistance</li> <li>• Home Injury Control</li> <li>• Homemaking</li> <li>• Home Delivered Meals</li> <li>• Personal Care</li> <li>• Respite Care</li> </ul>	<ul style="list-style-type: none"> <li>• Adult Day Services</li> <li>• Dementia Adult Day Care *</li> <li>• Congregate Meals</li> <li>• Nutrition Counseling</li> <li>• Nutrition Education</li> <li>• Disease Prevention/Health Promotion *</li> <li>• Home Repair *</li> <li>• Legal Assistance</li> <li>• Long-term Care Ombudsman/Advocacy</li> <li>• Senior Center Operations</li> <li>• Programs for Prevention of Elder Abuse, Neglect, and Exploitation</li> <li>• Counseling Services *</li> <li>• Creating Confident Caregivers *</li> <li>• Caregiver Supplemental Services</li> <li>• Kinship Support Services</li> <li>• Caregiver Education, Support and Training</li> </ul>

\* Not PSA-wide

**Planned Service Array Narrative**

The services funded under the FY 2020-2022 Multi-Year Plan will follow outcomes of the Needs Assessments and Community 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.

--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 provide services to people within their county communities.

--R2AAA works to coordinate existing programs by partnering with community organizations and pursuing new funding resources to enhance/create new programs.

--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 is committed to maintaining a comprehensive person centered range of services to older adults, persons with disabilities and caregivers.

--R2AAA relies on collaboration and partnerships with the aging network to reach their goals. Advocacy at the State and Federal levels remain crucial to Agency's ability to serve residents in the PSA.

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Strategic Planning

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

**Strengths** include Agency Leadership team members capable of thinking outside the box. We have an experienced, committed and qualified staff. The process of becoming of NCQA certified provided the Agency with opportunities for growth in all areas of the agency. R2AAA is recognized as a local expert in aging and disability. We possess a thorough understanding of community needs and available services.

**Weaknesses** include continued confusion with our name. We are often confused with the Departments on Aging and the Region 2 Planning Commission. We continue to work to diversify our funding sources, in an effort to serve a broader spectrum of people.

**Opportunities** include new business partnerships, as well as private pay opportunities. Diversified funding for our Community Education and Assistive Technology programs have allowed us to expand our class offerings and increase the number of clients and community members we are able to reach. We are constantly exploring new community partnerships. We recently became 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 has been affected by the lack of available direct care workers. Managed Care continues to threaten AAA's across the state with the potential for reduced service involvement.

**2. Describe how a potentially greater or lesser future role for the area agency with the Home and Community Based Services (HCBS) Waiver and/or managed health care could impact the organization.**

1. As the number of older adults and adults with disabilities requiring services within our PSA continues to grow the agency has continued to grow proportionately.
2. 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.
3. The current and growing lack of Direct Care Workers is of great concern.
4. The need for continued growth of the Mi Choice Waiver for Home and Community Based Services is evident. R2AAA continues to have a waiting list 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.
5. 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 will have an adverse impact.

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

If all funding categories from AASA were cut by 10%, R2AAA would ensure funds be spent in the highest need categories, cut administrative costs by reducing staff hours and expenses, and potentially implement a



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cost share option when allowable. R2AAA's priority would continue to be to serve those with the greatest need, and to 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 National Center for Quality Assurance (NCQA), Commission on Accreditation of Rehabilitation Facilities (CARF), Joint Commission on Accreditation of Hospitals (JCAH), or other accrediting body, or pursuing additional accreditations**

R2AAA received a 3-year NCQA accreditation (the highest available) in FY 2018. Continued efforts to maintain this designation are of paramount importance.

R2AAA is currently exploring an additional Governance accreditation from CARF.

During the life of this MYP we will work to make our entire I&A department fully AIRS certified.

Preparing for these certifications will ensure that our policies and procedures are in place and meet 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.**

We are in the process of reviewing our technological systems to ensure they provide optimal functionality. We will be focusing on data gathering systems and ways to optimize reporting methods to better meet the needs of our staff and our clients.

We continue to use the Relias program (an on-line curriculum) that provides customizable trainings for our staff. Trainings are web-based, which help to reduce conference fees, travel and staff time required to take the training.

1. R2AAA is changing software to increase productivity and user functionality in the Finance department, and agency wide to improve quality.
2. We are studying processes in all areas of the agency in an effort to institute leaner processes, electronic forms/signatures, etc.
3. R2AAA staff are participating in the State Lean Initiatives and are part of the team upgrading the CIM software to provide additional efficiencies.
4. Agency website has been updated to allow for online donations, class registration, living well program information and senior issues, Social media, including Facebook and Instagram, are utilized as well.

**Regional Service Definitions**

**Service Name/Definition**

Tiered Care Program

This program will provide options for service intervention, based on an individual's level of need at the time of intake. This program will serve individuals 60 years of age and older throughout the PSA (Hillsdale, Jackson, Lenawee Counties). The program will employ a system that allows individuals to stay with the AAA for a longer period of time, in that individuals will have the opportunity to move through the tiers of care in accordance with their level of need. This program promotes a more comprehensive and inclusive approach to service delivery, while streamlining the variety of Access services offered by R2AAA. This program can be utilized by individuals on waiting lists.

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

There are currently no minimum standards that support a program that focuses on using multiple levels of intervention while the person is on a waiting list for long term care services.

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

**Minimum Standards**

Tier 1: Telephonic - Community Health Worker (CHW) will perform a telephonic interview, using a standardized assessment to determine current level of need, current health status, review of existing supports, home environment, benefit review and cognitive concerns. Clients will receive an abbreviated Care Plan detailing the services needs identified during the assessment, as well as goals and objectives developed in partnership with the client and any identified informal supports. At least quarterly, clients will receive telephonic support from CHW to determine changes in health/service needs, satisfaction using a standardized progress note template. Clients in Tier 1 may also receive Home Delivered Meals, PERS (Personal Emergency Response System), Homemaker services and Options Counseling. Tier 1 clients will, ideally, have a strong connection to other community service agencies, i.e. CMH, support groups, strong social network, primary care physician, etc.

Tier 2: Care Management - A Registered Nurse (RN) and CHW will complete an enhanced assessment and care plan, utilizing a person-centered planning approach. Monthly phone calls to monitor progress, satisfaction and level of care will be documented in the client record. Tier 2 clients can receive the supports and services described in Tier 1, as well as Medication Management (with a 90 day reassessment), In-home Options Counseling and Personal Care.

Tier 3: Targeted Case Management (TCM) - Current CM and TCM standards are utilized. A RN will complete a comprehensive assessment and care plan, using a person-centered planning approach, annually. TCM clients will receive a monthly in-person RN visit. Tier 3 clients can receive all the supports and services available in Tiers 1 and 2, with the addition of monthly in-person RN visits.

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Access Services

**Care Management**

<u>Starting Date</u>	10/01/2019	<u>Ending Date</u>	09/30/2020
Total of Federal Dollars	\$0.00	Total of State Dollars	\$215,914.00

Geographic area to be served  
Hillsdale, Jackson, Lenawee

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

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

Activity - Clarify RN/CHW roles with the formation of amended policies and procedures, in accordance with Care Management standards.

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

Goal 2: Involve additional community resources, develop more 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 their services and R2AAA services can compliment each other.

Activity - Move towards an inclusive, wrap around service that does not focus only on in-home supports, but instead facilitates targeted relationships with community resource agencies.

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 recent program changes.

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

Activity - TCM training with AASA.

Activity - Develop 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:	58	Planned Next Year:	15
Number of initial client assesments:	Current Year:	58	Planned Next Year:	15
Number of initial client care plans:	Current Year:	58	Planned Next Year:	15
Total number of clients (carry over plus new):	Current Year:	124	Planned Next Year:	45
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:45	Planned Next Year:	1:45

**Information and Assistance**

<u>Starting Date</u>	10/01/2019	<u>Ending Date</u>	09/30/2020
Total of Federal Dollars	\$22,503.00	Total of State Dollars	\$0.00

Geographic area to be served

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Hillsdale, Jackson, Lenawee

**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.

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

Activity - Review alternative data systems for effectiveness.

Activity - Review current reported data to facilitate improved, lean processes.

**Options Counseling**

Starting Date 10/01/2019 Ending Date 09/30/2020

Total of Federal Dollars \$24,753.00 Total of State Dollars

Geographic area to be served

Hillsdale, Jackson, Lenawee

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

Have a FTE Options Counselor on staff

-Explore alternative funding sources to support this position

Establish in the community and with existing partners that R2AAA now offers Options Counseling

-2-1-1 relationship

-Marketing re-vamp (presentations)

Make Motivational Interviewing a requirement of staff working within Options Counseling programs

-Find trainings for designated staff

-Maintain training certifications for staff

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Direct Service Request

**Medication Management**

Total of Federal Dollars     \$183,784.00                      Total of State Dollars

Geographic Area Served     Hillsdale, Jackson, Lenawee

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

Goal: Decrease the affects of medication mis-management on older adults and adults with disabilities.

Objective: Decrease hospitalizations.

Activities: Improve medication regimine compliance.

Activities: Arrange for med setup and cueing.

Objective: Improve effectivness of the multidisciplinary team.

Activites: Maintain regular communication between client and prescribers.

Activities: Ensure medication reconciliation is completed and that information flows between team members.

**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.**

Provisions (A) and (C) are both applicable.

**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 - the only opportunities for individuals in the PSA prior to R2AAA adding this direct service were private pay companies, whose cost for service was far higher than R2AAA clients could afford.

Needs Assessment - data suggests that medication mis-management is a significant factor in clients being placed in nursing facilities upon hospital discharge as well as clients going to the hospital in the first place.

Previous attempts to purchase this service from individual companies was unsuccessful, due to high cost to the client.

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

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Public Hearings were held on June 18, 2019 and June 19, 2019. Medication Mangement was discussed briefly at the public hearing. The general consensus among attendees was that the service should continue, due to a high level of need and lack of alternative options available to individuals throughout the PSA.

**Personal Emergency Response System (PERS)**

Total of Federal Dollars     \$6,000.00

Total of State Dollars

Geographic Area Served     Hillsdale, Jackson, Lenawee

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

Goal: Provide support to older adults to live independently in their homes and communities.

Objective: Provide access to emergency services to seniors living below poverty level.

Activities: Provide PERS units to those who live alone and are at risk for falls

Activities: Implement standardized screening tools for new Tiered Care Program to determine appropriateness of offering PERS units to clients.

Objective: Provide assistive devices to increase older adults independence.

Activities: Utilize screening tools to determine eligibility for Assisitive Technology intervention.

**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.**

\*Provisisions (A) and (C) are applicable.

**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: R2AAA has been able to negotiate a more cost effective option for older adults to receive PERS units, given the large number of clients we can offer them (group discount).

Needs assessment: It's been determined that the number of older adults living alone in our PSA has increased. There is not a provider currenly (a local health system used to provide these, but after a recent merger, this program was eliminated). Assisitive Technology is not offered by any other providers in the PSA.

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

Public Hearings were held on June 18, 2019 and June 19, 2019. PERS units and Assisitive Technology was

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discussed in depth at one of the public hearings. The general consensus among attendees was that there is a need for these services in communities throughout the PSA. Questions were answered for attendees to clarify the types of intervention that can be supported with these funds.

**Friendly reassurance**

Total of Federal Dollars     \$12,623.00

Total of State Dollars

Geographic Area Served     Hillsdale, Jackson, Lenawee

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

Goal: Decrease social isolation among older adults and adults with disabilities in the PSA.

Objective: To provide older adults and adults with disabilities with intermittent telephonic support.

Activities: Intermittent/quarterly phone interviews to determine current status of client.

Activities: Utilize information gathered during telephonic interventions to suggest in-home and community supports as necessary, to promote client's ability to remain in their homes and connected to their communities.

Activities: Explore the use of volunteers to perform telephonic interventions to expand the program.

**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.**

Provisions (A) and (C) are applicable.

**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: R2AAA is able to absorb the minimal technology costs and it will allow us to serve more people and deter crisis situations with the help of an existing relationship with the Agency.

Needs assessment: The increased number of older adults and adults with disabilities living alone and those who are unsure where to get information about services, will be helped by this service.

There are no such comparable services in the PSA.

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

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Public Hearings were held on June 18, 2019 and June 19, 2019. Telephonic support as part of R2AAA's new Tiered Care Program was very well received during both public hearings. Attendees were interested in R2AAA offering an option for care that can be used to support preventative intervention to older adults and adults with disabilities.

**Disease Prevention/Health Promotion**

Total of Federal Dollars     \$14,073.00

Total of State Dollars

Geographic Area Served     Hillsdale, Jackson, Lenawee

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

Goal: Provide a variety of Evidence-Based Programs to community members across the PSA.

Objective: Empower individuals to take an active role in their health and well-being.

Activities: Offer trainings in accommodating locations.

Activities: Provide meaningful programming through continued review of community needs.

**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.**

Provisions (A) and (C) are applicable.

**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: we have found that we are able to offer programming throughout our PSA at a less expensive rate, as we have volunteers and employ Master Trainers.

Needs Assessment: we utilize needs assessment results to inform our program decisions, i.e. programs that offer education on topics of interest to community members.

It has previously been difficult to gain program availability and quality consistency among the three counties in our PSA; this has improved since R2AAA has begun offering these services as a Direct Service.

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

Public Hearings were held on June 18, 2019 and June 19, 2019. Evidence-Based Programs were discussed briefly at the public hearing. The general consensus among attendees was that the service should continue,



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due to the need for more preventative interventions and the lack of alternative options available to individuals throughout the PSA.

**Prevention of Elder Abuse, Neglect and Exploitation**

Total of Federal Dollars     \$5,054.00

Total of State Dollars

Geographic Area Served     Hillsdale, Jackson, Lenawee

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

Goal: Ensure the sustainability of the services and supports provided by Safe Haven program.

Objective: Explore alternative funding sources to promote sustainability.

Activities: Attend coalition meetings to promote the program and bring attention to the cause.

Activities: Seek grant opportunities and community partnerships.

Goal: Support elder abuse prevention efforts in Hillsdale, Jackson and Lenawee Counties.

Activities: Offer mini-grants to prevention-focused groups.

**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.**

Provisions (A) and (C) are applicable.

**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: R2AAA is exploring alternative funding opportunities for the Safe Haven program, particularly with housing options, to reduce cost to the client being abused, neglected or exploited.

Needs Assessment: Needs assessment data shows that the community regards the abuse of older adults and adults with disabilities among the biggest issues facing communities in the PSA. Mini-grants supporting prevention efforts have been regarded as effective and useful in years' past.

There are no other programs comparable to Safe Haven in the communities served in the PSA.

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

Public Hearings were held on June 18, 2019 and June 19, 2019. Elder abuse prevention was discussed at

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both of the public hearings. Attendees unanimously agreed that the services/efforts supported by this funding should continue.

**Creating Confident Caregivers**

Total of Federal Dollars     \$8,000.00                      Total of State Dollars     \$0.00

Geographic Area Served     Hillsdale, Jackson, Lenawee

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

Goal: Provide support to informal caregivers of persons with dementia/memory loss who are living at home.

Objective: Offer Creating Confident Caregivers classes to informal caregivers in the PSA with deliberate, targeted scheduling practices to reach caregivers in the most need.

Activities: Explore the benefits of having a staff member become a certified Master Trainer.

Activities: Share the benefits of CCC class participation with community partners to generate interest and knowledge among caregivers.

**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.**

Provisions (A) and (C) are applicable.

**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: Because R2AAA has employed the leaders, it has been more cost effective for R2AAA to lead the classes.

Needs Assessment: Data suggests that the number of people with memory issues has increased, and the number of qualified caregivers has decreased, creating the need for R2AAA to have a standardized, evidence-based curriculum to support caregivers.

Upon inception of the program's leader trainings, R2AAA supplied the staff to begin leader certifications. There have been, at times, contractor staff trained as leaders, though there currently are none. There will be another leader training near the end of FY19, and this offer has been extended to R2AAA's staff, as well as contractors. In the event that a contractor elects to have their staff trained to lead classes, a MOU with the contractor will be established with R2AAA.

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

Public Hearings were held on June 18, 2019 and June 19, 2019. Creating Confident Caregivers classes were discussed briefly at the public hearing. The general consensus among attendees was that the service should continue, due to the increased need for informal caregivers throughout the PSA.

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Regional Direct Service Request

Total of Federal Dollars

Total of State Dollars

Geographic Area Served

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

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).

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Program Development Objectives

Area Agency on Aging Goal

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

State Goal Match: 2

Narrative

Assistive Technology enables older adults and adults with disabilities to maintain their health and independence at home and in their communities. R2AAA's Assistive Technology program ensures that clients receive a custom modification plan. With a comprehensive assessment, R2AAA Assistive Technology services can offer devices and supports that promote increased independence.

Objectives

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

Activities

1. Expand revenue from existing contracts.
2. Develop new referral sources for fee-based services.
3. Secure grants to support new services as they are developed.
4. Raise awareness of available AT services through outreach to communities in the service area to generate new referrals.

Expected Outcome

With a self-sustainable AT program, R2AAA will position its clients to receive improved services through consistent, dependable funding.

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

State Goal Match: 1

Narrative

Supplying older and disabled adults in the PSA with unbiased, comprehensive information on the supports and services available to them throughout the PSA will serve as a stepping stone to empowerment. R2AAA strives to offer appropriate service options, based on the needs of the client, not based on the programs available within the the Agency.

Objectives

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

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Activities

1. Change promotional terminology to be more inclusive of a variety of needs to minimize confusion brought on by current program-specific focus.
2. Build a comprehensive and consistent marketing plan to support the revised promotional platform.
3. Adopt an Options Counseling philosophy to support warm handoffs and follow up intervention from I&A dept.

Expected Outcome

Older adults and adults with disabilities will feel confident in the service array as a result of the unbiased and consistent information they receive from R2AAA.

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

State Goal Match: 2

Narrative

Community for a Lifetime designations help older adults maintain their independence in their communities, by creating the infrastructure necessary to keep their needs top of mind during community planning and development.

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

Activities

1. R2AAA will meet with community officials throughout the PSA to promote interest in gaining Community for a Lifetime designations.
2. R2AAA will encourage communities to consider the completion of community needs assessments as a means of determining potential gaps in supports and services for older adults and adults with disabilities living in their communities.
3. R2AAA will continue to engage in quarterly CFL committee meetings to further progress on the established CFL Work Plan in areas where CFL designations have been achieved.

Expected Outcome

Communities will better provide for older adults and adults with disabilities in their planning and development as a result of their involvement in the CFL process.

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

State Goal Match: 3

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Narrative

R2AAA's Safe Haven program promotes elder and vulnerable adult rights and justice by providing temporary emergency supports for victims of Elder Abuse, Neglect and Exploitation. Mini-grants offered to groups and committees throughout the PSA help to ensure that prevention education is disseminated to community members, law enforcement and service providers.

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

Activities

1. Continue to explore community partnerships and grants to promote the sustainability of the Safe Haven program.
2. Expand Safe Haven programming through continued reassessment of the challenges facing older adults and adult with disabilities in the community.
3. Maintain a visible community presence to bring awareness to the issue of elder abuse, neglect and exploitation.
4. Offer mini-grants to groups committed to bringing awareness and prevention information to community members, law enforcement and service providers.

Expected Outcome

Communities throughout the PSA will have consistent supports and services available to older adults and adults with disabilities who have been the victim of abuse, neglect and exploitation, with an emphasis on prevention through community education.

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

State Goal Match: 3

Narrative

The R2AAA Community Education program promotes increased independence and encourages participants to take an active role in their health and well-being, whereby decreasing the strain on health systems.

Objectives

1. Create sustainability for Community Education program.

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

Activities

1. Explore community partnerships and service contracts throughout the PSA to promote sustainability within the Community Education program.
2. Examine the implications and potential benefits for the development of a fee-for-service option for class participants.
3. Develop contractual relationships with healthcare systems/physicians to generate referrals.

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Expected Outcome

Meaningful and consistent educational programming for older adults and adults with disabilities will be available throughout the PSA, and will promote improved health among participants.

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

State Goal Match: 2

Narrative

Supporting caregivers promotes the health and independence of older adults and adults with disabilities and enables them to safely stay in their homes and communities.

Objectives

1. Create a comprehensive Caregiver workplan to guide the Agency's efforts towards caregiver outreach.  
Timeline: 10/01/2019 to 09/30/2020

Activities

1. Create a caregiver database to facilitate targeted access to caregivers in the community.
2. Conduct research/data collection to better understand the needs of caregivers and the obstacles they face.
3. Forge community partnerships to aid in the development of a comprehensive caregiver work plan.

Expected Outcome

Caregivers throughout the PSA will have access to the supports and services they need to be successful caregivers to their loved ones.

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**Advocacy Strategy**

\*Please refer to the uploaded attachment labeled 'Advocacy Plan 2019' for a complete list of R2AAA's advocacy efforts and strategies.\*

-R2AAA's Advocacy Plan draws parallels to the State Commission on Services to the Aging, in that with sustainable service funding for Mi Choice Waiver and OAA-funded programming through the reauthorization of the Older American Act, wait lists can be decreased/eliminated.

-The Direct Care Worker shortage is directly impacted by the lack of services and supports for informal caregivers. Without qualified formal and informal caregivers, the increasing number of older adults will continue to be underserved.

-While reducing Elder Abuse is not formally a part of our 2019 Advocacy Plan, it is a high priority at our Agency, as evidenced by the development of our Safe Haven program, which hosts regional Elder Abuse Prevention Coalition meetings and has a strong community presence.

-Transportation is not directly mentioned in our Advocacy Plan, however it is a frequent topic of conversation when we meet with lawmakers. We are currently searching for grant funds to appoint a mobility manager, to develop a regional transportation strategy. R2AAA is also a key player in several county and regional transportation work groups and a task force.

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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:

- 2-1-1
- Adult Protective Services
- 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 older adults and adults with disabilities living in communities throughout the PSA.

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

- R2AAA has been providing 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. Relationships have been formed with agencies that will provide space to hold classes.
- R2AAA has recently received our Medicare number and is working toward our DSMT certification which will

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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, and currently have two Evidence-Based Programs we are awaiting approval for to partially support with AASA funds, and partially support with a fee-for-service; Dealing with Dementia and Aging Mastery Program.

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Community Focal Points

**Describe the rationale and method used to assess the ability to be a community focal point, including the definition of community. Explain the process by which community focal points are selected.**

**COMMUNITY FOCAL POINTS:**

R2AAA's rationale for identifying community focal points was based on 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 older adults in their homes and communities.

**Provide the following information for each focal point within the PSA. List all designated community focal points with name, address, telephone number, website, and contact person. This list should also include the services offered, geographic areas served and the approximate number of older persons in those areas. List your Community Focal Points in this format.**

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Name:	Hillsdale County Senior Services Center
Address:	320 W. Bacon Rd., Hillsdale, MI 49242
Website:	<a href="http://www.hillsdaleseniorcenter.org">www.hillsdaleseniorcenter.org</a>
Telephone Number:	(517) 437-2422
Contact Person:	Terry Vear
Service Boundaries:	Hillsdale County
No. of persons within boundary:	11135
Services Provided:	Adult Day Care, Caregiver Education, Support and Training (Kinship), Caregiver Supplemental Services (Kinship), Congregate meals, Disease Prevention and Health Promotion, Home Care Assistance, Home Delivered Meals, Information and Assistance, MMAP, Outreach, Respite, Senior Center Operations, Volunteer Transportation

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Name:	Jackson County Department on Aging
Address:	1715 Lansing Avenue, Ste.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
No. of persons within boundary:	34510

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Services Provided: Adult Day Care, Caregiver Education Support and Training (Kinship), Caregiver Supplemental Services (Kinship), Case Coordination and Support, Chore, Congregate Meals, Counseling, Disease Prevention and Health Promotion, Home Care Assistance, Home Delivered Meals, Information and Assistance, Respite, Senior Center Operations, MMAP

Name: Lenawee County Department on Aging

Address: 1040 S. Winter St., Adrian, MI 49221

Website: [www.lenaweeseniors.org](http://www.lenaweeseniors.org)

Telephone Number: (517) 264-5280

Contact Person: Cari Rebottaro

Service Boundaries: Lenawee County

No. of persons within boundary: 22810

Services Provided: Adult Day Care, Caregiver Education, Support and Training (Kinship), Caregiver Supplemental (Kinship), Chore, Congregate Meals, Home Care Assistance, Home Delivered Meals, Information and Assistance, Outreach, Respite, Senior Center Operations, Volunteer Transportation, MMAP

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Other Grants and Initiatives

**1. Briefly 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)

--Jackson Community Foundation

--PREVNT

--VOCA

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

**2. Briefly 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 well-being. Programs such as MMAP enable us to help beneficiaries maneuver through very complicated systems and to obtain the information, answers and services they need.

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.

MHEF grant will help caregivers stay connected through new and innovative technological interventions.

PREVNT and VOCA grants have enabled R2AAA to offer emergency services to older adults who have been the victims of abuse, neglect and exploitation.

**3. Briefly describe how these grants and other initiatives reinforce the area agency's mission and planned program development efforts for FY 2020-2022.**

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

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Appendices

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APPENDIX A

Board of Directors Membership

	Asian/Pacific Islander	African American	Native American/ Alaskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	0	0	0	0	2	10
Aged 60 and Over	0	0	0	0	0	0	5

Board Member Name	Geographic Area	Affiliation	Membership Status
Tony Bair	Jackson County		Elected Official
Bruce Caswell	Hillsdale County		Elected Official
Matt Dame	Jackson County		Appointed
Debbie Eccleton	Jackson County		Appointed
Curtis Gale	Hillsdale County		Appointed
Megan Kiser	Jackson County		Appointed
Robert Knoblauch	Lenawee County		Elected Official
Stephen Rajzer	Jackson County		Appointed
Keith Williams	Lenawee County		Appointed
Chris Wittenbach	Lenawee County		Elected Official



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APPENDIX B

Advisory Board Membership

	Asian/ Pacific Islander	African American	Native American/A laskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	0	0	0	0	9	18
Aged 60 and Over	0	0	0	0	0	0	11

Board Member Name	Geographic Area	Affiliation
Michael Butchart	Jackson County	
Annette Magda	Hillsdale County	
Dennis Peck	Jackson County	
Rosemary Abramovich	Lenawee County	
Helen Borton	Lenawee County	
Lou Ann Bryant	Lenawee County	
Betsy Clark	Regional	
Linda Dale	Jackson County	
Georgianna Covell	Lenawee County	
Gary Grueneberg	Hillsdale County	
Jae Guetschow	Jackson County	
Mark Mann	Hillsdale County	
Ellen Miller	Hillsdale County	
John Mykala	Jackson County	
Charles Peart	Lenawee County	
Merlin Rajala	Lenawee County	
Lester Smith	Hillsdale County	
Martha Walker	Lenawee County	

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APPENDIX C  
Proposal Selection Criteria

Date criteria approved by Area Agency on Aging Board: 07/15/2000

Outline new or changed criteria that will be used to select providers:

No new criteria will be used.

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APPENDIX D

Agreement for Receipt of Supplemental Cash-In-Lieu of Commodity Payments for the Nutrition Program for the Elderly

The above identified agency, (hereinafter referred to as the GRANTEE), under contract with the Aging and Adult Services Agency (AASA), affirms that its contractor(s) have secured local funding for additional meals for senior citizens which is not included in the current fiscal year (see above) application and contract as approved by the GRANTEE.

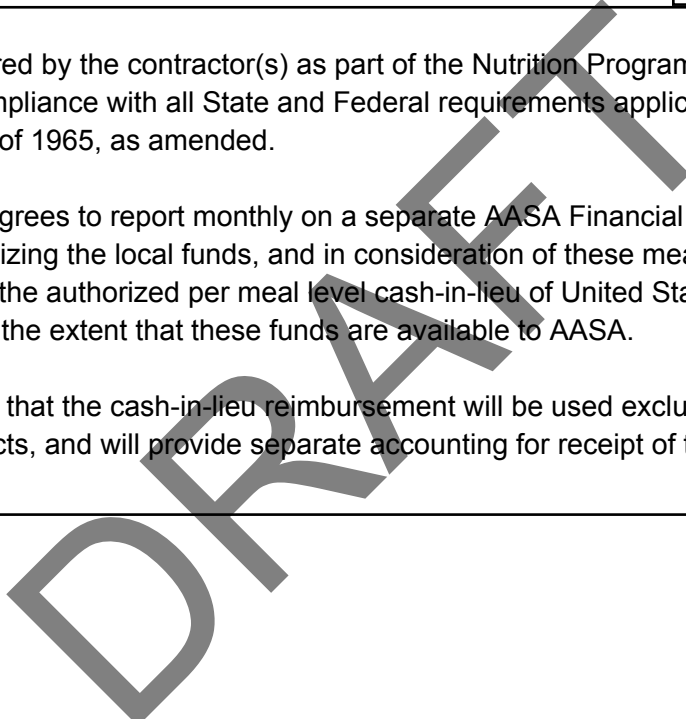
Estimated number of meals these funds will be used to produce is:

500,000

These meals are administered by the contractor(s) as part of the Nutrition Program for the Elderly, and the meals served are in compliance with all State and Federal requirements applicable to Title III, Part C of the Older Americans Act of 1965, as amended.

Therefore, the GRANTEE agrees to report monthly on a separate AASA Financial Status Report the number of meals served utilizing the local funds, and in consideration of these meals will receive separate reimbursement at the authorized per meal level cash-in-lieu of United States Department of Agriculture commodities, to the extent that these funds are available to AASA.

The GRANTEE also affirms that the cash-in-lieu reimbursement will be used exclusively to purchase domestic agricultural products, and will provide separate accounting for receipt of these funds.



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APPENDIX F  
 Request to Transfer Funds

1	The Area Agency on Aging requests approval to transfer funds <b>from Title III-B Supportive Services</b> to Title III-C Nutrition Services. The Agency assures that this action will not result in a reduction in support for in-home services and senior center staffing. Rationale for this request is below.	Amount of Transfer  0
2	The Area Agency on Aging requests approval to transfer funds <b>from Title III-C1 Congregate Nutrition Services</b> to Title III-B Supportive Services for in-home services. The rationale as to why congregate participation cannot be increased is described below.	Amount of Transfer  0
3	The Area Agency on Aging requests approval to transfer funds <b>from Title III-C1 Congregate Nutrition</b> to Title III-B Supportive Services for participant transportation to and from meal sites to possibly increase participation in the Congregate Nutrition Program. Rationale for this request is below.	Amount of Transfer  0

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