

STATE OF MICHIGAN
Michigan Department of Health & Human Services
AGING AND ADULT SERVICES AGENCY

FY2020-2022 Multi Year Plan

FY 2021 Annual Implementation Plan

Region VII Area Agency On Aging

FY 2021

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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.

Region VII Area Agency on Aging (AAA) was established in 1974 following an amendment to the Older Americans Act (OAA). The organization is accredited by the National Committee for Quality Assurance (NCQA) and continues with the mission to provide effective and innovative care to improve the well-being of community residents in Bay, Clare, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac, and Tuscola counties using OAA funds, the Medicaid MI Choice Home and Community-Based Waiver, grants and local monies to meet the needs of vulnerable older adults and persons with disabilities.

Region VII AAA's main office is located in Bay City. Satellite offices are also located in Bad Axe, Gladwin, Harrison, and Sandusky which provides access to Care Management and MI Choice Waiver services for residents in the surrounding areas.

Each county in the planning and service area has a senior tax millage which supplements OAA funding and is used by the well-established county units on aging to operate a robust service delivery system.

Age progression continues to trend upwards in all counties with 80+ being one of the fastest growing demographics. This has caused a shift towards more in-home supportive services. These individuals that "age in place" will benefit from additional outreach for services such as personal care, transportation, homemaking, home repair, and home delivered meals. The younger senior population have benefited from the expansion of programs at senior centers such as local entertainment, evidence-based health, wellness, and fitness programs. Our PSA has a diverse age group, a challenge that Region VII AAA attempts to address by understanding the needs of the communities.

During FY 2020, our Board of Directors and Management Staff established a Strategic Planning Committee where we updated our mission, vision, and goals for the future. Our new mission is to provide effective and innovative care to improve the well-being of community residents. We envision a community where residents are supported and have access to services to live safe, active, independent, and meaningful lives where they choose. Our goals are to provide participant-driven, high-quality, integrated services, strengthen Region VII AAA's organizational awareness, and to build a sustainable care model.

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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.

On or before June 29, 2020 Region VII AAA will send a hard copy of the FY 2021 AIP along with a cover letter to the chair of each County Commission and to the Saginaw Chippewa Indian Tribe via certified letter. This letter will outline our request for approval by their board or commission by August 3, 2020 and will include an offer of staff to present the draft Annual Implementation Plan.

The FY 2021 AIP draft will also be available on www.region7aaa.org, by calling 1-800-858-1637, or at the front desk of Region VII AAA 1615 S. Euclid Avenue by May 5, 2020. Copies will be provided at the public hearings.

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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 Priorities, Plans or Objectives

No activities or changes planned

Contingency Planning

Region VII has in place a plan for prioritizing service in the event of a 10% funding reduction. Region VII AAA's Board of Directors, along with management, would implement a course of action to lessen the impact of service cuts by identifying our most at-risk clients and using the funds available to assist them first. We would modify service delivery to maintain critical nutrition and in-home services for the most vulnerable older adults in our 10-county region. A priority scale would then be created to assist those in greatest need.

Advocacy

Advocating on behalf of older adults and persons with disabilities is the responsibility of everyone at Region VII AAA, playing a role in maintaining and strengthening the security and protection for older adults and persons with disabilities by advocating for legislative action, adequate funding, and full community inclusion. Region VII AAA's management team presents to local governmental bodies annually and continues to add to the list of organizations requesting presentations. These meetings emphasize the importance of linking constituents with services where they live and defines the return on investment, benefiting the community as a result of participation with Region VII AAA.

When the Older Americans Act renewal was waiting for the President's signature, all staff were encouraged and expected to call/write the White House and advocate for continuation of the act. Staff are also encouraged and expected to distribute materials representing the criteria for programs at every level of the access and service coordination range.

At the state level, Region VII AAA has representation at the Michigan Senior Advocates Council (MSAC) and also

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the Senior Advisory Council (SAC) who work to educate lawmakers about priorities of older adults and persons with disabilities.

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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
05/19/2020	Online Zoom Meeting	02:00 PM	Yes	8
05/21/2020	Online Zoom Meeting	10:00 AM	Yes	10

Our online Public Hearing Zoom meetings were advertised via PSAs to local media (TV and Newspaper), emails to all vendors (AASA and Waiver), Vendor View notices to all vendors, and posted on our website.

We had eight (8) people in attendance for May 19, 2020, and ten (10) in attendance for May 21, 2020. We presented our AIP via PowerPoint presentation. No questions or comments during the meeting. Participants were encouraged to let us know of any questions they may have by contacting us via phone, email, or website.

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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 aSome 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.ccess 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>	10/01/2019	<u>Ending Date</u>	09/30/2020
Total of Federal Dollars	\$0.00	Total of State Dollars	\$164,723.00

Geographic area to be served
Clare, Huron, Sanilac, Tuscola

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

Goal 1: Ensure appropriate care delivery to program participants.

Activities: Initial assessments and quarterly reassessments by qualified, unbiased, professional Supports Coordinators (Registered Nurses, Licensed Social Workers) will ensure that participants receive necessary assistance to remain in their home and community-based setting through the development of person-centered plans of care with a strong emphasis on community resources.

Goal 2: Build and maintain professional relationships to ensure that quality care is provided to program participants.

Activities: Supports Coordinators and Agency staff (Waiver Director, Supervisors, Quality Manager) will ensure that program participants receive optimal person-centered, high quality care that meets or exceeds the established standards of care set forth by the Michigan Department of Health and Human Services (MDHHS) and the Aging and Adult Services Agency (AASA) through the development, implementation, and monitoring of Quality Assurances and Quality Improvements.

Goal 3: Enhance the agency's Quality Management Plan.

Activities: Supports Coordinators and Agency staff (Waiver Director, Supervisors, Quality Manager) will ensure that program participants receive optimal person centered, high quality care that meets or exceeds the established standards of care set forth by the Michigan Department of Health and Human Services (MDHHS) and the Aging and Adult Services Agency (AASA) through the development, implementation, and monitoring of Quality Assurances and Quality Improvements.

Goal 4: Maintain ongoing communication with AASA staff regarding Care Management policies, procedures, and practices.

Activities: Attendance and participation at Care Management meetings when sponsored by AASA.

Goal 5: Continue to work towards the implementation of the Community Living Program.

Activities: Supports Coordinators will continue to participate in training opportunities and attend local meetings throughout the 10-county region. Supports Coordinators will honor participant choice and will work with the participant to maintain their independence in the least restrictive environment based on their preferences and objectives.

Number of client pre-screenings:	Current Year:	48	Planned Next Year:	85
Number of initial client assesments:	Current Year:	16	Planned Next Year:	30
Number of initial client care plans:	Current Year:	16	Planned Next Year:	30
Total number of clients (carry over plus new):	Current Year:	58	Planned Next Year:	85
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:48	Planned Next Year:	1:48

Information and Assistance

<u>Starting Date</u>	10/01/2019	<u>Ending Date</u>	09/30/2020
Total of Federal Dollars	\$0.00	Total of State Dollars	\$75,019.00

Geographic area to be served

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All Ten Counties

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

1) Participate in the national and state Organizations for I&A. Continuing education as it relates to I&A and maintain certification from the Alliance of Information and Referral Certification in aging/disability. Region VII Area Agency on Aging will continue to conduct semi-monthly Quality Assurance Surveys on 10% of the I&A calls received and provide follow up as needed.

2) Update Region VII's website as well as the Information/Services/Resources links as needed. Update Region VII information materials as needed for the community in all counties. Promote public awareness to community groups and faith-based organizations within all Region VII counties. Attend Senior Fairs and Project Connects within all Region VII counties.

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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.

Legal Assistance

Total of Federal Dollars \$56,000.00 Total of State Dollars \$0.00

Geographic Area Served All 10 Counties

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

Lakeshore Legal Aid, our current vendor for Legal Assistance, is ending their contract with Region VII Area Agency on Aging on September 30, 2020. They are leaving the area and are going to be serving only SE Michigan.

Region VII AAA plans to recruit legal assistance services through our RFP process as well as discussing at our Public Hearings.

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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.

(A) Provision of such services by Region VII Area Agency on Aging is necessary to assure an adequate supply of such services.

Legal Services is a priority service under the Older Americans Act (OAA) and our current provider is leaving the area.

(C) Such services can be provided more economically and with comparable quality by Region VII Area Agency on Aging.

Area Agencies on Aging are able to contract with Legal Services Corporation (LSC) grantees, non-LSC non-profit legal programs, private attorneys, law school clinics, legal hotlines or other low-cost legal services delivery systems.

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.

Lakeshore Legal Aid, our current vendor for Legal Assistance, is ending their contract with Region VII Area Agency on Aging on September 30, 2020. They are leaving the area and are going to be serving only SE Michigan.

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

Long Term Care Ombudsman

Total of Federal Dollars \$27,090.00

Total of State Dollars \$57,172.00

Geographic Area Served All Ten Counties

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

Lakeshore Legal Aid, our current vendor for Long Term Care Ombudsman services, is ending their contract with Region VII Area Agency on Aging on September 30, 2020. They are leaving the area and are going to be serving only SE Michigan.

Region VII AAA plans to recruit Long Term Care Ombudsman services through our RFP process as well as discussing at our Public Hearings.

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.

1.(A) Provision for Long Term Ombudsman services by the Area Agency is necessary to assure an adequate supply of such services.

Long Term Care Ombudsman services is a priority service under the Older Americans Act (OAA) and our current provider is leaving the area

(C) Long Term Ombudsman services can be provided more economically and with comparable quality by the Area Agency to serve those on a limited income.

Each designated local ombudsman program will adhere to program directions, instructions, guidelines, and Ombudsmanager reporting requirements issued by the State Long Term Care Ombudsman.

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.

Lakeshore Legal Aid, our current vendor for Long Term Ombudsman services, is ending their contract with Region VII Area Agency on Aging on September 30, 2020. They are leaving the area and are going to be serving only SE Michigan.

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

Prevention of Elder Abuse, Neglect and Exploitation

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Total of Federal Dollars \$12,485.00 Total of State Dollars \$0.00

Geographic Area Served All Ten Counties

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

Lakeshore Legal Aid, our current vendor for Prevention of Elder Abuse, Neglect, and Exploitation services, is ending their contract with Region VII Area Agency on Aging on September 30, 2020. They are leaving the area and are going to be serving only SE Michigan.

Region VII AAA plans to recruit Prevention of Elder Abuse, Neglect, and Exploitation services through our RFP process as well as discussing at our Public Hearings.

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.**

1. Provision for the Prevention of Elder Abuse, Neglect, and Exploitation services by the Area Agency is necessary to assure an adequate supply of such services.

Prevention of Elder Abuse, Neglect, and Exploitation services is a priority service under the Older American's Act (OAA) and our current provider is leaving the area

(C) Prevention of Elder Abuse, Neglect, and Exploitation services can be provided more economically and with comparable quality by the Area Agency to serve those on a limited income.

Professional/para-professional training, community outreach, public education, case consultation, and/or interdisciplinary teams shall be implemented through a coordinated, interagency approach.

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.

Lakeshore Legal Aid, our current vendor for Prevention of Elder Abuse, Neglect, and Exploitation services, is ending their contract with Region VII Area Agency on Aging on September 30, 2020. They are leaving the area and are going to be serving only SE Michigan.

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

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Approved MYP Program Development Objectives

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. Advocate, inform, and empower those we serve

Objectives

1. Increase brand recognition of Region VII AAA by 10% in the PSA.
Timeline: 10/01/2019 to 09/30/2022

Progress

Over the last year, we've received an increase in calls to the agency.

Region VII AAA Advisory Council members are distributing handouts and flyers in their communities covering 10 counties.

Region VII AAA staff continue to give presentations throughout our 10 county PSA.

- B. Help older adults maintain their health and independence at home and in their community

Objectives

1. Include the Community Health Workers (CHW) into the program to create a reduction in hospital readmittances for people age 60 and older.

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Timeline: 10/01/2019 to 09/30/2022

Progress

In December 2019, Region VII AAA received a fully-funded contract with Ascension St. Mary's Hospital to allow the CHWs to continue reaching out to vulnerable older adults being discharged from their healthcare facility to reduce the rate of readmission. As the number of care transitions have increased and we obtained a fully-funded contract with a major hospital this has led to higher growth, allowing us to employ additional CHW. Region VII AAA is having conversations with U of M College of Pharmacy about doing a research study on the CHWs care transitions program.

C. Promote elder and vulnerable adult rights and justice

Objectives

1. Link with PSA work groups and look for funding opportunities.

Timeline: 10/01/2019 to 09/30/2022

Progress

Joe Sowmick, Minority Representative to Region VII AAA's Advisory Council, presented Title XIV Saginaw Chippewa Tribal Elder Protection Code, a policy of the Saginaw Chippewa Indian Tribe to protect Tribal Elders who are unable to properly care for themselves from abuse and exploitation. This Code encourages community cooperation and the use of services and resources to reduce the risk of harm to Tribal Elders and shall be liberally construed to achieve this purpose.

Region VII AAA has been able to apply for more funding opportunities in the form of grants to further our mission "to provide effective and innovative care to improve the well-being of community residents."

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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: New Goal

Narrative

Region VII AAA has partnered with Perceptions, allowing us to better serve the LGBTQ+ community. A member of our Advisory Committee is part of the Perceptions team.

All documents and forms have been updated accordingly, and staff have been trained this year in diversity.

Region VII AAA participates in the P.R.I.D.E. Festival on Ojibway Island annually, distributing information about all of our services.

Objectives

1. Provide at least 1 training for all Region VII AAA staff on diversity.

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

Activities

During our annual all-staff meeting, training on diversity will be covered

Expected Outcome

Region VII AAA staff will be more educated in diverse situations.

STATE OF MICHIGAN
Michigan Department of Health & Human Services
AGING AND ADULT SERVICES AGENCY

FY2020-2022 Multi Year Plan

FY 2021 Annual Implementation Plan

Region VII Area Agency On Aging

FY 2021

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)

STATE OF MICHIGAN
Michigan Department of Health & Human Services
AGING AND ADULT SERVICES AGENCY

FY2020-2022 Multi Year Plan

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SUPPLEMENTAL DOCUMENT 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:

68,489

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.

STATE OF MICHIGAN
Michigan Department of Health & Human Services
AGING AND ADULT SERVICES AGENCY

FY2020-2022 Multi Year Plan

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FY 2021

SUPPLEMENTAL DOCUMENT F
Request to Transfer Funds

1	The Area Agency on Aging requests approval to transfer funds from Title III-B Supportive Services 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 from Title III-C1 Congregate Nutrition Services 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 186,944
This transfer allows for funding to be placed in needed services like case management and other health related services.		
3	The Area Agency on Aging requests approval to transfer funds from Title III-C1 Congregate Nutrition 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

EVIDENCE-BASED PROGRAMS PLANNED FOR FY 2021

Funded Under Disease Prevention Health Promotion Service Definition

Provide the information requested below for Evidence-Based Programs (EBDP) to be funded under Title III-D.

Title III-D funds can only be used on health promotion programs that meet the highest-level criteria as determined by the Administration for Community Living (ACL) Administration on Aging (AoA). Please see the "List of Approved EBDP Programs for Title III-D Funds" in the Document Library. Only programs from this list will be approved beginning in FY 2020. If funding has been allocated as a single amount for all Title III-D programs for a provider, enter on first line under "Funding Amount for This Service."

Program Name	Provider Name	Anticipated No. of Participants	Funding Amount for Service
<i>Example</i>	<i>Example: List each provider offering programs on a single line as shown below.</i>	<i>Example: Total participants for all providers</i>	<i>Example: Funding total for all providers</i>
Arthritis Exercise Program	1) Forest City Senior League Program 2) Grove Township Senior Services 3) Friendly Avenue Services	80	\$14,000
Chronic Pain PATH Diabetes PATH Powerful Tools for Caregivers	1) Midland Senior Services	30	\$3,840
Creating Confident Caregivers	1) Golden Horizons 2) McKenzie Health Systems 3) Midland Senior Services	35	\$5,500
Matter of Balance	1) McKenzie Health System	20	\$3,500
Otago	1) Central Michigan University School of Medicine	100	\$26,811
Stay Active and Independent for Life (SAIL)	1) Midland Senior Services	20	\$1,600
Tai Chi Arthritis	1) Isabella County COA 2) Saginaw County COA	226	\$19,700

FY 2021 AREA PLAN GRANT BUDGET

Agency: Region VII Area Agency on Aging

Budget Period: 10/01/20 to 09/30/21

Rev. 03/13/2020

PSA: 7

Date: 05/05/20

Rev. No.: N/A

Page 1 of 3

SERVICES SUMMARY				
FUND SOURCE	SUPPORTIVE SERVICES	NUTRITION SERVICES	TOTAL	TOTAL
1. Federal Title III-B Services	984,768			984,768
2. Fed. Title III-C1 (Congregate)		651,024		651,024
3. State Congregate Nutrition		18,433		18,433
4. Federal Title III-C2 (HDM)		728,728		728,728
5. State Home Delivered Meals		921,290		921,290
8. Fed. Title III-D (Prev. Health)	60,951			60,951
9. Federal Title III-E (NFCSP)	373,269			373,269
10. Federal Title VI-A	12,168			12,168
10. Federal Title VI-EAP	12,485			12,485
11. State Access	55,019			55,019
12. State In-Home	980,936			980,936
13. State Alternative Care	216,704			216,704
14. State Care Management	431,825			431,825
15. St. ANS	85,797			85,797
16. St. N ursing Home Ombs (NHO)	40,524			40,524
17. Local Match				
a. Cash	114,838	208,856		323,694
b. In-Kind	285,731	48,864		334,595
18. State Respite Care (Escheat)	74,984			74,984
19. MATF	230,109			230,109
19. St. CG Support	28,392			28,392
20. TCM/Medicaid & MSO	20,766			20,766
21. NSIP		750,954		750,954
22. Program Income	1,549,880	1,251,663		2,801,543
TOTAL:	5,559,146	4,579,812		10,138,958

ADMINISTRATION				
Revenues	Local Cash	Local In-Kind	Total	Total
Federal Administration	306,050	11,200		317,250
State Administration	52,901			52,901
MATF Administration	22,758			22,758
St. CG Support Administration	2,807			2,807
Other Admin	36,638			36,638
Total AIP Admin:	421,154	11,200		432,354

Expenditures	FTEs
1. Salaries/Wages	3.70
2. Fringe Benefits	
3. Office Operations	
Total:	3.70

Cash Match Detail		In-Kind Match Detail	
Source	Amount	Source	Amount
Local Dues	42,000	In-Kind Space Fed Adm	7,200
		In-Kind Space Care Mgmt	4,000
Total:	42,000	Total:	11,200

I certify that I am authorized to sign on behalf of the Area Agency on Aging. This budget represents necessary costs for implementation of the Area Plan. Adequate documentation and records will be maintained to support required program expenditures.

Signature _____

Title _____

Date _____

FY 2021 AREA AGENCY GRANT FUNDS - SUPPORT SERVICES DETAIL

f	SERVICE CATEGORY	Title II-B	Title II-D	Title III - E	Title VII A	State Access	State In-Home	ST AIL Care	State Care Mgmt	State NHO	ST ANS	ST Respite (Escheat)	MATF	ST CG Suppl	LTC Waiver	Program Income	Cash Match	In-Kind Match	TOTAL																		
																				OMB	OMB																
1	Access Services	222,266		64,417		15,000			431,825						4,118	1,136	13,848	52,425	529,504																		
2	Case Managment										25,000					384,830		21,219	1,385,502																		
3	Disaster Advocacy & Outreach Program										12,822																										
4	Information & Assis					40,019					35,000							8,335	83,354																		
5	Outreach	122,464		49,000												2,449	5,380	8,227	136,520																		
6	Transportation	61,578														27,951	11,620		144,149																		
7	Options Counseling																																				
8	In-Home																																				
9	Chore	28,605														14,304	1,684	1,487	46,050																		
10	Home Care Assis																																				
11	Home Injury Chrf																																				
12	Homemaking	33,502					458,716	6,910			12,975					184,629	33,821	23,085	753,688																		
13	Home Health Aide															94,695	20,284	13,888	138,869																		
14	Medication Mgt	76,184																18,705	484,387																		
15	Personal Care						62,500	62,500																													
16	Respite Care	10,000					222,135	52,404								63,466	10,763	12,313	293,571																		
17	Friendly Reassura	17,000										22,211				697		1,889	18,889																		
18	Legal Assistance	56,000																6,222	62,909																		
19	Community Services																																				
20	Adult Day Services	19,831						61,557				52,773	228,139	28,592		148,991	4,354	38,867	575,204																		
21	Dementia ADC																																				
22	Disease Prevent/Health Promon		60,951													5,903		6,772	74,626																		
23	Health Screening																																				
24	Assist to Hearing Impaired & Deaf Only																																				
25	Home Repair	37,652														7,142		4,117	48,311																		
26	SR Ctr Operations	14,922			12,168					40,524						305		9,382	99,929																		
27	SR Ctr Staffing	12,000														188		1,333	13,531																		
28	Vision Services	45,200														983		1,191	51,155																		
29	Prevent of Elder Abuse, Neglect, Exploitation																																				
30	Counseling Services															93		1,387	13,985																		
31	Crat. Conf. CGO CCC																																				
32	Caregiver Support Services			74,654														8,285	82,948																		
33	Kinship Support Services			31,653														3,518	35,181																		
34	Caregiver E.S.T			159,535												11,168	1,950	15,776	186,420																		
35	Program Develop	159,564																17,728	177,293																		
36	Region Specific																																				
37	a. Care Transitions						66,867	33,333										11,111	114,111																		
38	b.																																				
39	c.																																				
40	d.																																				
41	CLIP/ADRC Services																																				
42	MAJF Adm												22,738						22,738																		
43	9. STCG Sup Adm												2,807						2,807																		
SUPPRT SERV TOTAL																			584,768	60,951	373,269	12,485	12,168	55,019	980,936	216,704	431,825	40,524	85,797	74,984	252,867	31,793	20,786	1,546,880	114,898	285,731	5,984,711

FY 2021 NUTRITION / OMBUDSMAN / RESPITE / KINSHIP - PROGRAM BUDGET DETAIL

Rev. 03/13/2020

Agency: Region VII Area Agency on Aging Budget Period: 10/01/20 to 9/30/21
 PSA: 7 Date: 05/05/20 Rev. Number N/A

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FY 2021 AREA PLAN GRANT BUDGET - TITLE III-C NUTRITION SERVICES DETAIL

Op Std	SERVICE CATEGORY	Title III C-1	Title III C-2	State Congregate	State HDM	NSIP	Program Income	Cash Match	In-Kind Match	TOTAL
	Nutrition Services									
C-3	Congregate Meals	566,024		18,433		172,056	426,654	49,354	15,586	1,248,107
B-5	Home Delivered Meals		728,728		921,290	578,898	825,009	159,502	23,834	3,237,261
C-4	Nutrition Counseling									-
C-5	Nutrition Education									-
	AAA RD/Nutritionist*	85,000							9,444	94,444
	Nutrition Services Total	651,024	728,728	18,433	921,290	750,954	1,251,663	208,856	48,864	4,579,812

*Registered Dietitian, Nutritionist or individual with comparable certification, as approved by AASA.

FY 2021 AREA PLAN GRANT BUDGET-TITLE VII-LTC OMBUDSMAN DETAIL

Op Std	SERVICE CATEGORY	Title III-B	Title VII-A	Title VII-EAP	State NHO	MSO Fund	Program Income	Cash Match	In-Kind Match	TOTAL
C-11	LTC Ombudsman Ser	14,922	12,188		40,524	16,648	305		9,362	93,929
C-15	Elder Abuse Prevention			12,485			93		1,387	13,965
	Region Specific									
	LTC Ombudsman Ser Total	14,922	12,188	12,485	40,524	16,648	398		10,749	107,894

FY 2021 AREA PLAN GRANT BUDGET - RESPITE SERVICE DETAIL

Op Std	SERVICES PROVIDED AS A FORM OF RESPITE CARE	Title III-B	Title III-E	State Alt Care	State Escheats	State In-Home	Merit Award Trust Fund	Program Income	Cash/In-Kind Match	TOTAL
B-1	Chore									-
B-4	Homemaking									-
B-2	Home Care Assistance									-
B-6	Home Health Aide									-
B-10	Meal Preparation/HDM									-
B-8	Personal Care									-
	Respite-Service Total									-

FY 2021 AREA PLAN GRANT BUDGET-TITLE E- KINSHIP SERVICES DETAIL

Op Std	SERVICE CATEGORY	Title III-B	Title III-E	Program Income	Cash Match	In-Kind Match	TOTAL
C-18	Kinship Ser. Amounts Only						
C-19	Caregiver Sup. Services						
C-20	Kinship Support Services		31,663			3,518	35,181
	Caregiver E,S,T						
	Kinship Services Total		31,663			3,518	35,181

Planned Services Summary Page for FY 2021

PSA: 7

Service	Budgeted Funds	Percent of the Total	Method of Provision		
			Purchased	Contract	Direct
ACCESS SERVICES					
Care Management	\$ 529,504	5.21%		X	X
Case Coordination & Support	\$ 1,395,502	13.73%		X	
Disaster Advocacy & Outreach Program	\$ -	0.00%			
Information & Assistance	\$ 83,354	0.82%			X
Outreach	\$ 138,520	1.36%		X	X
Transportation	\$ 144,149	1.42%		X	X
Option Counseling	\$ -	0.00%			
IN-HOME SERVICES					
Chore	\$ 46,090	0.45%	X	X	
Home Care Assistance	\$ -	0.00%			
Home Injury Control	\$ -	0.00%			
Homemaking	\$ 753,698	7.41%	X	X	
Home Delivered Meals	\$ 3,237,261	31.85%		X	
Home Health Aide	\$ -	0.00%			
Medication Management	\$ 138,889	1.37%			X
Personal Care	\$ 484,387	4.77%	X	X	
Personal Emergency Response System	\$ -	0.00%			
Respite Care	\$ 293,571	2.89%	X	X	
Friendly Reassurance	\$ 18,889	0.19%			X
COMMUNITY SERVICES					
Adult Day Services	\$ 579,204	5.70%	X	X	
Dementia Adult Day Care	\$ -	0.00%			
Congregate Meals	\$ 1,248,107	12.28%		X	
Nutrition Counseling	\$ -	0.00%			
Nutrition Education	\$ -	0.00%			
Disease Prevention/Health Promotion	\$ 74,626	0.73%		X	X
Health Screening	\$ -	0.00%			
Assistance to the Hearing Impaired & Deaf	\$ -	0.00%			
Home Repair	\$ 48,311	0.48%		X	
Legal Assistance	\$ 62,909	0.62%			X
Long Term Care Ombudsman/Advocacy	\$ 93,929	0.92%			X
Senior Center Operations	\$ 13,531	0.13%		X	
Senior Center Staffing	\$ 51,155	0.50%		X	
Vision Services	\$ -	0.00%			
Programs for Prevention of Elder Abuse,	\$ 13,965	0.14%			X
Counseling Services	\$ -	0.00%			
Creating Confident Caregivers® (CCC)	\$ -	0.00%			
Caregiver Supplemental Services	\$ 82,949	0.82%	X		
Kinship Support Services	\$ 35,181	0.35%	X		
Caregiver Education, Support, & Training	\$ 188,429	1.85%		X	
AAA RD/Nutritionist	\$ 94,444	0.93%			X
PROGRAM DEVELOPMENT	\$ 177,293	1.74%			X
REGION-SPECIFIC					
a. Care Transitions	\$ 111,111	1.09%			X
b.	\$ -	0.00%			
c.	\$ -	0.00%			
d.	\$ -	0.00%			
CLP/ADRC SERVICES	\$ -	0.00%			
SUBTOTAL SERVICES					
	\$ 10,138,958				
MATF & ST CG ADMINISTRATION					
	\$ 25,565	0.25%			
TOTAL PERCENT		100.00%	4.05%	84.02%	11.93%
TOTAL FUNDING	\$ 10,164,523		\$410,849	\$8,541,002	\$1,212,672

Note: Rounding variances may occur between the Budgeted Funds column total and the Total Funding under the Method of Provision columns due to percentages in the formula. Rounding variances of + or (-) \$1 are not considered material.

FY 2021 BUDGET REVIEW SPREADSHEET

Rev. 03/13/2020

Agency:	Region VII Area A	7		Fiscal Year:	FY 2021
Date of SGA:		SGA No.		Date Reviewed by AASA:	
Date of Budget:	05/05/20	Revision No.	N/A	Initials of Field Rep Approving:	
SGA CATEGORY	SGA AWARD	UNSPENT AMT	TOTAL	AAA COMMENTS	
Title III Administration	\$ 306,050		\$ 306,050		
State Administration	\$ 52,901		\$ 52,901		
Title III-B Services	\$ 797,824	\$ 186,944	\$ 984,768		
Title III-C-1 Services	\$ 1,038,959	\$ (387,935)	\$ 651,024		
Title III-C-2 Services	\$ 527,736	\$ 200,992	\$ 728,728		
Federal Title III-D (Prev. Health)	\$ 60,951		\$ 60,951		
Title III-E Services (NFCSP)	\$ 373,269		\$ 373,269		
Title VII/A Services (LTC Ombuds)	\$ 12,168		\$ 12,168		
Title VII/EAP Services	\$ 12,485		\$ 12,485		
St. Access	\$ 55,019		\$ 55,019		
St. In Home	\$ 980,936		\$ 980,936		
St. Congregate Meals	\$ 18,433		\$ 18,433		
St. Home Delivered Meals	\$ 921,290		\$ 921,290		AASA COMMENTS
St. Alternative Care	\$ 216,704		\$ 216,704		
St. Aging Network Srv. (St. ANS)	\$ 85,797		\$ 85,797		
St. Respite Care (Escheats)	\$ 74,984		\$ 74,984		
Merit Award Trust Fund (MATF)	\$ 252,867		\$ 252,867		
St. Caregiver Support (St. CG Sup.)	\$ 31,199		\$ 31,199		
St. Nursing Home Ombuds (NHO)	\$ 40,524		\$ 40,524		
MSO Fund-LTC Ombudsman	\$ 16,648		\$ 16,648		
St. Care Mgt.	\$ 431,825		\$ 431,825		
NSIP	\$ 750,954		\$ 750,954		
SGA TOTALS:	\$ 7,059,523	\$ 1	\$ 7,059,524		
Administrative Match Requirements					
ADMINISTRATION	BUDGET	SGA	DIFFERENCE		
Federal Administration	\$ 306,050	\$ 306,050	\$ -	Minimum federal administration match amount	\$102,018
State Administration	\$ 52,901	\$ 52,901	\$ -	Administration match expended (State Adm. + Local Match)	\$106,101
				Is the federal administration matched at a minimum 25%?	Yes
				Does federal administration budget equal SGA?	Yes
Sub-Total:	\$ 358,951	\$ 358,951	\$ -	Does state administration budget equal SGA?	Yes
MATF	\$ 22,758				
ST CG Supp	\$ 2,807				
Local Administrative Match				Merit Award Trust Admin. & St. Caregiver Support Admin must be expended at or below 9% of	
Local Cash Match	\$ 42,000			Total Merit Award Trust Fund & St. Caregiver Support Admin. Funds budgeted:	9%
Local In-Kind Match	\$ 11,200			Is Merit Award Trust Fund & St. CG Support Admin. budgeted at 9% or less?	Yes
Sub-Total:	\$ 53,200			Amount of MATF Funds budgeted on Adult Day Care	\$ 226,139
Other Admin	\$ 36,638			Is at least 50% of MATF budgeted on Adult Day Care services?	Yes
Total Administration:	\$ 474,354	\$ 474,354	\$ -	Title III-E Kinship Services Program Requirements	
SERVICES:	BUDGET	SGA	% BUDGETED		
Federal Title III-B Services	\$ 984,768	\$ 984,768	100.0000%	Are kinship services budgeted at > 5% of the AAA's Title III-E funding?	Yes
Fed. Title III C-1 (Congregate)	\$ 651,024	\$ 651,024	100.0000%	Are kinship services budgeted at < 10% of the AAA's Title III-E funding?	Yes
State Congregate Nutrition	\$ 18,433	\$ 18,433	100.0000%	(note: see TL #369 & TL#2007-141)	
Federal C-2 (HDM)	\$ 728,728	\$ 728,728	100.0000%	For Agencies required to budget a minimum of \$25,000 of Title III-E requirement met?	Yes
State Home Delivered Meals	\$ 921,290	\$ 921,290	100.0000%	Title III-B Long Term Care Ombudsman Maintenance of Effort Requirements	
Federal Title III-D (Prev. Health)	\$ 60,951	\$ 60,951	100.0000%	Amount required from Transmittal Letter #428. (see cell L 42)	\$9,457
Federal Title III-E (NFCSP)	\$ 373,269	\$ 373,269	100.0000%	Budgeted amount Title III-B for LTC Ombudsman.	\$14,922
St. Access	\$ 55,019	\$ 55,019	100.0000%	Is required maintenance of effort met?	Yes
St. In Home	\$ 980,936	\$ 980,936	100.0000%		
St. Alternative Care	\$ 216,704	\$ 216,704	100.0000%		
St. Care Mgt.	\$ 431,825	\$ 431,825	100.0000%	Service Match Requirements	
State Nursing Home Ombs (NHO)	\$ 40,524	\$ 40,524	100.0000%	Minimum service match amount required	\$621,590
St ANS	\$ 85,797	\$ 85,797	100.0000%	Service matched budgeted: (Local Cash + In-Kind)	\$658,289
Sub-Total:	\$ 5,549,268	\$ 5,549,268	100.0000%	Is the service allotment matched at a minimum 10%?	Yes
Local Service Match				Miscellaneous Budget Requirements / Constraints	
Local Cash Match	\$ 323,694			Amounts budgeted for OAA / AASA Priority Services:	
Local In-Kind Match	\$ 334,595			Access:	\$476,408
				In-Home:	\$165,291
				Legal:	\$56,000
Sub-Total:	\$ 658,289			Total Budgeted for Priority Services:	\$697,699
Title VII/A Services (LTC Ombuds)	\$ 12,168	\$ 12,168	100.0000%	Are Access Services budgeted at minimum 10% of Original ACL Title III-B	Yes
Title VII/EAP Services	\$ 12,485	\$ 12,485	100.0000%	Are in Home Services budgeted at minimum 10% of Original ACL Title III-B	Yes
NSIP	\$ 750,954	\$ 750,954	100.0000%	Are Legal Services budgeted at minimum 6.5% of Original ACL Title III-B	Yes
St. Respite Care (Escheats)	\$ 74,984	\$ 74,984	100.0000%	(Actual % of Legal)	7.02%
MATF	\$ 230,109	\$ 230,109	100.0000%		
St. CG Support	\$ 28,392	\$ 28,392	100.0000%	Title III-B award w/o carryover or Transfers in current SGA	\$797,824
MSO Fund-LTC Ombudsman	\$ 16,648	\$ 16,648	100.0000%	Amount budgeted for Program Development:	\$159,564
TCM-Medicaid / CM	\$ 4,118			% of Title III-B Program Development (must be 20% or less):	19.0%
Program Income	\$ 2,801,543			Is Program Development budgeted at 20% or less?	Yes
				Title III-D allotment with carryover:	\$60,951
Total Services:	\$ 10,138,958			Amount budgeted for EBDP Activities, per TL#2012-244:	\$60,951
Grand Total: Ser.+ Admin.	\$ 10,613,312			Is 100% of Title III-D budgeted on APPROVED EBDP?	Yes

PRIORITY SERVICE SECTION

Access Services	III-B Budget Amount
a. Care Management	\$0
b. Case Coord/supp	\$292,366
c. Disaster Advocacy	\$0
d. Information & Assis	
e. Outreach	\$122,464
f. Transportation	\$61,578
g. Options Counseling	\$0
Access Total:	\$476,408

(AAA Regional Access Service)

In Home Services	III-B Budget Amount
a. Chore	\$28,605
b. Home Care Assis	\$0
c. Home Injury Cntrl	
d. Homemaking	\$33,502
e. Home Health Aide	\$0
f. Medication Mgt	
g. Personal Care	\$76,184
h. Assistive Device&Tech	\$0
i. Respite Care	\$10,000
j. Friendly Reassure	\$17,000
In Home Services Total:	\$165,291

(AAA Regional In-Home Service)
(AAA Regional In-Home Service)

Kinship Services	III-E Budget Amount
1. Caregiver Supplmt - Kinship Amount Only	
2. Kinship Support	\$31,663
3. Caregiver E,S,T - Kinship Amount Only	\$0
	\$0
Kinship Services Total:	\$31,663

(Other Title III-E Kinship Service)
(Other Title III-E Kinship Service)

Title III-B Transfers reflected in SGA	Title III-B Award
Title III-B award w/o carryover in SGA	\$797,824
a. Amt. Transferred into Title III-B	
b. Amt. Transferred out of Title III-B	
AoA Title III-B Award Total:	\$797,824

(Use ONLY if SGA Reflects Transfers)

(Always Enter Positive Number)
(Always Enter Positive Number)

NOTE: AoA Title III Part B award for the current FY means total award from AoA without carryover or transfers.

Quality Outcome Measures Reporting Form

(6 Month Report Due April 15, 2020 and Annual Final Report Due November 15, 2020)

1. Participant Satisfaction Level

Measure: The percentage of the total participant satisfaction survey question responses that are positive; negative; or neutral for:

Care Management	Positive	%	Negative	%	Neutral	%
Case Coordination & Support	Positive	%	Negative	%	Neutral	%

2. Participant Quality of Life Satisfaction Level Before and After Receiving Services

Measure: The percentage of the total participant satisfaction survey question responses about quality of life before and after receiving services that are positive; negative; or neutral (based on these two questions to be added to the area agency survey):

A. My quality of life prior to receiving services was:

Care Management	Positive	%	Negative	%	Neutral	%
Case Coordination & Support	Positive	%	Negative	%	Neutral	%

B. My quality of life after receiving services is:

Care Management	Positive	%	Negative	%	Neutral	%
Case Coordination & Support	Positive	%	Negative	%	Neutral	%

3. Prevalence of Social Isolation

Measure: The percentage of all participants who are alone for long periods of time or always AND who also report feeling lonely -OR- Participants who are distressed by declining social activity, 90 days prior to assessment/reassessment (or since last assessment if less than 90 days) for:

Care Management % Case Coordination & Support: %

4. Prevalence of Emergency Room Visits and Hospital Stays

Measure: The percentage of all participants who have had one or more hospitalizations or emergency room visits during the last 90 days before the assessment/reassessment (or since last assessment if less than 90 days) for:

Care Management: % Case Coordination & Support: %

5. Prevalence of Inadequate Meals and Dehydration

Measure: The percentage of all participants who in at least 4 of last 7 days prior to assessment/reassessment ate one or fewer meals for:

Care Management: % Case Coordination & Support: %

Measure: The percentage of all participants who in the last 3 days prior to assessment/reassessment had fluid intake less than 1,000 cc per day (less than four 8 oz. cups/day) for:

Care Management: % Case Coordination & Support: %

EMERGENCY MANAGEMENT AND PREPAREDNESS

Minimum Elements for Area Agencies on Aging FY 2020 Annual Implementation Plan

After each general and nutrition minimum element for emergency preparedness, provide a brief description regarding how the AAA Emergency Preparedness Plan for FY 2020 will address the element.

Area Agency on Aging
Region VII Area Agency on Aging

A. General Emergency Preparedness Minimum Elements (required by the Older American's Act).

1. Anticipated expectations during a State or locally declared emergency/disaster. Include having a staff person (the area agency director or their designee) available for communication with AASA staff to provide real time information about service continuity (status of aging network service provider's ability to provide services).

Collaborative efforts with County Governments, Commissions on Aging, and Information Systems

Community support from local agencies, businesses, and health care personnel

Emergency Management Committee and emergency contact lists.

2. Being prepared to identify and report on unmet needs of older individuals.

Recovery strategies include immediate, short-term and long-term response efforts. Establishing communication systems would be a priority; reference hard copies (client information)

3. Being able to provide information about the number and location of vulnerable older persons receiving services from the area agency residing in geographic area(s) affected by the emergency/disaster.

A manual copy is printed monthly and uploaded to the cloud. The disaster list would be used as a reference tool in an emergency.

4. Being able to contact such affected older persons to determine their well-being.

The disaster list contains all pertinent information for vulnerable seniors. Response teams would include telecommunication, establishing support staff for follow-up that may include home visits, and establishing emergency stations at dining sites.

5. Anticipated minimum expectations during a State or locally organized preparedness drill include being available to establish communication between AASA staff and area agency staff and being able to provide information upon request to both state and local emergency operation centers regarding the number and location of vulnerable older individuals residing in geographic areas affected by the drill.

Each county has an Emergency Support Response Team.

B. Nutrition providers shall work with the respective area agency to develop a written emergency plan. The emergency plan shall address, but not be limited to the following elements:

1. Uninterrupted delivery of meals to home-delivered meals participants, including, but not limited to use of families and friends, volunteers, shelf-stable meals and informal support systems.

Contractors have an Incident Management Team that assists in directing the Management Team and support staff for county units on Aging to assist with communication efforts, health and food security procedures.

2. Provision of at least two, and preferably more, shelf-stable meals and instructions on how to use for home-delivered meal participants. Every effort should be made to assure that the emergency shelf-stable meals meet the nutrition guidelines. If it is not possible, shelf-stable meals will not be required to adhere to the guidelines.

Contractors provide 5-day emergency meals for short-term emergencies. Contents of food staples and brief instructions on emergency preparedness is included in the box.

3. Backup plan for food preparation if usual kitchen facility is unavailable.

Contractors would coordinate recovery efforts with the existing dining sites for meal preparation; rely on community support from local health care agencies.

4. Agreements in place with volunteer agencies, individual volunteers, hospitals, long-term care facilities, other nutrition providers, or other agencies/groups that could be on standby to assist with food acquisition, meal preparation, and delivery.

United Ways, local organizations, Commodities, Churches, etc.

5. Communications system to alert congregate and home-delivered meals participants of changes in meal site/delivery.

Community Emergency Managers would assist with data recovery, (re)establishing communication systems, local TV, radio, Smart 911 Alerts, and manual records.

6. The plan shall cover all the sites and home-delivered meals participants for each nutrition provider, including sub-contractors of the AAA nutrition provider.

Emergency Action Plan includes Nutrition Services for the senior population as it pertains to Meals on Wheels, Senior Dining Centers.

7. The plan shall be reviewed and approved by the respective area agency and submitted electronically to AASA for review.

Plan is submitted annually as part of request for proposal.

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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 VII AAA was established in 1974 following an amendment to the Older Americans' Act (OAA). The organization is accredited by the National Committee for Quality Assurance (NCQA) and continues with a mission to advocate, plan, develop, and support an array of services for older adults in Bay, Clare, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac and Tuscola counties using OAA funds, the Medicaid MI Choice home and community-based waiver, grants and local monies to meet the needs of vulnerable older adults and persons with disabilities.

Region VII AAA's main office is located in Bay City. A satellite office is located in Cass City which provides access to Care Management and MI Choice Waiver services for residents of Huron, Sanilac and Tuscola counties.

To more efficiently serve people in Clare County and the surrounding area, Region VII AAA began co-location of staff in 2018.

Each county in the planning and service area has a senior tax millage which supplements OAA funding and is used by the well-established county units on aging to operate robust service delivery systems.

Region VII AAA has the capacity to provide hospital-to-home Care Transitions. In FY2018, the agency began to employ a pharmacist to do medication reconciliations via Zoom Video Conferencing software. In FY 2019, Region VII AAA received a grant from the Michigan Health Endowment Fund to hire a Primary Care Physician to work with the Care Transitions team. This work enables the agency to bill Medicare for chronic care management and transitional care management.

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

Age progression continues to trend upwards in all counties with 80+ being one of the fastest growing demographics. This has caused a shift towards more in-home supportive services. These individuals that "age in place" will benefit from additional outreach for services such as personal care, transportation, homemaking, home repair, and home delivered meals. The younger senior population have benefitted from the expansion of programs at senior centers such as local entertainment, evidence-based health, wellness, and fitness programs. Our PSA has a diverse age group, a challenge that Region VII AAA attempts to address by understanding the needs of the communities.

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Outreach for Region VII AAA includes Hispanic and African-American persons throughout the PSA.

Some communities in our PSA have unfavorable health rankings for obesity, chronic disease, and smoking. Moreover, individuals aged 60-65 have more complex healthcare needs for chronic disease progression such as diabetes, cardiac care, and cancer. We have seen an increase in the number of people who do not have sufficient retirement income/savings to meet their basic needs and pay for prescription drug plans. In addition, there has been an increase of interest in Kinship Support with many attributing this to the opioid crisis. As these and other issues are continuing to change the scope of Region VII AAA, we continue to have public input sessions, monitor feedback from providers and staff, and reach out to local units of government as well as civic and fraternal organizations in order to adapt to these challenges.

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

Services are available to people age 60 and older who have the greatest social and economic need. Family caregivers providing supports to an adult age 60 or older, or older adult relatives (age 55 or older) who are raising a relative's child when the biological parent is not in the home may also be eligible for certain services. Title V Senior Employment Program is available to persons who are age 55 and older and in need of job training.

Region VII AAA's top five funded services are:

- Home Delivered Meals
- Congregate Nutrition
- Care Management
- Homemaking
- Adult Day Care

Services contracted to county units on aging and other providers include: Congregate Nutrition, Senior Center Staffing, Kinship/Older Adult Relative program, Caregiver Training, Disease Prevention/Health Promotion, Adult Day Care, Legal Assistance, Elder Abuse Prevention, Long-term Care Ombudsman, Home Repair, Home-delivered Meals, Personal Care, Homemaking, Respite and Chore Services. The following service the most people:

- Long-Term Care Ombudsman
- Home Delivered Meals
- Congregate Meals
- Case Coordination and Support
- Outreach

4. Highlights of planned Program Development Objectives.

Region VII AAA plans to utilize the State Plan goals 1 through 3 during year one of the Multi-Year Plan (MYP). This includes enhancing our brand recognition, increasing efforts to prevent elder abuse, and maintaining the health and independence of older adults.

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The first goal is to advocate, inform and empower those we serve. This aligns nicely with Region VII AAA's effort to increase brand recognition and engage those who may benefit from our services to contact the organization. Additionally, advocating for the resources necessary to adequately deliver services is crucial to the future of the Area Agency on Aging network at home and across the country. Empowering people who strive to "age in place" to ask for the help they need and to first look to family and informal support helps reduce the burden on the home and community-based service delivery systems allowing more people to be served using public funds.

This leads into the second goal which is to help older adults maintain their health and independence at home and in their community. This is the heart of what we do. The needs of individuals vary greatly as we look across the Access and Service Coordination Continuum. Efforts to weave a stronger safety net and utilize relationships with other community-based organizations will be part of the work in the coming year.

Region VII AAA adopted state plan goal number three which is to promote elder and vulnerable adult rights and justice. The agency continues to look for opportunities for grant-funded projects that can be used to educate older adults and those who support them about the signs of financial exploitation which in recent history is nearly 20% of all inquiries and complaints. Additionally, we will continue to participate in county-based task forces and workgroups designed to thwart abuse, neglect and exploitation.

5. A description of planned special projects and partnerships.

Region VII AAA continues to work on a plan to utilize a Primary Care Physician who will oversee healthcare in the home. This service aligns with the organization's long running experience with home and community-based services and has the potential to improve quality of life for those who use it.

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.

Region VII AAA is accredited in long-term care by the National Committee for Quality Assurance (NCQA). Additionally, the agency participated in the MDHHS Clinical Quality Assurance Review (CQAR) in FY 2018 and received a score of 3.87 out of a possible score of 4.00. Region VII continues to determine methods to help increase that score. Changes are routinely implemented to support a person-centered service plan that details the participant's care methods in a structured manner.

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.

Region VII AAA may explore a build out of our information and advocacy efforts using volunteers as ambassadors to present at service provider locations to educate and encourage staff to be the "eyes and ears" identifying, linking and making referrals to Region VII AAA and the county unit on aging programs. The base of dedicated staff and volunteers across the region will receive special attention as they encounter a high volume of people likely to benefit from services. Additionally, a component for recognizing when to report suspected abuse, self-neglect, or financial exploitation of a vulnerable adult will be included in the programming.

Region VII AAA is beginning a "friendly caller" program that provides reassurance to people who are aging in place and who may not have adequate informal supports. The goal will be to develop a process that is easily replicated by volunteers throughout the planning and service area.

Region VII AAA dedicates staff time to the review of available fund sources and philanthropic organizations for

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the purpose of longer range project/grant planning.

8. Highlights of strategic planning activities.

Region VII AAA consulted with Public Sector Consultants to complete a strategic plan during an all-day strategic planning session with Region VII AAA staff, board, advisory council members, and key external stakeholders. The participants identified the strengths and weaknesses of the organization, identified opportunities and threats to being successful, agreed on a common statement of commitment Region VII AAA hopes to achieve as an organization, and identified key goals needed to achieve that commitment.

During this session participants identified where Region VII AAA is doing well, including maintaining excellent staff and quality service offerings, as well as areas where Region VII AAA could use improvement, such as external communications, obtaining funding, and advancing technology systems. Participants also predicted future opportunities, including program expansion, increased community partnerships, and employment openings. The session also anticipated potential risk in the agency's ability to secure enough clients for all future programs, reliance upon government funding, understaffing, and failure to plan for an appropriate timeline.

A commitment statement was developed during this session. "We are committed to a Region VII AAA that advocates on behalf of participants and all community partners, offers choice, and provides quality integrated care." To fulfill this commitment statement, five broad categories were developed: actively seek and engage collaborations and partnerships; develop resources, sustainability and fiscal responsibility; develop stakeholder quality and capacity; provide participant-driven, high-quality, integrated services; and strengthen advocacy, communications, and organizational awareness.

Region VII AAA leadership will continue to work with Public Sector Consultants to refine the ideas that were provided in this planning session, particularly around the mission and goals. In the near future, the board and key staff will come together to confirm the missions and goals discussed in this session and develop strategies to achieve them.