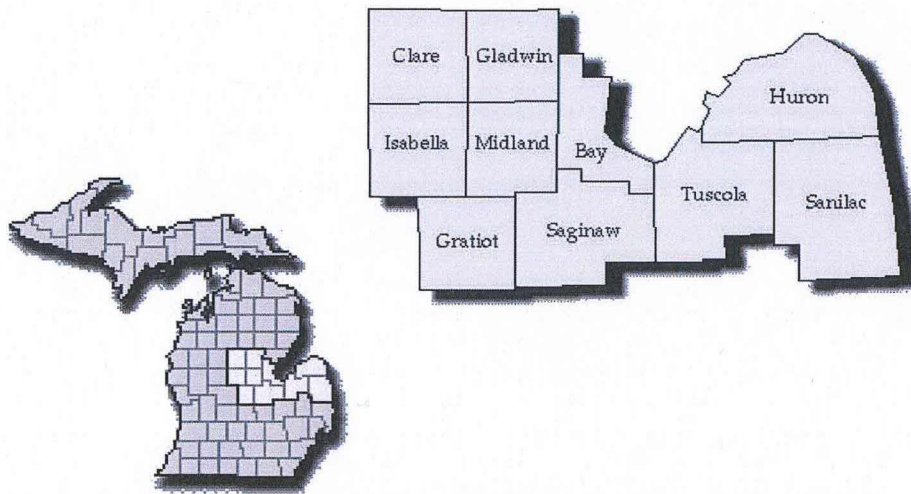


2023-2025 Multi Year Plan

**FY 2023 ANNUAL IMPLEMENTATION PLAN
REGION VII AREA AGENCY ON AGING 7**

DRAFT



Planning and Service Area

Bay, Clare, Gladwin, Gratiot, Huron,
Isabella, Midland, Saginaw, Sanilac, Tuscola

Region VII Area Agency on Aging

1615 S. Euclid Avenue
Bay City, MI 48706
989-893-4506 (phone)
800-858-1637 (toll-free)
989-893-3770 (fax)

Bob Brown, Executive Director
www.region7aaa.org

Field Representative: Annette Gamez
GamezA@michigan.gov
517-331-7504

REGION VII AREA AGENCY ON AGING

MULTI-YEAR PLAN 2023-2025

COUNTY/LOCAL UNIT OF GOVERNMENT REVIEW

By June 24, 2022, Region VII AAA will send a copy of the AIP/MYP to the Chair of each of the County Commissions in the Planning and Service Area and to the Chief of the Saginaw Chippewa Indian Tribe with a cover letter requesting approval of the plans by July 14, 2022. The letter will invite Commissioners to request a presentation about the plans. This correspondence will be sent by Certified U.S. Mail including a return receipt, along with an emailed copy to each person.

EXECUTIVE SUMMARY

Region VII Area Agency on Aging (AAA) was established in 1974 following an amendment to the Older Americans' Act (OAA). Our mission is 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 located in Harrison and Bad Axe to more efficiently serve the people of these regions.

In 2020, Region VII AAA started the process of directly offering vaccinations to clients in need. The agency started providing Influenza vaccines and once authorized, our efforts transitioned into providing COVID-19 vaccinations.

Since January 2021, Region VII AAA has been providing COVID-19 vaccines to staff and clients, including the booster doses. Additionally, Region VII AAA has started the process of offering a second booster dose. The primary focus when providing COVID-19 vaccines was to vaccinate those who have limited access, whether it be due to homebound status or living in an underserved area. That focus has continued while narrowing the focus on the homebound population.

We have identified that few, if any, organizations in Region VII AAA's PSA are going into a homebound individuals home to give a vaccine. Region VII AAA has become the go-to agency in many areas to meet this need. As the need for vaccines for the homebound increased, we identified that additional staff would be needed to assist. Region VII is fortunate to be partnered with *In Your Golden Years* to meet that need. *In Your Golden Years* has contracted one of their LPNs to Region VII in order to go into the homes and administer doses.

Region VII AAA continues to support Region VII Complete Community Care (CCC), an organization it sponsored in developing in order to meet the needs of the local

community. Region VII CCC is located on the property adjacent to Region VII AAA's primary campus and is a strategic partner in advancing the care and needs of the aging population.

On November 1, 2021, its Sunrise PACE located at 5229 Lakeshore Road, Fort Gratiot, Michigan, opened its doors to the first participants, providing services such as primary medical care, hot meals, social activities, rehabilitation services and exercise, social work case management, and health services like dentistry, podiatry, optometry, and audiology. Care is provided by an Interdisciplinary Team (IDT) that is assigned to each participant consisting of the following staff: physician, registered nurse, home care coordinator, masters level social worker, occupational therapist, physical therapist, recreational therapist, registered dietitian, PACE center manager, certified nurse assistant, and transportation driver. Presbyterian Villages of Michigan played an integral role in their partnership with Region VII AAA to implement this program.

Region VII AAA is nearing completion of the Bad Axe Wellness Center located next to the current senior center at 150 Nugent Road, Bad Axe. The center aims to care for those who are eligible for the Program of All-Inclusive Care for the Elderly (PACE), a benefit providing comprehensive service for senior citizens who are not enrolled in Medicaid or Medicare.

Plans to build a 15,000 square foot, 20-bed home for the Aged/Veteran's Housing Unit for Veterans and their spouses are being considered. This will be built on the property next door to the Region VII AAA Bay City Offices that Region VII AAA purchased in 2019, which houses the Region VII CCC main office.

Region VII's MI Choice Waiver and Care Management programs are accredited through the National Committee for Quality Assurance (NCQA) for Case Management for Long-Term Services and Supports. Region VII AAA received a three year accreditation on 12/21/2020 that is valid until 12/21/2023. Region VII AAA will be undergoing the re-accreditation process during September/October of 2023.

Seventy-seven people will be going through MMAP recertification process this year from May-July, 2022. Four new people will be attending the initial training in May as well.

A new Region VII employee in I&A will be taking the Alliance of Information and Referral Systems (AIRS) certification training this year.

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 Planning and Service Area (PSA) has a diverse age group, a challenge that Region VII AAA continues to address by understanding the needs of the communities.

Region VII AAA plans to utilize the American Rescue Plan (ARP) Funds to expand on our resources for DEI training for staff and subcontractors; continued growth of the vaccination program in conjunction with our local Health Department; and continuation of our dental, vision, and hearing programs.

Two virtual (ZOOM) MYP input sessions were held on February 10, 2022 and February 22, 2022.

The first MYP input meeting had 3 people in attendance.

A participant from Isabella County asked that we keep offering our hearing, dental, and vision programs as they have been a HUGE benefit to their clients. They also mentioned the list below of "needs" in their area:

- ramps and contractors to be able to install/build ramps
- Handicap accessible vans
- Transportation
- For clients with dementia - med management, aides/private provider to watch over them in their homes
- Safety/Medical bracelets
- Moving services
- Pets (someone to take care of pets if client is in hospital/rehab....maybe short-term boarding)

The second MYP Input meeting had 5 people in attendance:

A participant from Bay County mentioned that they would like to see respite services come back to their area.

A participant from Isabella County asked to have meals allowed for ages 55-60 on a short term basis for rehab (or maybe longer).

Other suggestions were possible bed bug assistance- *"It would be nice to have more financial resources/assistance for people with bed bug issues. My person is over the poverty limit for us to help but, has no assets. If she paid for treatment and help to pack up and move items, it would be more than her monthly income. She is physically unable to move items and still has to pay her rent."*

A letter from a Harrison community member added that lawn care services are greatly needed in their county.

Region VII AAA will continue to collaborate with our long-established partnerships in our 10-county PSA to help assist with these needs, and are open to expanding with new partnerships as well.

PUBLIC HEARINGS: AT LEAST TWO (2) ARE REQUIRED

Two public hearings will take place on Thursday, May 19, 2022 and Monday, May 23, 2022 via virtual conference (Zoom).

Notices were sent to three newspapers within our PSA, posted on our website, and distributed to our Board, Advisory Committee, and vendors in our 10-county region.

The summary of the proposed plan will be available on and after April 25, 2022 on the website, or by calling our main office for a copy. A deadline of May 26, 2022 will be given for any written testimony.

Region VII Area Agency on Aging will hold a virtual Public Hearing via Zoom conferencing software to review the draft of the Fiscal Year 2023 Annual Implementation Plan / Multi-Year Plan which outlines how federal and state funding will be used for programs and services benefiting older adults in Bay, Clare, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac and Tuscola Counties.

Per the Michigan Department of Health and Human Services, Bureau of Aging, Community Living, and Supports (ACLS Bureau) Guidelines, a summary of the proposed plan will be available on and after April 25, 2022 on the website: www.region7aaa.org or by calling 1(800) 858-1637.

Comments may be submitted in writing to Barb Hair, Contract Specialist, at Region VII Area Agency on Aging, 1615 S. Euclid Avenue, Bay City Michigan 48706, by email at hairb@region7aaa.org, or by phone (800) 858-1637 on or before May 26, 2022.

SCOPE OF SERVICES

The priority of Region VII AAA is to serve the entire older population in our PSA. We are still focusing on our underserved areas that include the thumb counties (Huron, Sanilac, and Tuscola) and our northwest counties (Clare and Gladwin).

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.

The current census below provided by MDHHS (from 2020) describes our PSA as follows:

The estimated total population of people 60 years and older

- Bay County = 28,973
- Clare County = 9,740
- Gladwin County = 9,082
- Gratiot County = 9,546
- Huron County = 10,676
- Isabella County = 12,717
- Midland County = 20,991
- Saginaw County = 50,191
- Sanilac County = 12,068
- Tuscola County = 15,029

Our FY22 demographic data for Region VII AAA is as follows:

Number of Waiver clients (all ages)

- Bay County = 279
- Clare County = 160
- Gladwin County = 77
- Gratiot County = 70
- Huron County = 61
- Isabella County = 71
- Midland County = 122
- Saginaw County = 404
- Sanilac County = 56
- Tuscola County = 114

Number of Clients

- AASA/Care Management = 238
- AASA/Targeted Care Management = 9
- Case Coordination and Support = 106
- Caregiver Respite = 13
- WAIVER–Pending = 4
- WAIVER-Enrolled = 1070

Region VII AAA's top 5 funded services are:

Home Delivered Meals
Congregate Nutrition
Care Management
Case Coordination & Support
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, home repair, home delivered meals, personal care, homemaking, respite and chore services. The following service the most people:

Home Delivered Meals
Congregate Meals
Case Coordination and Support
Outreach
Adult Day Care

Region VII AAA's targeting strategy is for the LGBTQ+, BIPOC, Hispanic, and migrant workers in the thumb counties and northwest PSA (Clare and Gladwin). Poverty is a factor in our communities, exacerbated by crumbling housing stock and aging residents who struggle to maintain an adequate life style. Continuing what was started in prior years, Region VII AAA embedded staff in offices in rural areas to assist with linking persons with the greatest economic and social need with services.

Region VII AAA staff are conducting formal presentations to local units of government, and civic fraternal organizations. Leave-behind materials include flyers and cards with the toll-free

telephone number for the agency's information and Assistance department. Presentations and networking with the Saginaw Chippewa Indian Tribe's Andahwad staff also assist in identifying those with Native American ties who qualify for Older Americans Act services.

Region VII AAA uses a Request for Proposal (RFP) process in order to target service contracts within its 10-county PSA. The goal is to seek the following services that will make an impact on the seniors in our communities: Adult Day Services, Caregiver Training, Case Coordination and Support, Chore, Congregate Meals, Home Delivered Meals, Home Repair, Homemaking, In-Home Respite Care, Outreach/Advocacy, Personal Care, Senior Center Staffing, Senior Center Operations, and Transportation.

Region VII AAA requires monthly training for their staff regarding Diversity, Equity, and Inclusion (DEI). The following are examples of employee trainings from 2020 through 2022:

- Diversity and Inclusion – March 2022
- Diversity and Inclusion – February 2022
- Diversity and Inclusion – January 2022
- Stress, Emotions and Ethics – December 2021
- Communicating Effectively – December 2021
- Diversity and Inclusion: April - December 2021
- Ted Talk – Diversity and Inclusion: March 2021
- Region VII All Staff Diversity Training – February 2021
- Creating Value Through Diversity and Inclusion – Understanding Diversity and Inclusion: December 2020
- Creating Value Through Diversity and Inclusion – Strategies for Tackling Unconscious Bias: December 2020
- Culture Series – Valuing Diversity: November 2020
- Culture Series – Standing Up: November 2020
- Culture Series – Speaking Up: November 2020
- Culture Series – Owning Up: November 2020
- What is Diversity and Inclusion?: October 2020

Vendor/subcontractor training takes place twice each fiscal year and includes DEI. Below is the list of dates from 2020-2022 where DEI was included in the vendor/subcontractor training. Slides from these trainings are then sent to all vendors/subcontractors to share with their staff:

- Vendor Training (2020-2021)
 - December 8, 2020
 - December 10, 2020
 - December 14, 2020
 - September 7, 2021
 - September 13, 2021

- Vendor Training (2022)
 - February 24, 2022
 - March 1, 2022

Region VII AAA has partnered with SVSU for their BSW and MSW social work programs providing them with experiences in a variety of settings and projects. SVSU interns have been partnered with MI Choice Waiver, Community Health Workers, MMAP, and Information & Assistance staff to gain working knowledge of various programs to prepare them in the Social Work field.

In order to address the needs of people living with dementia and their caregivers, the Waiver/Care Management (WA/CM) Department at Region 7 AAA is involved in the Community Aging in Place – Advancing Better Living for Elders (CAPABLE) model through Grand Valley State University (GVSU). All of its Care Managers and WA/CM Department Managers have completed all CAPABLE trainings, and all new staff are provided with the training during orientation.

Care Managers educate Care Management (CM) participants and their informal supports on signs and symptoms of caregiver burnout. Region VII AAA utilizes services such as Community Living Supports, Personal Emergency Response Systems (PERS), and Home Delivered Meals to provide relief for informal supports that are experiencing caregiver burnout, which is often seen in family members of those experiencing cognitive loss.

For services not funded under the MYP or available where they live, we utilize grant funding and other funding sources. We also assist with applying for benefits that the participant is eligible for (such as Medicaid), that can allow for other program and service eligibility (such as Adult Home Help, PACE, or MI Choice Waiver).

We utilize community resources, such as the Region VII Loan Closet (and other loan closets), United Way, Habitat for Humanity, 211, County Commission on Aging programs, local churches, food pantries, etc. Many agencies are also available statewide or nationwide that provide assistance to individuals that have specific diagnoses or demographics.

We also utilize the Region VII AAA Information and Assistance (I&A) Department to gather information on great community resources for our participants.

In continuing to address identified unmet needs, a small amount of funding is available for our gap-filling program, allowing us to help in emergency situations.

Region VII AAA continues its' dental, vision, and hearing aid program.

Region VII AAA's Policy Board includes a representative from the Advisory Council. This individual reports to the Policy Board on the needs of older adults as they are presented by Advisory Council members.

In order to delay the need for additional services by the eligible target populations, Region VII AAA collaborates with skilled providers to ensure Medicaid is the payer of last resort. We collaborate with physician offices when issues arise (such as potential medication errors, etc.) with an effort to avoid health declines, complications, and/or increased service needs. Supports Coordinators (SC) provide ongoing education on preventative health measures. We invest in appropriate Durable Medical Equipment (DME) and home modifications to decrease dependency on caregiver supports (for example, lift chairs so a participant may transfer without assistance; wheelchair ramps so a participant may enter/exit the home without the need for a caregiver present, etc.).

Region VII holds Care Management program trainings for all Care Managers at least semi-annually to educate all Care Managers on program standards and available resources.

The WA/CM Department/Quality Department runs reports (including Clear Access and Compass) to identify up-swing trends to implement focus training of staff, and provide early interventions to assist with meeting care needs, which can deter more costly interventions later.

Care Management participants are assessed every 180 days (or less) to determine eligibility of services and ensure that current services and interventions are meeting the needs of the participant.

Supports Coordinators collaborate with outside resources (physicians, hospice companies, skilled care companies, and informal supports) to ensure that CM funding is being used appropriately and that third-party covered services are being utilized prior to Care Management funding.

PLANNED SERVICE ARRAY NARRATIVE

Region VII AAA's planned service area reflects the preferences of the local communities within our PSA, whether it be suburban, heavily populated areas, or to rural, wide-spread communities. We have public hearings, and have ongoing discussions with our local agencies on preferences of the clients in our area, as well as collecting new ideas. Agency staff work continuously and closely with county units on aging staff and other providers of human services to identify gaps in service, locate new sources of funding for aging services, launch new programs that match a community's needs, and to strengthen the safety net for older adults and people with disabilities.

In this MYP cycle, the organization plans to utilize Region VII AAA's primary care physician, pharmacist, community health workers and a full-time contracted dietitian to integrate chronic care management for those who are unable to leave the house for routine healthcare appointments.

STRATEGIC PLANNING

Strengths

In the current environment, the strengths of Region VII AAA to achieve its vision are commitment, consistency, drive to provide the best quality care for clients, leadership, absence of a waiting list, quality, educated staff, strong board of directors, and transparency.

Weaknesses

In the current environment, the weaknesses of Region VII AAA to achieve its vision are brand (people sometimes call Region VII AAA looking for other agencies), communications, and limited knowledge of new programs, even though Region VII AAA has a strong network for its current services. There can also be lack of integration across systems, particularly provider networks, and Region VII AAA has a broad geographic service area (which can also be considered a strength).

Opportunities

Benefits of Region VII AAA being successful in achieving its vision are access to more people who need care as baby boomers get older; brand improvement; a more efficient use of resources; a stronger voice in lobbying and having the capability to be a stronger advocate; more clients; more access to care; additional funding opportunities, particularly around philanthropy or fundraising; increased job opportunities; all-inclusive care, including a more diverse population; security and stability for participants and employees; and the ability to serve more people.

Threats

Dangers of Region VII AAA being successful in achieving its vision are competitors, as funding may depend on what competitors are doing in the same market area; congregate meal sites are declining due to the fear of the pandemic, thus creating social isolation; government and insurance companies wanting to recoup funds if an organization has become successful, making it harder to reinvest savings if the government deems the money isn't needed; vulnerability in government funding; growing too fast; limited number of direct care workers; and the sustainability to maintain the funding for newly implemented programs.

Significant changes are anticipated to the MI Choice waiver and all Medicaid long-term care services during this multi-year planning cycle. The Region VII AAA Board of Directors, along with management at Region VII will keep abreast of changes and will develop plans to address these changes.

Region VII has a plan in place for prioritizing services in the event of a governmental shutdown. This same course of action would be used in the event of a 10% funding reduction. Service delivery would be modified to maintain critical nutrition and in-home services for the most vulnerable older adults in our 10-county region.

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 the most at-risk clients and using the funds available to assist them first. A priority scale would then be created to assist those in greatest need,

Region VII's MI Choice Waiver and Care Management programs are accredited through the National Committee for Quality Assurance (NCQA) for Case Management for Long-Term Services and Supports. We received a three year accreditation on 12/21/2020 that is valid until 12/21/2023. We will be undergoing the re-accreditation process during September/October of 2023.

Region VII AAA's Supports Coordinators and Community Health Workers are equipped with laptops and hotspots for obtaining Wi-Fi throughout the PSA.

Region VII AAA's pharmacist interacts with Supports Coordinators and our Community Health Workers via HIPAA compliant online technology to determine if the proper medication has been prescribed to clients recently discharged from the hospital.

In addition, Region VII AAA was awarded the No Wrong Door grant that allowed us to provide iPads to participants in the community experience social isolation due to the COVID-19 pandemic.

When emergency planning is necessary, Region VII AAA recognizes that in meeting the agency's mission, its' Information and Technology (IT) and Disaster Recovery plan requires a robust approach in achieving a high level of infrastructure to support the necessary day-to-day operations of the agency. Measures are in place to avoid potential threats and to ensure uninterrupted access to systems. Various types of technology are used to manage information and support improvement activities. Region VII AAA's IT Specialist/Security Officer performs all of the agency's IT needs. A majority of the agency's hardware is replaced every five years or as it becomes necessary. Equipment that is greater than five years old (e.g., printers) is serviced in accordance with the manufacturer's recommendations or as necessary to achieve optimum performance. This plan is reviewed and updated annually or as necessary for relevance.

Servers in Bay City & Fort Gratiot back up to each other nightly. They also back up to software in the cloud nightly. Both servers have external units they backup to nightly. We also have a data receptacle off-site (in Bad Axe) that nightly backups are also saved to. Both servers are connected directly to generators in case of a power outage. If the Fort Gratiot server were to go down, the Bay City server would take over, and if the Bay City server went down, the Fort Gratiot server would take over.

Region VII AAA has a contract with Yeo & Yeo computer consultants as well to contact if needed in an emergency situation.

ACCESS SERVICES

Care Transitions

Minimum Standards

The Care Transitions program implements the following objectives to reduce avoidable Medicare hospital re -admissions:

UNSKILLED TRANSITION MODEL – A Community Health Worker (CHW) will make a home visit to review the beneficiary's hospital discharge instructions and assist in removing any barrier that may prevent the beneficiary from complying with the instructions. This includes a medication inventory, health education and 'red flags' that may require medical attention, assessment of the home environment, assistance scheduling the patient's follow-up visit with their Primary Care Provider as needed, along with coordination of home delivered meals and other supports. This visit utilizes a well-known four- pillared Care Transitions model.

MEDICATION COMPLIANCE – During the home visit, the beneficiary will consult with a pharmacist via Zoom, a video conferencing technology. Changes and reconciliation of medications will be communicated to all practitioners.

MEDICAL APPOINTMENT FOLLOW-UP – The CHW will work with the beneficiary to meet the Medicare seven-day post hospital discharge follow-up, assisting as needed with scheduling and transportation.

TRANSITIONAL CARE MANAGEMENT – This is a Medicare covered benefit. A Nurse Practitioner and a CHW work concurrently during a 30-day period that begins the day the patient is discharged from the inpatient hospital setting in an effort to insure patient success. This process includes a face-to-face visit by a nurse practitioner.

CHRONIC CARE MANAGEMENT – This is a Medicare covered benefit that provides for a Comprehensive Care Plan to be developed when a beneficiary has two or more chronic conditions that are expected to last at least 12 months. This service consists of 20 minutes of non-face-to-face intervention per calendar month directed by the general oversight of a nurse practitioner or other medical provider.

EVIDENCE-BASED DISEASE PREVENTION – Services provided by community-based organizations that have been demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability and/or injury among older adults.

MOBILE DOCTOR - Region VII AAA's Primary Care Physician will make home visits to the estimated 15% to 20% of Medicare beneficiaries in the PSA who do not have a Primary Care Provider with whom they are able to schedule a post-hospital discharge visit in the Medicare seven-day time frame.

Care Management

Region VII AAA expects to continue with the following goals:

Goal 1. Ensure appropriate care delivery to program participants.

Expected Outcome: Program participants will receive necessary assistance to maintain living in their home through an initial assessment and then quarterly in-home re-assessments; whereby, person-centered plans with emphasis on use of community resources will be developed by unbiased and professional Support Coordinators.

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

Expected Outcome: Support Coordinators' knowledge of community resources and communication with caregivers and service providers will ensure that each client receives quality care from trained professionals. On-site provider monitoring by trained staff and semi-annual peer review processes reinforce the commitment to quality care.

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

Expected Outcome: Region VII AAA Support Coordinators along with the agency's Quality Assurance 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 Aging and Adult Services Agency (AASA) of Michigan's Department of Health and Human Services.

Goal 4. Continue attendance at Care Management meetings sponsored by AASA.

Expected Outcome: Maintain on-going communication with AASA staff regarding Care Management policies, procedures and practices.

Goal 5. Participate in training opportunities related to Person-Centered Planning

Expected Outcome: Participant choice will be honored and participants will maintain their independence in the least restrictive setting based on preferences and objectives.

Number of client pre-screenings:

Current Year: 66

Planned Next Year: 66

Number of initial client assessments:

Current Year: 43

Planned Next Year: 43

Number of initial client care plans:

Current Year: 56

Planned Next Year: 56

Total number of clients (carry over plus new):

Current Year: 88

Planned Next Year: 88

Staff to client ratio (Active and maintenance per Full time care

Current Year: 1:13

Planned Next Year: 1:48

Information and Assistance

Goal 1. Maintain and update the agency's Information and Assistance database to include services and resources that meet the needs of older adults and persons with disabilities.

Expected Outcome: Staff will monitor the Information and Assistance database to ensure that the most recent data is available and accurate.

Goal 2. Continue to promote professionalism, education and quality improvement of Information and Assistance.

Expected Outcome: Staff will participate in inter-departmental meetings at the agency to ensure that information and programs are current and communicated. Region VII AAA continues to require staff to be certified by the Alliance of Information and Referral System (AIRS) and conducts random monthly quality assurance surveys of 10% of all calls. Additionally, the agency website www.region7aaa.org will continue to be updated. Staff will continue to support the Affordable Care Act and the Healthcare Exchange and Medicare Medicaid Assistance Program (MMAP).

Goal 3. Enhance marketing efforts of Information and Assistance.

Expected Outcome: Increased number of calls to Information and Assistance.

Outreach

Goal 1. Enhance outreach efforts of Region VII AAA.

Region VII AAA Executive Director, management and staff will continue to present information about available home and community-based services for older adults and persons with disabilities to all local governments, i.e. city/village councils, townships, elected officials and other influential groups within the PSA.

Additional outreach and partner development is planned and will involve business, healthcare entities, and community-based organizations.

Medication Management

Direct assistance in managing the use of both prescription and over-the-counter (OTC) medication.

Allowable program components include:

Face-to-face review of client's prescription, OTC medication regimen, and use of herbs and dietary supplements.

Regular set-up of medication regimen (Rx pills, Rx injectables, and OTC medications).
Monitoring of compliance with medication regimen.

Cueing via home visit or telephone call.

Communicating with referral sources (physicians, family members, primary care givers, etc.) regarding compliance with medication regimen.

Family, caregiver and client education and training. UNIT OF SERVICE Each 15 minutes (.25 hours) of component activities performed.

1. The program shall employ a licensed Pharmacist who supervises program staff and is available to staff when they are in a client's home or making telephone reminder calls. Each program shall employ program staff who are appropriately licensed, certified, trained, oriented and supervised.

The supervising Pharmacist shall review and evaluate the medication management care plan and the complete medication regimen, including prescription and OTC medications, dietary supplements and herbal remedies, with each client and appropriate caregiver. Each program shall implement a procedure for notifying the client's physician(s) of all medications being managed.

The program shall be operated within the three basic levels of service as follows:

Level 1: Telephone reminder call/cueing with maintenance of appropriate documentation. Program staff performing this level of service shall be delegated by the supervising nurse.

Level 2: In-home monitoring visit/cueing with maintenance of appropriate documentation.

Level 3: In-home medication set up, instructions, and passing and /or assistance with medications (e.g., putting in eye drops, giving pills and injections). Program staff performing level 3 services shall be delegated by the supervising nurse.

Level 4: The program shall maintain an individual medication log for each client that contains the following information:

- a. Each medication being taken.
- b. The dosage for each medication.
- c. Label instructions for use for each medication.
- d. Level of service provided and initials of person providing service.
- e. Date and time for each time services are provided.

Level 5: The program shall report any change in a client's condition to the client's physician(s) immediately.

A. Provision of the Medication Management by Region VII AAA is necessary to assure an adequate supply of assistance with healthcare.

B. Healthcare services provided by the Pharmacist are directly related to Region VII AAA's Administrative functions and will be coordinated with other services to assure optimal health and wellbeing of persons served.

C. Region VII AAA has been providing Medication Management services under a contract with a local hospital.

Friendly Reassurance

Goal: To make regular contact, through either telephone or in-home visits, with home-bound older persons to assure their well-being and safety and to provide companionship and social interaction.

- A. Provision of the Friendly Reassurance service by Region VII AAA is necessary to ensure the well-being of our clients.
- B. Friendly Reassurance services are directly related to Region VII AAA's administrative functions and will be coordinated with other services to assure optimal health and well-being of persons served.
- C. Region VII AAA will economically provide this important Friendly Reassurance service.

Region VII AAA is uniquely qualified to administer the Friendly Reassurance service, and this program will allow one person at Region VII AAA to provide the service to all 10 counties. Region VII AAA, as a service provider, is locally based yet not restricted by county actions. Region VII AAA is able to still check on clients even when county services are closed due to weather, emergencies, or disasters.

The regular calls and/or visits assure that any possible changes in the client's health are identified and recorded, helps reduce isolation, and allows clients to feel more connected to the community by enabling them to remain independent in their own homes.

Disease Prevention/Health Promotion

Goal: A service program that provides information and support to older individuals with the intent of assisting them in avoiding illness and improving health status.

- A. Provision of the Disease Prevention/Health Promotion service by Region VII AAA is necessary to ensure the overall well-being of our clients through education, assessments, and physical fitness.
- B. Disease Prevention/Health Promotion services are directly related to Region VII AAA's administrative functions and will be coordinated with other services to assure optimal health and well-being of persons served.
- C. Region VII AAA will economically provide a quality Disease Prevention/Health Promotion program.

Region VII AAA is contracting vendors to provide Disease Prevention/Health Promotion services, will be able to include health promotion programs, programs that encourage physical fitness, and raise awareness about healthy behaviors in older adults.

The Disease Prevention/Health Promotion service aims to engage and empower our clients to choose healthy behaviors, and make changes that reduce the risk of developing chronic diseases.

Region VII AAA can integrate the Disease Prevention/Health Promotion service with other existing programs to further enable older adults to maintain their independence in their communities.

Care Transitions

Region VII AAA's Care Transitions program is designed to reduce hospital re-admissions of Medicare beneficiaries. Using components initially implemented to serve older adults and persons with disabilities being discharged from Ascension hospitals, this Direct Service Request will help fund care to patients who meet the criteria who are being discharged from non-Ascension hospitals in the planning and service area. This includes, but is not limited to, McLaren Health Systems, Mid-Michigan Health, and the sixteen rural critical access hospitals that are members of the Hospital Council of East Central Michigan.

- A. Provision of the Care Transitions services by Region VII AAA is necessary to assure an adequate supply of health care related services.

B. Care Transitions are directly related to Region VII AAA's Administrative functions and will be coordinated with other services to assure optimal health and wellbeing of persons served.

c. Region VII AAA has been providing Care Transitions under a contract with a local hospital

Care Transitions will be a continuation of an existing service started in prior years in the Region VII AAA planning and service area. This process builds on an existing grant held by the agency and in partnership with Ascension Healthcare. The agency expects to use a combination of billable services and other funding to keep Care Transitions sustainable within the next three years.

Caregiver and Community Transportation

GOAL: Region VII AAA will ensure that all older adults and persons with disabilities within Region VII AAA's PSA are provided transportation based on their individual needs that are not otherwise being met.

1. Region VII AAA will assist clients in finding inexpensive transportation from both private and public entities prior to providing transportation to clients.
2. Region VII AAA will verify that any transportation source used meets or exceeds the standards of Region VII AAA's own transportation system.
3. Region VII AAA will work with community-based programs to find suitable solutions for those that need transportation and will only be a short notice, ride-of-last resort transportation program.
4. Region VII AAA will work with community-based programs to find suitable solutions for those that need transportation and continue to expand Region VII AAA's short notice, ride-of-last-resort transportation
 - (A) Adequate transportation options are consistently identified as a priority by community dwelling older adults and their families. The existence of short notice transportation for "life emergencies" that extend beyond medical concerns continue to be an unmet need. Region VII AAA is looking to provide an affordable and available service option where one does not previously exist.
 - (B) Commercial transportation providers average cost for local transportation is \$92.95 per round trip, also some commercial transportation services have costs in excess of \$250.00 for distances less than 30 miles for vehicles equipped to accommodate wheelchairs. Comparatively, Region VII AAA is able to provide transportation at a rate at least one-third cheaper on average than other existing providers round trip due to cost efficiencies.

The lack of capacity to meet demands and the rising expense of fulfilling travel requests within Region VII AAA's PSA are factors affecting Region VII AAA's decision to look into providing Caregiver and Community Transportation within Region VII AAA's PSA.

Transportation has been consistently proven to be in the top three most requested services by individuals contacting Region VII AAA and by healthcare providers in our planning and service area. Region VII AAA contracts out transportation with interested county units on aging.

However, county transportation options for those seeking medical rides are not uniform and consistent across the planning and service area. Some communities offer exceptional coverage and responsive service while other communities have no transportation available.

Examples:

County Millage Funded Transportation.

Saginaw County STARS operates accessible on-demand vehicles but in a limited service area.

Midland is limited in scope and availability.

No Transportation Available.

Parts of Gratiot County not served by Alma Dial-A-Ride.

Parts of Saginaw County not served by STARS.

Tuscola County Thumb Body Express, the public transit, offers service only to Almer and Indianfields Townships as well as the City of Caro, with limited service to Cass City, Mayville, and Vassar, and only through the County Unit on Aging/Service Providers.

Additionally problematic for the coordination of non-emergency medical transportation is the geography and distance to healthcare providers for people served in some of our rural communities.

Examples include: The lower half of Sanilac County which borders St. Clair County and Lapeer to the South/South-West.

The North and West corner of Tuscola County particularly Fairgrove/Unionville proper and outlying areas.

Rural Saginaw County (Hemlock, Chesaning, Saint Charles).

The purchase of two lift-equipped handicap accessible passenger vehicles provides Region VII AAA with the capacity to continue to coordinate and transport persons by providing short notice ride-of-last resort medical transportation, intended to support clients, in response to their needs that are not otherwise being met.

PROGRAM DEVELOPMENT OBJECTIVES

A. Program Development Objective #1 - Increase Diversity, Equity, and Inclusion (DEI) Services

B. Program Development Objective #2 – Increase DEI Training

C. Program Development Object #3 – Provide Linguistically Appropriate Resources

ADVOCACY STRATEGY

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 their participation with Region VII AAA.

Region VII AAA's Executive Director is highly visible in our communities and accessible to leadership of hospitals and healthcare organizations, community-based organizations, legislature, and other localities beneficial to the operation. He regularly meets with members of legislative bodies, advocating on behalf of Region VII AAA.

Policy Board members and Advisory Council members are supplied with the tools they need to advocate on behalf of Region VII AAA in their communities. They visit senior centers and congregate meal sites and engage in conversation with older adults. Many Advisory Council members are familiar with the political processes and are active in contacting their lawmakers when the need arises.

At the state level, Region VII AAA has representation at the Michigan Senior Advocates Council (MSAC), and also the Senior Advisory Council (SAC), who work to educate lawmakers about priorities of older adults and persons with disabilities. Region VII AAA is also represented on the state-wide Silver Key Coalition, a group working with lawmakers to make Michigan a "No Wait State" for aging services.

Region VII AAA staff, service providers, program participants, caregivers, and family members have a strong presence at Area Agency on Aging Association's annual legislative advocacy day know as Older Michiganians day each May, and continue to maintain dialogue year-round with state representatives, senators, and others in positions of power.

Staff are encouraged and expected to distribute materials representing the criteria for programs at every level of the access and service coordination range. Registered Nurses (RN) and Social Workers (SW) are the first line of advocacy on behalf of clients of the Medicaid MI Choice Waiver, serving clients at adult foster care homes, homes for the aged, assisted living homes, and private residences.

Service provider meetings are held semi-annually and include updates on various advocacy issues. Vendor View, Region VII AAA's electronic communications system, is used to relate messages to all MI Choice Waiver vendors in Region VII AAA's 10-county area in a quick and timely manner.

Staff continue to build working relationships with public transits, and others to advocate for improvements in transportation for those who are unable to drive themselves in order to address the State Commission on Services to the Aging (CSA) concerns about transportation. Examples

include participating in panel presentations on the need, and writing proposals for funding for vehicles and efforts that would improve transportation across the PSA.

Recognizing the ongoing need and gaps in service for cost-effective, often cross-county non-emergency medical transportation (NEMT), Region VII AAA owns and operates two wheelchair-accessible minivans which are used for last resort rides to medical appointments when a person who requests the service resides in the PSA, are unable to drive and/or have no informal support or family member to drive them, and cannot afford to hire a private company. Rides are based on vehicle availability. Donations are accepted.

To further help the cause for transportation needs, Region VII AAA is contracted with Michigan Transportation Connection (MTC), an added vendor supplying volunteer drivers for our MI Choice Waiver clients.

Region VII AAA was one of the first AAAs to highlight the issue of direct care worker shortages in rural areas and continues to advocate for solutions to this problem when meeting with lawmakers and their staff.

Region VII AAA staff work closely with Department of Human Services caretakers and others to address potential or suspected elder abuse, self-neglect, or financial exploitation of a vulnerable adult using the protocol established by Michigan's Statewide Centralized Intake system. Referrals are made to legal services and probate court in an effort to protect those who are at risk from harm.

Knowledgeable speakers from Region VII AAA are available to talk about the value of American's aging services network, including regional and local service offerings, which proves to be useful to businesses and organizations that provide services to older adults and people with disabilities as well as community, local government entities, civic, social, and fraternal groups.

LEVERAGED PARTNERSHIPS

Plans to leverage resources with organizations in the following categories:

- a. Commissions, Councils and Departments on Aging-Region VII AAA continues to work to build reciprocal referral relationships between the county units on aging and the MI Choice home and community-based waiver program and other services that may benefit the people served from either organization, and in many cases coordinating services from both organizations on behalf of the participant.
- b. Health Care Organizations/Systems (e.g. hospitals, health plans, Federally Qualified Health Centers)-Region VII AAA is working to address the social determinants of health and healthcare, and link people to available home and community-based services and improve outcomes for older adults and people with disabilities. Our care transitions program is well underway with a hospital system and includes medication reconciliation, care coordination for post-discharge doctor visits and chronic disease management and education provided by community health workers.
- c. Public Health-Region VII AAA distributes relevant public health notices issued by the state immediately to staff and service providers.

d/e. Mental Health, Community Action Agencies-Referrals are made as appropriate to these organizations.

f. Centers for Independent Living (CIL) -Community transitions from skilled nursing facilities continue to be coordinated with and by the CILS and Region VII AAA. Additionally, Region VII AAA often has staff and/or volunteers at one of the two CILs in the PSA who work as MMAP counselors. Referrals for materials assistance and disability-related advice are made to and from the CILs.

Annually, Region VII AAA issues a request for proposals for organizations who wish to contract for services. This includes the Evidence Based Disease Programs (EBDP). Region VII AAA also actively seeks new grants to fund evidence-based programming and encourages participation by service providers to deliver the education needed.

In this multi-year planning cycle the agency will continue to develop the assortment of evidence-based workshops based on the needs of older adults in the planning and service area, sharing the availability of workshops and opportunities for lay leaders and trainers in Region VII AAA's PSA.

COMMUNITY FOCAL POINTS

Definition for Community Focal Points are identified as geographic areas in which the residents share a sense of identity with each other and their local government. The Region VII Area Agency on Aging determined the rationale for selecting focal points by reviewing:

- Which unit of government, such as city or county, provides the greater sense of community identification for local residents.
- Travel patterns within the community for shopping, medical services, social activities and employment.

Region VII Area AAA reviewed the following factors in selecting community focal points:

- Communities with the highest incidence of older persons with the greatest economic and social needs.
- Availability or potential for development of an Information and Referral service component to provide linkage to other AAA-funded services within the community.
- Location of facilities suitable for designation, days and hours of facility operation assuring at least a five-day schedule with regular advertised hours of operation that are convenient for older adults.
- Geographic boundaries of communities and natural neighborhoods.
- Availability of confidential meeting space in the facility for other program personnel to conduct client interviews and provide related services.

- Preference given to multi-purpose senior centers and congregate nutrition sites when utilized extensively by senior citizens.
- Service delivery patterns and proximity within the community to nearby shopping, transportation, financial institutions and other community-based activity programs.
- Facilities with affiliations with either city, county or township government, reflecting coordination of AAA and local governmental resources, and preference for maximum utilization of facilities operated in whole or in part by local elected officials.
- Accessible facility layout and design to assure that the services housed in the facility are accessible to handicapped elders.
- Analysis of staffing patterns, including the work stations for case coordination & support staff.

OTHER GRANTS AND INITIATIVES

Medicare Medicaid Assistance Program (MMAP) - nearly 80 staff and volunteers provide services region-wide.

Access to a knowledgeable MMAP counselor is imperative as the choices for health insurance, and the volume of advertising and sometimes misinformation overwhelm the older adult who is trying to make an informed decision.

The demand for services including MMAP services will be an ongoing need for the foreseeable future as health insurance continues to change.

FY 2023 AREA AGENCY GRANT FUNDS - SUPPORT SERVICES DETAIL

Agency: Region VII AAA
PSA: 7

Budget Period: 10/01/22 to 09/30/23
Date: 04/25/22 Rev. No.: 1

Rev. 10/8/21
page 2 of 3

*Operating Standards For AAA's

Op Std	SERVICE CATEGORY	Title III-B	Title III-D	Title III - E	Title VII A Title VII/EAP OMB	State Access	State In-Home	St. Alt. Care	State Care Mgmt	State NHO	St. ANS	St. Respite (Escheat)	MATF	St. CG Suppl	CLP/ADRC MSO Fund	Program Income	Cash Match	In-Kind Match	TOTAL	
A	Access Services																			
A-1	Care Management					15,000			431,825		25,000					1,136		52,425	525,386	
A-2	Case Coord/suppl	282,923		101,360												102,338	20,637	22,062	529,320	
A-3	Disaster Advocacy & Outreach Program																		-	
A-4	Information & Assis					40,019					35,000								75,019	
A-5	Outreach	122,463														2,449	5,380	8,335	138,627	
A-6	Transportation	92,600		13,000												28,224	11,733	8,227	153,784	
A-7	Options Counseling																		-	
B	In-Home																			
B-1	Chore	31,605														15,804	1,860	1,654	50,923	
B-2	Home Care Assis																		-	
B-3	Home Injury Cntrl																		-	
B-4	Homemaking	46,630					444,554	20,811			1,500					185,109	33,909	23,145	755,658	
B-6	Home Health Aide																		-	
B-7	Medication Mgt							62,500	62,500									13,889	138,889	
B-8	Personal Care	22,000					297,400	58,334								101,988	21,824	20,146	521,692	
B-9	Assistive Device&Tech																		-	
B-10	Respite Care	26,434					142,649	39,842					16,563	10,000		72,186	12,231	14,005	333,910	
B-11	Friendly Reassurance	17,000																1,889	18,889	
C-10	Legal Assistance	56,000														687		6,222	62,909	
C	Community Services																			
C-1	Adult Day Services							896			24,297	123,359	213,546	18,392		146,412	4,279	37,997	569,178	
C-2	Dementia ADC																		-	
C-6	Disease Prevent/Health Promtion		60,755													6,861		6,751	74,367	
C-7	Health Screening																		-	
C-8	Assist to Hearing Impaired & Deaf Cmty																		-	
C-9	Home Repair	43,000														8,289		4,778	56,067	
C-11	LTC Ombudsman	14,922							40,524						16,648	305		9,362	93,929	
C-12	Sr Ctr Operations	13,000														214	1,444		14,658	
C-13	Sr Ctr Staffing	47,000														970	3,983	1,239	53,192	
C-14	Vision Services																		-	
C-15	Prevent of Elder Abuse,Neglect,Exploitation															93		1,394	14,034	
C-16	Counseling Services																		-	
C-17	Creat.Conf.CG@ CCC																		-	
C-18	Caregiver Supplmt Services			76,778														8,531	85,309	
C-19	Kinship Support Services			32,195														3,577	35,772	
C-20	Caregiver E,S,T			160,561												11,239	1,963	15,878	189,641	
*C-8	Program Develop	161,442																17,938	179,380	
	Region Specific																			
	Critical Urgent Unmet Needs																		-	
	Nursing Services																		-	
	c. Care Transitions	33,334					33,333	33,333										11,111	111,111	
	d. Gap Filling						500	500											1,000	
	7. CLP/ADRC Services																		-	
Sp Co	8. MATF Adm												22,758						22,758	
Sp Co	9. St CG Sup Adm													2,807					2,807	
	SUPPRT SERV TOTAL	1,010,353	60,755	383,894	12,547	12,168	55,019	980,936	216,216	431,825	40,524	85,797	123,359	252,867	31,199	16,648	684,304	119,243	290,555	4,808,209

FY 2023 NUTRITION / OMBUDSMAN / RESPITE / KINSHIP - PROGRAM BUDGET DETAIL

Rev. 10/8/21

Agency: Region VII AAA Budget Period: 10/01/22 to 9/30/23
 PSA: 7 Date: 04/25/22 Rev. Number 1

page 3 of 3

FY 2023 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 Title III-E	Program Income	Cash Match	In-Kind Match	TOTAL
	Nutrition Services									
C-3	Congregate Meals	563,810		18,433		74,534	425,037	49,167	15,526	1,146,507
B-5	Home Delivered Meals		784,274		919,214	250,778	851,744	164,671	24,606	2,995,287
C-4	Nutrition Counseling									-
C-5	Nutrition Education									-
	AAA RD/Nutritionist*	85,000								85,000
	Nutrition Services Total	648,810	784,274	18,433	919,214	325,312	1,276,781	213,838	40,132	4,226,794

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

FY 2023 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
	LTC Ombudsman Ser									
C-11	LTC Ombudsman	14,922	12,168	-	40,524	16,648	305	-	9,362	93,929
C-15	Elder Abuse Prevention	-		12,547			93	-	1,394	14,034
	Region Specific	-	-		-		-	-	-	-
	LTC Ombudsman Ser Total	14,922	12,168	12,547	40,524	16,648	398	-	10,756	107,963

FY 2023 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 2023 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
	Kinship Ser. Amounts Only									
C-18	Caregiver Sup. Services	-					-		-	-
C-19	Kinship Support Services	-	32,195				-	-	3,577	35,772
C-20	Caregiver E,S,T	-	-				-	-	-	-
	Kinship Services Total	-	32,195				-	-	3,577	35,772