

2020-2022 Multi Year Plan
FY 2021 ANNUAL IMPLEMENTATION PLAN
Area Agency on Aging Region III-A

DRAFT



Planning and Service Area
Kalamazoo County

Area Agency on Aging Region III-A
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Executive Summary

The COVID-19 pandemic has significantly expedited the evaluation of our service to older adults in our region. In Kalamazoo County, AAA IIIA is housed within the public health department. This allowed us the opportunity be instrumental in direct action, advocacy, and service to older adults during the pandemic. We created a Long Term Care Facility Task Force, providing education to facilities (nursing homes, adult foster care, assisted living, and homes for the aged) on COVID-19 prevention, outbreak management, and resources. We worked closely with the health officer, public health medical director, and communicable disease nursing team to investigate significant concerns of neglect, assist with outbreak management, and coordinate emergency response and testing initiatives. We were invited to participate in state workgroups to address COVID-19 in nursing homes. Resources our team developed have been used across the state in efforts to address the pandemic. Our unique multidisciplinary team was able to engage in the long term care ombudsman services, support and direction from AASA and LARA for significant nursing home concerns in order to safeguard vulnerable, older adults.

AAA IIIA internal direct service delivery through Information & Assistance (I & A), Care Management, Healthy Living Programs, Ombudsman, and Veteran Directed Care was modified to continue to provide care. Our clinical social work team was able to cross-train for I & A coverage to assist with COVID-19 specific needs during the Stay Home Order. We experienced an increase in calls for basic needs due to the community partnerships in our Kalamazoo County Emergency Response Coalition. Our clinical nursing team joined the efforts through the communicable disease emergency response in COVID-19 hotline call coverage, monitoring nursing homes for outbreaks with weekly calls, and providing education and direction to resources and PPE. Our administrative assistant assisted with Spanish translation for contract tracing with the communicable disease nursing team, and assisted with community outreach in our Hispanic population. Our care consultants were able to transition to weekly check-in calls with clients, allowing for enhanced relationship building with psychosocial support, in addition to addressing basic needs. The Long Term Care Ombudsman were able to transition to virtual visits, and identify concerns and challenges with social isolation of older adults in nursing homes; unable to see family members. We continue to work closely with adult protective services, and our partners to address abuse, neglect, and exploitation in our community. The Quality Coordinator engaged with our providers regarding emergency plans, PPE, and evaluating service interruptions. The healthy living program was able to assist with friendly reassurance calls, and connect with past participants to ensure safety during the pandemic. We identified vulnerabilities with limited technology for remote access; with plans to rectify the concerns this year.

Contracted, external programming was modified for home delivered meals, congregate meals, POS home care services, Personal Emergency Response services, and home repair. Some external programming was put on hold due to the Stay Home order, providing us with insight as to the vulnerabilities and gaps in serving older adults (transportation, senior centers, and adult day care).

AASA directed program enhancements of Friendly Reassurance opened opportunities for reaching a population not currently served in our region. Additionally, the Quarantine Boxes and Fresh Produce Boxes allowed for another unexpected and overwhelmingly successful outreach to older adults not served by AAA. In our region, we partnered with the local food bank Kalamazoo Loaves and Fishes, for delivery of the boxes. This community partner was inspired by the program, and matched the food donations to fulfill a "complete"

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food delivery – including dairy, meat and other products for the recipients. This endeavor evolved their services to home delivery. STATS FROM L&F. This has opened opportunities for strategic discussions for long term options for home-bound older adults in our region with food insecurity. We look forward to sharing more programmatic partnership in future.

AAA IIIA completed our Older Adult Community Needs Assessment in the spring of 2020, with the final report submitted during the beginning of the pandemic. This tool highlighted gaps in education on services in the community, and the need for improved communication to older adults, their caregivers, and professionals serving them. AAA IIIA developed special interest groups to address a creative, team approach to addressing areas of opportunity and enhancement for streamlining service delivery. In review of our traditional AAA service delivery, and the impact of the pandemic with our emergency response, this year we will develop and implement a strategic plan to our administration, our advisory council, and the Kalamazoo County Board of Commissioners to advance, modify, and heighten the clinical support and services for older adults in our community.

In the mist of the COVID-19 public health pandemic, our country also experienced unrest with protests, riots, and demonstrations to address racial disparity public health crisis of systemic, institutional racism. AAA IIIA continued to support older adults with supportive calls and safety checks during the Kalamazoo County State of Emergency in June of 2020. AAA IIIA is working in conjunction with our organization through Kalamazoo County Government/Health & Community Services to continue to provide ongoing training, support, and resources to staff members to ensure cultural competency. AAA IIIA will continue to evaluate and expand outreach to all older adults in our community to enhance serving diverse populations.

Our traditional AAA services continue to serve an essential role in keeping older adults safe in our community. In review of our pandemic experience and response, we are

The pandemic has forced our society to recognize our vulnerability and limitations. It has allowed us to modify traditional services to meet rising needs. It has created opportunities, partnerships, and pathways with momentum that must continue to evolve our service delivery and safeguarding our community. Most importantly, it has driven us to radical acceptance of our weaknesses, and motivated us to address them swiftly. Utilizing the COVID-19 pandemic experiences, coupled our community needs assessment, we are committed to continuing to maximize the resources for older adults in our region.

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County/Local Unit of Government Review

As a division of the Health & Community Services Department of Kalamazoo County Government, AAA IIIA has been notified all advisory council meetings have been suspended in interest of safety and welfare of members. While the potential for virtual meetings was explored, limitations of technology capabilities were a barrier to equal participation for all members. AAA IIIA presented the potential for a Zoom advisory council meeting to review the Community Needs Assessment and update on planning, however advisory council meetings are only being held in significant emergencies or financial decision making at this time. The Annual Implementation Plan will be emailed to the advisory council.

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2021 Plan Highlights

This AIP will build upon the foundation of the FY2020-2022 MYP with consideration of the implications of findings and recommendations of the Community Needs Assessment, retrospective evaluation of COVID-19 pandemic experience, and areas of opportunity to enhance serving diverse, underserved populations.

Significant new priorities:

- Upgrading technology for remote access for all programs
- Long Term Care Facility Task Force
 - Continue the coordinated work and enhancement of collaboration with the communicable disease team in public health to create preventive educational outreach in addition to outbreak response and recovery initiatives.
- I & A database to ADRC system
 - Transition to the state of Michigan ADRC Information & Assistance system to streamline resources, reporting, and coordination with other regions
- Strategic planning with results from Older Adult Community Needs Assessment and COVID-19 pandemic review.
 - Evaluate and revise communication, marketing, and outreach
- Increase community education for professionals serving older adults
- Increase partnerships with senior centers for preventive programming
- Continue the Long Term Care Facility Task Force initiatives
- Continued Quality improvement
 - Standardizing processes, streamlining procedures, and cross-training team members
- Review, revise, and enhance emergency response process and protocols internally and externally with providers
- Continued Service Delivery Enhancement with Caregiver Counseling and Options Counseling
- Evaluation of Healthy Living Programs (PATH & MOB)
 - Evaluate programming opportunities for partnership in the community
- Modification to Service Delivery
 - Telehealth options for care management services and Long Term Care Ombudsman
- Modification for Senior Expo
 - Revise the annual event to safeguard attendees while providing valuable information and vaccinations (evaluation of drive through Expo with vaccines at the health dept.)

Contingency Planning:

- Ongoing discussion with AAA IIIA finance department through Kalamazoo County Government on:
- Evaluation of millage funding for new opportunities to address sustaining and enhancing emergency preparedness.
- Review of CAREs and Families First Funding

Advocacy Efforts:

- Abuse, Neglect and Exploitation Outreach and Advocacy Events - revise Fall seminar scheduled for "Court & Clergy" education to transition to virtual platforms due to COVID-19 restrictions of group gatherings

Long Term Care Task Force will continue at a local and state level to address serving older adults during and after the pandemic

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Outcomes and resources developed through these initiatives have been shared on a local, regional and state level with health departments, AAAs, MDHHS, LARA, and state representatives.

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Public Hearings

Date	Location	Time	Barrier Free?	No. of Attendees
06/30/2020	na	12:00 PM	Yes	0

AAA IIIA did not conduct public hearings due to the COVID-19 pandemic. As a division of the Health & Community Services Department of Kalamazoo County Government, all advisory council meetings have been suspended in interest of safety and welfare of members. While the potential for virtual meetings was explored, limitations of technology capabilities were a barrier to equal participation for all members. The Annual Implementation Plan will be emailed to the advisory council.

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Regional Service Definitions

Service Name/Definition

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

Service Category	Fund Source			Unit of Service
Access	Title III PartB	Title III PartD	Title III PartE	
In-Home	Title VII	State Alternative Care	State Access	
Community	State In-home	State Respite		
	Other _____			

Minimum Standards

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Access Services

Care Management

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$163,933.00	Total of State Dollars	\$162,690.00

Geographic area to be served

Kalamazoo County

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

As outlined in the MYP 2020-2022, Goals include:

Goal 1: Increase collaboration with community partners in regards to transitions to and from the case management program.

Activities:

1. Collaboration with local hospital system to streamline referral process to AAA IIIA during discharge planning.
2. Biannual meeting with case managers from PACE and MI Waiver programs to coordinate care.

Goal 2. Meet AASA Standards for providing care management.

1. Biannual internal peer reviews of 10% of cases
2. External peer reviews completed twice a year of 10% total cases
3. Annual survey with clients and caregivers for evaluation of satisfaction with services, program, and providers.
4. Enrollment goal: Staff to client ratio 1 staff: 45 clients
5. Cross training of staff will increase those served, decrease caseload. All social workers will be trained in I & A, counseling, options counseling, and caregiver counseling and other home supports

Number of client pre-screenings:	Current Year:	200	Planned Next Year:	250
Number of initial client assessments:	Current Year:	170	Planned Next Year:	200
Number of initial client care plans:	Current Year:	170	Planned Next Year:	200
Total number of clients (carry over plus new):	Current Year:	200	Planned Next Year:	300
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:45	Planned Next Year:	1:40

Case Coordination and Support

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$800.00	Total of State Dollars	\$0.00

Geographic area to be served

Kalamazoo County

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

As outlined in MYP 2020-2022:

Goal: Meet AASA standards for Case Coordination and Support.

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Activities:

1. Biannual review of 10% of cases peer review internal
2. Biannual review of 10% of total cases external
3. Client satisfaction survey to determine level of need met, appropriate provider, and program services

Information and Assistance

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$48,001.00	Total of State Dollars	\$0.00
Geographic area to be served			
Kalamazoo County			

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

As outlined in MYP 2020-2022:

Goal: Utilize I & A for community outreach and education for services for older adults internal and external.

Cross train all social workers for I & A to streamline process

Update I & A database with the state of Michigan MDHHS/AASA ADRC platform

Options Counseling

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$0.00	Total of State Dollars	\$13,000.00
Geographic area to be served			
Kalamazoo County			

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

Options Counseling is in process of development and implementation at AAA IIIA.

Social workers will be cross trained to standardize for Information & Assistance, Options Counseling, Care Management, and Counseling Services.

This allows the social worker to diversify their professional experiencing, while providing stability and fluid, immediate response to service needs and community programming.

AAA IIIA will assign a lead care consultant to oversee the process and update of resources, transition to the AASA Information & Assistance database (ADRC), and support troubleshooting with team discussions.

Microsoft Teams will also be utilized for team case reviews.

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Direct Service Request

Disease Prevention/Health Promotion

Total of Federal Dollars \$15,199.00

Total of State Dollars \$0.00

Geographic Area Served Kalamazoo County

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

AAA IIIA is evaluating the healthy living programming, health promotion, and disease prevention initiatives; and the evidence based practices historically used to provide the services. Due to the COVID-19 pandemic, group classes, gatherings and seminars are on hold. The Kalamazoo County Older Adult Community Needs Assessment results will also be considered during this evaluation. Review of program service delivery with recommendations will be processed through AAA IIIA's organizational structure of leadership, administration, and the Kalamazoo County Board of Commissioners once finalized.

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.

Section 307(a)(8) will be reviewed during the evaluation of this programming.

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.

The above will be considered in the evaluation.

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 \$12,488.00

Total of State Dollars \$43,484.00

Geographic Area Served Kalamazoo County

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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.

The Long Term Care Ombudsman (LTCO) for AAA IIIA serves other regions also. The AAA IIIA LTCO cover Kalamazoo, Barry, Branch, Calhoun, and St. Joseph counties. In 2019, we expanded the program with the Kalamazoo County Senior Millage to create a second LTCO to cover this region. In Kalamazoo County alone, there are 167 licensed nursing homes, homes for the aged, assisted living, and adult foster care homes. Their role to serve as an advocate for the residents and their families/guardians is an essential safeguard in patient centered care.

Review and discussion of diverse populations served, including the Hispanic population has been the focus of growth and enhancement. Both LTCO will focus on the Hispanic population and cultural competency in evaluating the needs, coordinating care with family, and outreach to provide increased advocacy and assistance this fiscal year.

With the COVID-19 pandemic, the LTCO have participated in the AAA IIIA/Kalamazoo County health department Long Term Care Facility Task Force. They are assisting and supporting issues of advocacy, concern of neglect and review of resident and guardian/family education. They have been encouraged to share these practices with the Task Force with other regions. The State LTCO also has been notified of these efforts and encouraged to use resources created to share statewide.

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.**

The LTCO program at AAA IIIA has been expanded by local funding due to the significant importance of abuse, neglect, and exploitation advocacy in the communities served. It will continue to be reviewed and expanded with the consideration of the ramifications of the pandemic.

A, B & C

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.

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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

Total of Federal Dollars \$8,551.00 Total of State Dollars \$0.00

Geographic Area Served Kalamazoo County

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

AAA IIIA facilitates several initiatives to address Elder Abuse, Neglect and Exploitation. Historically, these tasks were held in one position. The position has been vacant for over six months, with the Director addressing the needs of continuing the core efforts, and evaluating community outreach and collaboration. Evaluation of that position is currently in process. Kalamazoo County Government is currently in a hiring freeze until 2021. Review of the tasks, roles, and essential functions of the position are in process.

Advocacy and engagement in abuse, neglect and exploitation prevention is imperative to safeguard vulnerable older adults. The position's tasks and responsibilities will be shared within leadership of AAA IIIA to continue this important work.

Multidisciplinary teams (MDTs):

Elder Death Review- currently on hold due to COVID-19. This initiative involves the local medical examiner, AAA IIIA, LTCO, law enforcement, and Adult Protective Services. It has been recognized by the Attorney General's Elder Abuse Task Force, and is being replicated in other AAA regions. It will continue once the pandemic stabilizes and the medical examiner's office is able to resume this effort.

Elder Abuse MDT- Review of complex cases with elder law, AAA IIIA care management, physician, APS, probate court, EMS, guardians, and other relevant or involved organizations.

Financial Exploitation MDT- Review of financial concerns through banking, law enforcement, care management, elder law, guardians, adult protective services.

Hoarding Task Force – involves the Elder Abuse MDT for consideration of self-neglect, and includes public health Environmental Health department, fire, EMS, and law enforcement with plans to expand to community mental health.

Elder Abuse Prevention Coalition – includes professionals from AAA IIIA, banking, medical, law enforcement, legal, probate, EMS to support and assist with community outreach and awareness to professionals serving older adults.

COVID-19 Long Term Care Facility Task Force/Investigative teams. AAA IIIA Director developed and lead the task force for education, outreach, and investigation in LTCFs during COVID-19. This important collaboration and response involved the public health dept: Health Officer, Medical Director, LTCO, Communicable Disease Nurses, and more. it will continue to address neglect in facilities. See executive summary.

Statewide AAA/ Adult Protective Services (APS) work group- new to AAA IIIA, we will be assisting in the coordination of enhancing collaboration. AAA IIIA has an extremely good working relationship with local APS, and will continue to work to support other communities to do so.

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- (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, B, & C

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

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

Counseling Services

<u>Total of Federal Dollars</u>	\$6,800.00	<u>Total of State Dollars</u>	\$0.00
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Geographic Area Served Kalamazoo County

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

AAA IIIA is currently developing counseling services for implimentation through the clinically licensed masters level social workers on the care management team.

COVID-19 pandemic increased the need for these services with older adults during the "Stay Home, Stay Safe" order. With the closure of adult day care programs in that timeframe, and the decrease of home services as requested by many caregivers, the impact of caregiver stress has increased. This can lead to increased risk of abuse and neglect, depression and anxiety. AAA IIIA historically contracted out services, however the practice closed, and during the last RFP process, was not bid upon. Therefore AAA IIIA clinicians will provide this service.

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A, B, and C.

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

Creating Confident Caregivers

<u>Total of Federal Dollars</u>	\$1,500.00	<u>Total of State Dollars</u>	\$0.00
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Geographic Area Served Kalamazoo County

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

Creating Confident Caregivers (CCC) continues to be an essential portion of programming for AAA IIIA. While other healthy living programs have seen a decrease in participation, CCC continues to have a waiting list. AAA IIIA will evaluate possible expansion of this program in coordination with the counseling initiatives previously stated.

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Regional Direct Service Request

Total of Federal Dollars

Total of State Dollars

Geographic Area Served

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

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Approved MYP Program Development Objectives

Area Agency on Aging Goal

- A. As referenced in Plan Highlights question 8 for strategic planning activities, we will continue to focus on expansion, standardization, and utilization of Senior Millage funding. In addition, AAA IIIA will attempt to engage one community with the Community For a Lifetime initiative by 9/30/2022.**

Objectives

1. Create policies and procedures for service delivery, standardize documentation, conduct quality audits, modify and updates procedures and policies after implementation.
Timeline: 10/01/2019 to 09/30/2022

Progress

Ongoing process of standardizing policies, processes and procedures is on target. Standardizing documentation has assisted with cross-training staff.
Ongoing development of processes and procedures continues as a priority for the division.

2. Conduct quality audits for service delivery to modify, enhance, and improve process. Coordinate with community contractors quality initiatives to streamline services.
Timeline: 10/01/2019 to 09/30/2022

Progress

Internal quality audits are ongoing and have been beneficial for standardization of service delivery.
External quality audits are on hold due to COVID-19.
Adding Emergency Preparedness Plans and procedures internally and externally will be added to the goal.

- B. Provide education and information on Community for a Lifetime to municipalities in the service area.**

Objectives

1. Have a least on local municipality begin the Community for a Lifetime Initiative. This community initiative lead by AASA can address community engagement, decrease isolation, and promote safety with mobility.
Timeline: 10/01/2019 to 09/30/2022

Progress

Due to the COVID-19 pandemic- updates have been limited. We have had municipalities state they found the process and cost to be a barrier.
This will be revisited this year.

- C. Expand advocacy, outreach, and service for elder abuse, neglect, and exploitation initiatives**

Objectives

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1. AAA IIIA has created and implemented multidisciplinary teams within the community addressing elder abuse, neglect and exploitation. For this MYP, enhancing those relationships, and expanding opportunities to promote prevention, justice, and education will be a priority. Multidisciplinary teams include: 1. Elder Death Review 2. Financial Fraud and Exploitation 3. Suicide Review 4. Elder Abuse 5. Attorney General's Elder Abuse Task Force Additionally, expansion and enhancement of the Long Term Care Ombudsman program will be addressed.

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

Progress

Ongoing. Traditional multi-disciplinary teams were on hold due to the COVID-19 pandemic.

We were able to create a Long Term Care Facility Task Force during COVID-19 and engage in multidisciplinary efforts for public health education, prevention, outbreak guidance, and investigation of neglectful facilities through partnerships at the local and state level.

D. Create and implement Options Counseling

Objectives

1. Adding options counseling as a service item will address over 40% of the current waiting list. Transitioning staff from other tasks to assist with options counseling will be critical with ensuring standardized service delivery.

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

Progress

Options Counseling is in progress. The I & A services are being reviewed and revised, and Options Counseling is in that process.

All social workers will be cross-trained to assist with I & A, Options, Care Management, and Counseling.

AAA IIIA is in process of writing the procedure, and implementing Options Counseling. With the increase of COVID-19 calls and requests for support, we anticipate 40% of the waiting list can be served with Options Counseling in the next year.

2. Enhancing the Information & Assistance line services to coordinate with options counseling will be extremely important for coordination of care.

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

Progress

In progress. With cross-training of staff for I & A coverage, this has also allowed for expansion into options counseling.

Options counseling will address a large portion of the waiting list during this fiscal year.

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2021 Program Development Objectives

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: 1

Narrative

In 2020, AAA IIIA completed a Community Needs Assessment for older adult services for Kalamazoo County. Areas of opportunity to expand to diverse communities and ethnic groups including African American older adults, and Hispanic older adults was reviewed. AAA IIIA reviewed past stats for ethnicity in clients served, and also found the same opportunity to expand services. The Needs Assessment also highlighted lack of community awareness, education, and understanding of AAA services for older adults, caregivers, and professionals. Traditional AAA IIIA marketing will be modified and revised. Community outreach events into neighborhoods, churches, and virtual platforms to connect to caregivers will also be evaluated and initiated.

Objectives

1. Objectives: Expand marketing, outreach, and communication to under-served, diverse ethnic communities of Hispanic and African American populations. Translate all materials into Spanish.
Timeline: 06/01/2020 to 09/30/2021

Activities

Objective:

Outreach for African American Populations
Community outreach in diverse neighborhoods and churches
Community outreach at the Ecumenical Senior Center for in-person evaluation and resource referral
Outreach for caregivers through virtual educational sessions and marketing

Objectives:

1. All documents are being translated into Spanish
AAA IIIA outreach with the local Hispanic American Council El Concilio through established relationship will continue and expand
Long Term Care Ombudsman will increase cultural training and awareness
Information & Assistance programming will expand education and outreach to caregivers through virtual platforms in coordination with El Concilio

Expected Outcome

Expanded community awareness of AAA IIIA as a resource for older adults in the Hispanic community, and their caregivers
Expanded services provided for older adults in the Hispanic Community

B. Ongoing and enhanced staff training for diversity, equity, and inclusion addressing unconscious bias with non-English speaking individuals.

State Goal Match: 1, 2, 3, 4

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Narrative

Goal for AAA IIIA: Ongoing and enhanced staff training for diversity, equity, and inclusion addressing unconscious bias with non-English speaking individuals.

AAA IIIA encourages and supports training through our organization and external to the organization. Kalamazoo County Government provides an extensive array of training for all employees. AAA IIIA team members are encouraged to participate in all trainings provided by the organization. Additionally, AAA IIIA staff members are encouraged to seek external training opportunities to support and assist in cultural competency. One of the AAA IIIA work groups is currently developing a curriculum for professionals regarding unconscious bias of ageism during the COVID-19 pandemic.

Objectives

1. AAA IIIA continues to strive to expand services to under-served populations in our region as outlined in the MYP, both in traditional AAA programming, as well as expanded AASA programming, and COVID-19 pandemic response initiatives. Under-served populations are defined as outlined in the goal above: "communities and people of color, persons with disabilities, recent immigrants and LGBTQ+ individuals. Objectives: Identify areas of opportunity for training for internal AAA staff, contracted providers, advisory council members, and community partners in the older adult services community. Identify training resources internally in compliance with Kalamazoo County Government policy and procedure, AASA requirements, and nursing and social work state license requirements Identify training resources externally as noted above, with the addition of access to training via telephone and internet in compliance with the Executive Orders throughout the remainder of the pandemic for the health and safety of all. Provide opportunity for AAA IIIA team to "teach back" to colleagues throughout clinical evaluations and case discussions. AAA IIIA has been vastly impacted by the impact of the pandemic; however has had the opportunity to expand partnerships within the public health response for the pandemic. Please note, AAA IIIA is a division of the Kalamazoo County Health & Community Services Department, and therefore is involved in: Lead for COVID-19 Long Term Care Facility Outbreak Response and Investigative Task Force, Public Health Flu Vaccination Task Force, Elder Abuse Prevention Task Force, Coalition, and Multi-disciplinary teams, and Elder Death Review. All initiatives focus on under-served populations to prioritize the most vulnerable older adults in our community.

Timeline: 10/01/2020 to 09/30/2021

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Supplemental Documents

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SUPPLEMENTAL DOCUMENT A

Board of Directors Membership

	Asian/Pacific Islander	African American	Native American/ Alaskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	2	0	0	0	6	11
Aged 60 and Over	0	0	0	0	0	0	3

Board Member Name	Geographic Area	Affiliation	Membership Status
Stephanie Moore	Kalamazoo County	District 1	Elected Official
Zauchary Bauer	Kalamazoo County	District 2	Elected Official
Tracy Hall	Kalamazoo County	District 3	Elected Official
Michael Seals	Kalamazoo County	District 4	Elected Official
Julie Rogers	Kalamazoo County	District 5	Elected Official
Jennifer Aniano	Kalamazoo County	District 6	Elected Official
Roger Tuinier	Kalamazoo County	District 7	Elected Official
John Gisler	Kalamazoo County	District 8	Elected Official
Christine Morse	Kalamazoo County	District 9	Elected Official
Mike Quinn	Kalamazoo County	District 10	Elected Official
Meredith Place	Kalamazoo County	District 11	Elected Official

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SUPPLEMENTAL DOCUMENT B

Advisory Board Membership

	Asian/ Pacific Islander	African American	Native American/A laskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	1	0	0	3	7	11
Aged 60 and Over	0	0	0	0	8	0	0

Board Member Name	Geographic Area	Affiliation
Don Ryan	Kalamazoo, MI	Chair OASAC
John Hilliard	Kalamazoo, MI	Vice-Chair
Mike Quinn	Kalamazoo MI	Member, County Commissioner
Rosamond Robbert	Kalamazoo MI	Member
Beulah Price	Augusta, MI	Member
Tim Charron	Kalamazoo, MI	Member
Danna Downing	Vicksburg, MI	Member
Kimberly Middleton	Kalamazoo, MI	Member
Kelly Quardokus	Portage, MI	Member
Kimberly Phillips	Portage, MI	Member
Dawn Shilts	Portage, MI	Member

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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:

7,000

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

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

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

AREA AGENCY ON AGING--OPERATING BUDGET

PSA: Region IIIA Budget Period: 10/01/20 to: 09/30/21 Date of Budget: 09/24/20 Page 1 of 2
 Agency: 1 & Community Services Department Rev. No.: 0

Operations			Program Services/Activities									
Admin	Program Develop	LTC Ombs & EAP	EBDP	Information & Assistance	Care Mgmt	Case Coord & Support	Options Counseling	Support Services	Nutrition Services	Creating Confident Ca	Caregiver Counseling	TOTAL
83853	43700	21039	15199	48001	200658	800		26100	538119	2900	800	987169
21498		43484			600343		13000		257468			935793
60593	4856	38039	9405	30186	260114	6547	5920	83743	76305	6894	2500	594613
								6500				6500
												0
22200		4437	300						68000	350		95287
188144	48556	106999	24904	78187	1061115	7347	18920	116343	939892	10144	3300	2619362
TOTAL												

REVENUES	
Federal Funds	
State Funds	
Local Cash	
Local In-Kind	
Interest Income	
Fund Raising/Other	
TOTAL	

EXPENDITURES												
Contractual Services									57459	939892		997351
Purchased Services						475900				1400		477300
Wages and Salaries	99500	27700	55400	10500	37300	317200	2700	11400	0	3300	1900	578400
Fringe Benefits	36700	9500	20000	3800	13600	115800	1000	4200		1200	700	210000
In-Kind Wages									6500			6500
Professional Services												0
Accounting & Audit Services												0
Legal Fees												0
Occupancy	14705	3795	3600	500	3200	17100	100	600		200	100	44400
Insurance												0
Office Equipment												0
Equip Maintenance & Repair												5200
Office Supplies	400	200	200	500	500	3300		100				7500
Printing & Publication	1207	493	500	2300	500	1800		200		400	100	2100
Postage	600			200	300	800		100		100		14400
Telephone	2464	636	1700	300	1500	7000	100	300		100	200	8300
Travel	1200		2000	100	100	4600		100		100	100	2600
Conferences	200		100	300	200	1400		100		100	100	7500
Memberships	7000				200			100				0
Special Events												
Central Service Costs	24009	6191	23499	6004	20787	116215	3447	1720	52384	3244	300	259211
Other	159	41		400								600
TOTAL	188144	48556	106999	24904	78187	585215	7347	18920	58884	8744	3300	1144711

AREA AGENCY ON AGING--WAGES AND SALARIES

PSA: Region IIIA Budget Period: 10/01/20 to: 09/30/21 Date of Budget: 06/24/20
 Agency: Illth & Community Services Department Rev. No.: 0

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FY 2021 AREA PLAN GRANT BUDGET

Agency: Kalamazoo County Health & Community Services Dept
 PSA: Region IIIA
 Date: 06/24/20
 Budget Period: 10/01/20 to 10/01/21
 Rev. No.: 0
 Rev. 05/18/20
 Page 1 of 3

SERVICES SUMMARY

FUND SOURCE	SUPPORTIVE SERVICES	NUTRITION SERVICES	TOTAL
1. Federal Title III-B Services	218,590		218,590
2. Fed. Title III-C1 (Congregate)		284,657	284,657
3. State Congregate Nutrition		5,050	5,050
4. Federal Title III-C2 (HDM)		164,591	164,591
5. State Home Delivered Meals		252,418	252,418
8. Fed. Title III-D (Prev. Health)	16,699		16,699
9. Federal Title III-E (NFCSP)	102,269		102,269
10. Federal Title VII-A	10,088		10,088
10. Federal Title VII-EAP	8,551		8,551
11. State Access	15,074		15,074
12. State In-Home	268,760		268,760
13. State Alternative Care	59,373		59,373
14. State Care Management	137,109		137,109
15. St. ANS	23,507		23,507
16. St. N ursing Home Ombs (NHO)	30,216		30,216
17. Local Match			
a. Cash	457,715	76,305	534,020
b. In-Kind	6,500	-	6,500
18. State Respite Care (Escheat)	38,695		38,695
19. MATF	63,046		63,046
19. St. CG Support	7,779		7,779
20. TCM/Medicaid & MSO	22,268		22,268
21. NSIP		108,871	108,871
22. Program Income	650	58,000	68,650
TOTAL:	1,486,889	939,892	2,426,781

ADMINISTRATION

Revenues	Local Cash	Local In-Kind	Total
Federal Administration	83,853	-	143,495
State Administration	14,494		14,494
MATF Administration	6,235	-	6,235
St. CG Support Administration	769	961	1,720
Other Admin	22,200		22,200
Total AIP Admin:	127,551	60,593	188,144

Expenditures

	FTEs
1. Salaries/Wages	1.71
2. Fringe Benefits	36,700
3. Office Operations	51,944
Total:	188,144

Cash Match Detail

Source	Amount	In-Kind Match Detail	Amount
General Fund	59,642	Source	
Other Admin MMAP Admin & Prog Inc	22,200		
Total:	59,642	Total:	-

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.

Wanda Ulrich
 Signature

Financial Operations Manager
 Title

06/26/20
 Date

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FY 2021 NUTRITION / OMBUDSMAN / RESPITE / KINSHIP - PROGRAM BUDGET DETAIL												Rev. 05/18/20
Agency: Kalamazoo County Health & Corr		Budget Period:		10/01/20		to		10/1/21				page 3 of 3
PSA: Region IIIA		Date:		07/30/20		Rev. Number		0				
FY 2021 AREA PLAN GRANT BUDGET - TITLE III-C NUTRITION SERVICES DETAIL												
Op	Sid	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					Title III-E					
C-3		Congregate Meals	263,657		5,050		19,871	40,000	29,858	-	358,436	
B-5		Home Delivered Meals		164,591		252,418	89,000	28,000	46,335	-	580,344	
C-4		Nutrition Counseling	-	-	-	-		-	-	-	-	
C-5		Nutrition Education	1,000	-	-	-		-	112	-	1,112	
		AAA RD/Nutritionist*	-	-	-	-		-	-	-	-	
		Nutrition Services Total	264,657	164,591	5,050	252,418	108,871	68,000	76,305	-	939,892	

*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
		LTC Ombudsman Ser									
C-11		LTC Ombudsman	2,400	10,088	-	30,216	13,268	-	38,039	-	94,011
C-15		Elder Abuse Prevention	-		8,551			-	-	-	8,551
		Region Specific	*4437	-	-	-		-	-	-	-
		LTC Ombudsman Ser Total	2,400	10,088	8,551	30,216	13,268	-	38,039	-	102,562

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	SERVICE CATEGORY	Title III-B	Title III-E				Program Income	Cash Match	In-Kind Match	TOTAL	
Std											
	Kinship Ser. Amounts Only										
C-18	Caregiver Sup. Services	-	5,200				-	578	1,500	7,278	
C-19	Kinship Support Services	-	-				-	-	-	-	
C-20	Caregiver E.S.T	-	-				-	-	-	-	
	Kinship Services Total	-	5,200				-	578	1,500	7,278	

Planned Services Summary Page for FY 2021

PSA: Region IIIA

Service	Budgeted Funds	Percent of the Total	Method of Provision		
			Purchased	Contract	Direct
ACCESS SERVICES					
Care Management	\$ 545,671	22.41%			X
Case Coordination & Support	\$ 7,347	0.30%			X
Disaster Advocacy & Outreach Program	\$ -	0.00%			
Information & Assistance	\$ 78,187	3.21%			X
Outreach	\$ -	0.00%			
Transportation	\$ 5,334	0.22%	X	X	
Option Counseling	\$ 18,920	0.78%			X
IN-HOME SERVICES					
Chore	\$ -	0.00%			
Home Care Assistance	\$ -	0.00%			
Home Injury Control	\$ 21,734	0.89%		X	
Homemaking	\$ 168,890	6.94%	X		
Home Delivered Meals	\$ 580,344	23.84%	X	X	
Home Health Aide	\$ -	0.00%			
Medication Management	\$ 5,778	0.24%	X		
Personal Care	\$ 6,889	0.28%	X		
Personal Emergency Response System	\$ 23,334	0.96%	X		
Respite Care	\$ 260,497	10.70%	X		
Friendly Reassurance	\$ -	0.00%			
COMMUNITY SERVICES					
Adult Day Services	\$ 39,878	1.64%	X	X	
Dementia Adult Day Care	\$ 6,400	0.26%	X	X	
Congregate Meals	\$ 358,436	14.72%		X	
Nutrition Counseling	\$ -	0.00%			
Nutrition Education	\$ 1,112	0.05%		X	
Disease Prevention/Health Promotion	\$ 24,904	1.02%		X	
Health Screening	\$ -	0.00%			
Assistance to the Hearing Impaired & Deaf	\$ -	0.00%			
Home Repair	\$ -	0.00%			
Legal Assistance	\$ 68,900	2.83%		X	
Long Term Care Ombudsman/Advocacy	\$ 94,011	3.86%			X
Senior Center Operations	\$ -	0.00%			
Senior Center Staffing	\$ 18,431	0.76%		X	
Vision Services	\$ -	0.00%			
Programs for Prevention of Elder Abuse,	\$ 8,551	0.35%			X
Counseling Services	\$ 18,811	0.77%			X
Creating Confident Caregivers® (CCC)	\$ 8,588	0.35%			X
Caregiver Supplemental Services	\$ 7,278	0.30%		X	
Kinship Support Services	\$ -	0.00%			
Caregiver Education, Support, & Training	\$ -	0.00%			
AAA RD/Nutritionist	\$ -	0.00%			
PROGRAM DEVELOPMENT	\$ 48,556	1.99%			
REGION-SPECIFIC					
a.	\$ -	0.00%			
b.	\$ -	0.00%			
c. Ombudsman 3B & 3C	\$ -	0.00%			
d.	\$ -	0.00%			
CLP/ADRC SERVICES	\$ -	0.00%			
SUBTOTAL SERVICES \$ 2,426,781					
MATF & ST CG ADMINISTRATION	\$ 7,955	0.33%			X
TOTAL PERCENT		100.00%	21.90%	43.74%	34.54%
TOTAL FUNDING \$ 2,434,736			\$533,000	\$1,065,139	\$840,997

FY 2021 BUDGET REVIEW SPREADSHEET

Rev. 05/18/20

Agency:	Kalamazoo County	3A		Fiscal Year:	FY 2021
Date of SGA:		SGA No.		Date Reviewed by AASA:	
Date of Budget:	07/30/20	Revision No.	0	Initials of Field Rep Approving:	
SGA CATEGORY	SGA AWARD	C/O AMOUNT	TOTAL	AAA COMMENTS	
Title III Administration	\$ 83,853	\$ -	\$ 83,853	Transfers budgeted include \$20,000 from C1 to C2	
State Administration	\$ 14,494	\$ -	\$ 14,494		
Title III-B Services	\$ 218,590	\$ -	\$ 218,590		
Title III-C-1 Services	\$ 264,657	\$ -	\$ 264,657		
Title III-C-2 Services	\$ 164,591	\$ -	\$ 164,591		
Federal Title III-D (Prev. Health)	\$ 16,699	\$ -	\$ 16,699		
Title III-E Services (NFCSP)	\$ 102,269	\$ -	\$ 102,269		
Title VII/A Services (LTC Ombuds)	\$ 10,088	\$ -	\$ 10,088		
Title VII/EAP Services	\$ 8,551	\$ -	\$ 8,551		
St. Access	\$ 15,074		\$ 15,074		
St. In Home	\$ 268,760		\$ 268,760		
St. Congregate Meals	\$ 5,050		\$ 5,050		
St. Home Delivered Meals	\$ 252,418		\$ 252,418		
St. Alternative Care	\$ 59,373		\$ 59,373	AASA COMMENTS	
St. Aging Network Srv. (St. ANS)	\$ 23,507	\$ -	\$ 23,507		
St. Respite Care (Escheats)	\$ 38,695	\$ -	\$ 38,695		
Merit Award Trust Fund (MATF)	\$ 69,281		\$ 69,281		
St. Caregiver Support (St. CG Sup.)	\$ 8,548		\$ 8,548		
St. Nursing Home Ombuds (NHO)	\$ 30,216		\$ 30,216		
MSO Fund-LTC Ombudsman	\$ 13,268		\$ 13,268		
St. Care Mgt.	\$ 137,109		\$ 137,109		
NSIP	\$ 108,871	\$ -	\$ 108,871		
			\$ -		
SGA TOTALS:	\$ 1,913,962	\$ -	\$ 1,913,962		
Administrative Match Requirements					
ADMINISTRATION	BUDGET	SGA	DIFFERENCE		
Federal Administration	\$ 83,853	\$ 83,853	\$ -	Minimum federal administration match amount	\$27,951
State Administration	\$ 14,494	\$ 14,494	\$ -	Administration match expended (State Adm. + Local Match)	\$75,087
				Is the federal administration matched at a minimum 25%?	Yes
				Does federal administration budget equal SGA?	Yes
Sub-Total:	\$ 98,347	\$ 98,347	\$ -	Does state administration budget equal SGA?	Yes
MATF	\$ 6,235				
ST CG Supp	\$ 769				
Local Administrative Match				Merit Award Trust Admin. & St. Caregiver Support Admin must be expended at or below 9% of	
Local Cash Match	\$ 60,593			Total Merit Award Trust Fund & St. Caregiver Support Admin. Funds budgeted:	8%
Local In-Kind Match	\$ -			Is Merit Award Trust Fund & St CG Support Admin. budgeted at 9% or less?	Yes
Sub-Total:	\$ 60,593			Amount of MATF Funds budgeted on Adult Day Care	\$ 35,000
Other Admin	\$ 22,200	AIP TOT ADMIN	DIFFERENCE	Is at least 50% of MATF budgeted on Adult Day Care services?	Yes
Total Administration:	\$ 188,144	\$ 188,144	\$ -	Title III-E Kinship Services Program Requirements	
SERVICES:	BUDGET	SGA	% BUDGETED	Are kinship services budgeted at > 5% of the AAA's Title III-E funding?	
Federal Title III-B Services	\$ 218,590	\$ 218,590	100.0000%		
Fed. Title III C-1 (Congregate)	\$ 264,657	\$ 264,657	100.0000%	(note: see TL #369 & TL#2007-141)	
State Congregate Nutrition	\$ 5,050	\$ 5,050	100.0000%	For Agencies required to budget a minimum of \$25,000 of Title III-E requirement met?	
Federal C-2 (HDM)	\$ 164,591	\$ 164,591	100.0000%	N/A	
State Home Delivered Meals	\$ 252,418	\$ 252,418	100.0000%	Title III-B Long Term Care Ombudsman Maintenance of Effort Requirements	
Federal Title III-D (Prev. Health)	\$ 16,699	\$ 16,699	100.0000%	Amount required from Transmittal Letter #428. (see cell L 42)	
Federal Title III-E (NFCSP)	\$ 102,269	\$ 102,269	100.0000%	Budgeted amount Title III-B for LTC Ombudsman.	
St. Access	\$ 15,074	\$ 15,074	100.0000%	Is required maintenance of effort met?	
St. In Home	\$ 268,760	\$ 268,760	100.0000%	Yes	
St. Alternative Care	\$ 59,373	\$ 59,373	100.0000%		
St. Care Mgt.	\$ 137,109	\$ 137,109	100.0000%	Service Match Requirements	
State Nursing Home Ombs (NHO)	\$ 30,216	\$ 30,216	100.0000%	Minimum service match amount required	
St ANS	\$ 23,507	\$ 23,507	100.0000%	\$175,484	
Sub-Total:	\$ 1,558,313	\$ 1,558,313	100.0000%	Service matched budgeted: (Local Cash + In-Kind)	
Local Service Match				\$540,520	
Local Cash Match	\$ 534,020			Is the service allotment matched at a minimum 10%?	
Local In-Kind Match	\$ 6,500			Yes	
Sub-Total:	\$ 540,520				
Miscellaneous Budget Requirements / Constraints					
Title VII/A Services (LTC Ombuds)	\$ 10,088	\$ 10,088	100.0000%	Amounts budgeted for OAA / AASA Priority Services:	
Title VII/EAP Services	\$ 8,551	\$ 8,551	100.0000%	Access:	
NSIP	\$ 108,871	\$ 108,871	100.0000%	\$127,865	
St. Respite Care (Escheats)	\$ 38,695	\$ 38,695	100.0000%	In-Home:	
MATF	\$ 63,046	\$ 63,046	100.0000%	\$25,925	
St. CG Support	\$ 7,779	\$ 7,779	100.0000%	Legal:	
MSO Fund-LTC Ombudsman	\$ 13,268	\$ 13,268	100.0000%	\$14,900	
TCM-Medicaid / CM	\$ 9,000			Total Budgeted for Priority Services:	
Program Income	\$ 68,650			\$168,690	
Total Services:	\$ 2,426,781			Are Access Services budgeted at minimum 10% of Original ACL Title III-B	
Grand Total: Ser.+ Admin.	\$ 2,614,925			Yes	
				Are In Home Services budgeted at minimum 10% of Original ACL Title III-B	
				Yes	
				Are Legal Services budgeted at minimum 6.5% of Original ACL Title III-B	
				Yes	
				(Actual % of Legal)	
				6.82%	
				Title III-B award w/o carryover or Transfers in current SGA	
				\$218,590	
				Amount budgeted for Program Development:	
				\$43,700	
				% of Title III-B Program Development (must be 20% or less):	
				19.0%	
				Is Program Development budgeted at 20% or less?	
				Yes	
				Title III-D allotment with carryover:	
				\$16,699	
				Amount budgeted for EBDP Activities, per TL#2012-244:	
				\$16,699	
				Is 100% of Title III-D budgeted on APPROVED EBDP?	
				Yes	

PRIORITY SERVICE SECTION

Access Services	III-B Budget Amount
a. Care Management	\$113,900
b. Case Coord/supp	\$800
c. Disaster Advocacy	\$0
d. Information & Assis	\$8,365
e. Outreach	\$0
f. Transportation	\$4,800
g. Options Counseling	\$0
Access Total:	\$127,865

(AAA Regional Access Service)

In Home Services	III-B Budget Amount
a. Chore	\$0
b. Home Care Assis	\$0
c. Home Injury Cntrl	\$3,000
d. Homemaking	\$6,300
e. Home Health Aide	\$0
f. Medication Mgt	\$5,200
g. Personal Care	\$0
h. Assistive Device&Tech	\$0
i. Respite Care	\$11,425
j. Friendly Reassure	\$0
In Home Services Total:	\$25,925

(AAA Regional In-Home Service)

(AAA Regional In-Home Service)

Kinship Services	III-E Budget Amount
1. Caregiver Supplmt - Kinship Amount Only	\$5,200
2. Kinship Support	\$0
3. Caregiver E,S,T - Kinship Amount Only	\$0
	\$0
Kinship Services Total:	\$5,200

(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	\$218,590
a. Amt. Transferred into Title III-B	
b. Amt. Transferred out of Title III-B	
AoA Title III-B Award Total:	\$218,590

(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.

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #1**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: Care Management

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	88,855	4,878	88,180		113,851			295,764
Fringe Benefits	32,437	1,781	32,192		41,565			107,975
Travel	1,288	71	1,279		1,651			4,289
Training	392	22	389		502			1,305
Supplies	1,653	91	1,642		2,117			5,503
Occupancy	4,790	263	4,754		6,138			15,945
Communications	1,962	107	1,946		2,512			6,527
Equipment	0	0	0		0			0
Other:	0	0	0		0			0
Service Costs	32,556	1,787	32,308		41,712			108,363
Purchased Services (CM only)								0
Totals	163,933	9,000	162,690	0	210,048	0	0	545,671

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?
If yes, please describe:

Yes No

SCHEDULE OF MATCH & OTHER RESOURCES #1

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	VALUE		VALUE			
	Cash	In-Kind	Cash	In-Kind		
General Fund	210,048					
Totals	210,048	0	0	0	0	0
Difference						
	0	0	0	0	0	0

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #2**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: Long Term Care Ombudsman

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	1,242	5,224	22,514		19,695			48,675
Fringe Benefits	449	1,886	8,128		7,110			17,573
Travel	45	189	812		711			1,757
Training	2	10	42		35			89
Supplies	16	65	285		249			615
Occupancy	81	339	1,463		1,279			3,162
Communications	38	160	690		605			1,493
Equipment	0	0	0		0			0
Other:	0	0	0		0			0
Service Costs	527	2,215	9,550		8,355			20,647
Purchased Services (CM only)								0
Totals	2,400	10,088	43,484	0	38,039	0	0	94,011

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?

If yes, please describe:

Yes No

Explanation for Other Expenses:

FY 2021

SCHEDULE OF MATCH & OTHER RESOURCES #2

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	VALUE		VALUE			
	Cash	In-Kind	Cash	In-Kind		
General Fund	38,039					
Totals	38,039	0	0	0	0	0
Difference						

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #4**

FISCAL YEAR: FY 2021

AAA: Kalamazoo County Health & Community Services Dept

SERVICE: Information & Assistance

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	22,899				14,401			37,300
Fringe Benefits	8,349				5,251			13,600
Travel	61				39			100
Training	123				77			200
Supplies	798				502			1,300
Occupancy	1,965				1,235			3,200
Communications	921				579			1,500
Equipment	0				0			0
Other:	123				77			200
Service Costs	12,762				8,025			20,787
Purchased Services (CM only)								0
								0
Totals	48,001	0	0	0	30,186	0	0	78,187

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?

If yes, please describe:

Yes ☐ No ☐

SCHEDULE OF MATCH & OTHER RESOURCES #4

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	VALUE		VALUE			
	Cash	In-Kind	Cash	In-Kind		
General Fund						
Totals	30,186	0	0	0	0	0
Difference						

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #5**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: Case Coordination & Support

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	294				2,406			2,700
Fringe Benefits	109				891			1,000
Travel	0				0			0
Training	0				0			0
Supplies	0				0			0
Occupancy	11				89			100
Communications	11				89			100
Equipment	0				0			0
Other:	0				0			0
Service Costs	375				3,072			3,447
Purchased Services (CM only)								0
								0
Totals	800	0	0	0	6,547	0	0	7,347

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY 2014 AIP?

If yes, please describe:

Yes No

SCHEDULE OF MATCH & OTHER RESOURCES #5

FY 2021

		MATCH	VALUE		OTHER RESOURCES		Explanation for Other Expenses:
			Cash	In-Kind	Cash	In-Kind	
SOURCE OF FUNDS							
General Fund			6,547				
Totals		6,547	0	0	0	0	
Difference		0	0	0	0	0	

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #6**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: CCC

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	567			132	2,543			3,242
Fringe Benefits	206			48	925			1,179
Travel	17			4	77			98
Training	17			4	77			98
Supplies	86			20	385			491
Occupancy	34			8	154			196
Communications	17			4	77			98
Equipment	0			0	0			0
Other:	0			0	0			0
Service Costs	556			130	2,500			3,186
Purchased Services (CM only)								0
Totals	1,500	0	0	350	6,738	0	0	8,588

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?

If yes, please describe:

Yes No

SCHEDULE OF MATCH & OTHER RESOURCES #6

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	Cash	VALUE	Cash	VALUE		
General Fund		6,738				
Totals		6,738	0	0	0	0
Difference						

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #7**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: Options Counseling

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries			7,832		3,567			11,399
Fringe Benefits			2,886		1,314			4,200
Travel			69		31			100
Training			69		31			100
Supplies			275		125			400
Occupancy			412		189			601
Communications			206		94			300
Equipment			0		0			0
Other:			69		31			100
Service Costs			1,182		538			1,720
Purchased Services (CM only)								0
Totals	0	0	13,000	0	5,920	0	0	18,920

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?

If yes, please describe:

Yes ☐ No ☐

SCHEDULE OF MATCH & OTHER RESOURCES

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	Cash	VALUE	Cash	VALUE		
General Fund		5,920				
Totals	5,920	0	0	0	0	
Difference		0	0	0	0	

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #8**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: Elder Abuse Prevention

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries		4,427						4,427
Fringe Benefits		1,599						1,599
Travel		161						161
Training		8						8
Supplies		55						55
Occupancy		288						288
Communications		136						136
Equipment		0						0
Other:		0						0
Service Costs		1,877						1,877
Purchased Services (CM only)								0
Totals	0	8,551	0	0	0	0	0	8,551

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?

If yes, please describe:

Yes ☐ No ☒

SCHEDULE OF MATCH & OTHER RESOURCES

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	VALUE		VALUE			
	Cash	In-Kind	Cash	In-Kind		
	0					
Totals	0	0	0	0	0	0
Difference		0	0	0	0	0

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #9**

AAA: Kalamazoo County Health & Community Services Dep FISCAL YEAR: FY 2021

SERVICE: Caregiver Counseling

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	3,674				5,826			9,500
Fringe Benefits	1,354				2,146			3,500
Travel	39				61			100
Training	39				61			100
Supplies	39				61			100
Occupancy	193				307			500
Communications	77				123			200
Equipment	0				0			0
Other:	39				61			100
Service Costs	546				865			1,411
Purchased Services (CM only)								0
Totals	6,000	0	0	0	9,511	0	0	15,511

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY AIP?

If yes, please describe:

Yes ☐ No ☐

SCHEDULE OF MATCH & OTHER RESOURCES

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES			Explanation for Other Expenses:
	VALUE		VALUE			
	Cash	In-Kind	Cash	In-Kind	In-Kind	
General Fund		9,511				

**FY 2021 Annual Implementation Plan
Direct Service Budget Detail #10**

AAA: Kalamazoo County Health & Community Services Dep

FISCAL YEAR: FY 2021

SERVICE: Counseling

LINE ITEM	Federal OAA Title III Funds	Other Fed Funds (non-Title III)	State Funds	Program Income	Match		Other Resources	Total Budgeted
					Cash	In-Kind		
Wages/Salaries	461				1,439			1,900
Fringe Benefits	170				530			700
Travel	0				0			0
Training	24				76			100
Supplies	0				0			0
Occupancy	24				76			100
Communications	24				76			100
Equipment	0				0			0
Other:	24				76			100
Service Costs	73				227			300
Purchased Services (CM only)								0
								0
Totals	800	0	0	0	2,500	0	0	3,300

SERVICE AREA:

(List by County/City if service area is not entire PSA)

Does the Direct Service Budget reflect any changes to the one approved as part of the agency's FY 2014 AIP?

If yes, please describe:

Yes No

SCHEDULE OF MATCH & OTHER RESOURCES

FY 2021

SOURCE OF FUNDS	MATCH		OTHER RESOURCES		Explanation for Other Expenses:	
	VALUE		VALUE			
	Cash	In-Kind	Cash	In-Kind		
General Fund						
	2,500					
Totals	2,500	0	0	0	0	
Difference						0

Fundable Services Matrix - Updated attachment to TL #2019-384

Attachment

ACCESS SERVICES

		Federal Funds				State Funds						
Op Std	Access Services	Title III-B	Title III-D **	Title III-E	Title VIIA ----- Title VII EAP	St. Access	St. Care Management	St. Respite Care (Escheats)	St. In- Home	St. Merit Award Trust Fund (MATF)	St. Caregiver Support (St. CG Sup.)	St. Aging Network Services (St. ANS)
A-1	Care Management	X		X		X	X					X
A-2	Case Coordination & Support	X		X		X	X					X
A-3	Disaster Advocacy & Outreach Program	X										
A-4	Information & Assistance	X		X		X						X
A-5	Outreach	X		X		X						X
A-6	Transportation (For MATF & St. CG Sup. only) - adult day service and respite related transport of service recipients including related medical and shopping assistance is allowed.	X		X						X	X	
A-7	Options Counseling	X		X		X	X					X

IN-HOME SERVICES

		Federal Funds				State Funds						
		Title III-B	Title III-D **	Title III-E	Title VIIA ----- Title VII EAP	St. Access	St. Alternative Care	St. Respite Care (Escheats)	St. In-Home	St. Merit Award Trust Fund (MATF)	St. Caregiver Support (St. CG Sup.)	St. Aging Network Services (St. ANS)
Op Std	In-Home Services											
B-1	Chore	X										
B-2	Home Care Assistance	X					X		X			X
B-3	Home Injury Control	X		X								
B-4	Homemaking	X					X		X			X
B-6	Home Health Aide	X					X		X			X
B-7	Medication Management	X					X		X			X
B-8	Personal Care	X					X		X			X
B-9	Assistive Devices & Technologies (PERS)	X		X			X		X			X
B-10	Respite Care (may also include chore, homemaking, home care assistance, home health aide, meal prep./HDM & personal care serv. as a form of respite care)	X		X			X	X	X	X	X	X
B-11	Friendly Reassurance	X										
B-12	Community Living Supports (CLS)											

COMMUNITY SERVICES

Federal Funds						State Funds						
Op Std	Community Services	Title III-B	Title III-D **	Title III-E	Title VIIA	St. Nursing	St. Alternative	St. Respite Care	St. Ombuds	St. Went Award Trust	St. Caregiver	St. Aging Network
C-1	Adult Day Service	X		X			X	X		X	X	X
C-2	Dementia Adult Day Care	X		X			X	X		X	X	X
C-6	Disease Prevention/Health Promotion	X	X	X								
C-7	Health Screening	X										
C-8	Assistance to Hearing Impaired & Deaf	X										
C-9	Home Repair	X										
C-10	Legal Assistance	X		X								
C-11	Long Term Care Ombudsman	X			Title VII A X	X			X			
C-12	Senior Center Operations	X										
C-13	Senior Center Staffing	X										
C-14	Vision Services	X										
C-15	Prevention of Elder Abuse, Neglect & Exploitation	X			Title VII A & EAP							
C-16	Counseling Services	X		X								
C-17	Creating Confident Caregivers® (CCC).	X	X	X								
C-18	Caregiver Supplemental Services	X		X								
C-19	Kinship Support Services	X		X								
C-20	Caregiver Education, Support & Training	X		X								

NUTRITION SERVICES

Op Std	Nutrition Service	Title III-C1 & State Congregate	Title III-C2 & State Home Delivered Meals	Title III-E	*NSIP	Requirements from AASA Transmittal letters that establish Fundable Service Categories Replaces: TL 367, 2005-102 & 2007-142 See TL 343 & TL 2006-111 for guidance re St. MATF See TL 2012-244 for guidance re Title D See TL 2012-256 for guidance re St. ANS Rev. Date 11/26/17	
C-3	Congregate Meals	X			X		
B-5	Home Delivered Meals		X	X	X		
C-4	Nutrition Counseling	X	X	X			
C-5	Nutrition Education	X	X	X			

** Note for Title III D – All funds have to be used for Evidence-Based programs.

TL #2019-384 Fundable Services Matrix, revised 2/15/2019, replaces TL #2015-301

MATCHING REQUIREMENTS

Revision date 1/26/2016

Page 2

Revision to Transmittal Letter #2016-320

FEDERAL ADMINISTRATION TOTAL - MATCH REQUIRED: 25%

STATE 15%^[2] (AASA)

LOCAL 10% (AAAs)

FEDERAL & STATE SERVICES TOTAL - MATCH REQUIRED: 15%

STATE 5% (AASA)

LOCAL 10% (AAAs)

Table 1 below describes these requirements by source of funds.

Table 1 AAA Local Matching Requirement by Fund Source

Funding Source	Fund Source Name	AAA Local Match Requirement	Reference
Federal	Title III Administration	15% (a)	OAA of 1965 (d)
Federal	Title IIIB Supportive Services	10%	OAA of 1965
Federal	Title IIIC-1 Congregate Meals	10%	OAA of 1965
Federal	Title IIIC-2 Home Delivered Meals	10%	OAA of 1965
Federal	Title IIID Preventive Health	10%	OAA of 1965
Federal	Title IIIE Natl. Family Caregiver	10%	OAA of 1965
Federal	Title VII/EAP Eld Abuse Prevention	No Match Required	ACL CFDA
Federal	Title VII/A LTC Ombudsman	No Match Required	AoA Fiscal Guide (b)
Federal	Nutrition Services Incentive Program	No Match Required	AoA Fiscal Guide
State	State Administration	No Match Required	AASA
State	State Access Services	10%	AASA
State	State In-Home Services	10%	AASA
State	State Congregate Meals	10%	AASA
State	State Home Delivered Meals	10%	AASA
State	State Nursing Home Ombudsman	10%	AASA
State	State Alternative Care	10%	AASA
State	MI State Ombudsman Funds (MSO)	10%	AASA
State	State Merit Award Trust Fund	No Match Required	AASA TL #1006 (7/28/09)
State	State Caregiver Support	10%	AASA
State	State Respite Care	No Match Required	Public Act 171 of 1990
State	State Care Management	10%	AASA
State	State Aging Network Services	10%	AASA

(a) 15% is an approximate amount and may vary slightly after applying the state match amount.

(b) AoA is the acronym for the federal Administration on Aging

(c) Michigan Office of Long Term Care Supports and Services (OLTCSS)

(d) OAA is the acronym for the Older Americans Act

Per AoA requirements, if the required non-federal share is not provided by the completion date of the funded project period, to meet the match percentage, AoA will reduce the Federal dollars awarded when closing out the award, which may result in a requirement to return Federal funds. AASA verifies compliance with local matching requirements based upon a review of AAA FSRs.

[2] The exact percentage amount may vary slightly in order to meet the federal requirement.



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance...

TO: Aging & Adult Services Agency (AASA), MDHHS

FROM: Jim Rutherford, Health Officer

DATE: June 30, 2020

RE: Area Agency on Aging, IIIA, Kalamazoo County Health & Community Services

The Area Agency on Aging (AAA) Region IIIA serving Kalamazoo County is a division of the Health & Community Services Department (HCS) through the Kalamazoo County Government.

Enclosed, the completed Annual Implementation Plan (AIP) for FY 2021 is completed for the Area Agency on Aging Region IIIA. This plan has been reviewed by HCS leadership, and is approved for submission to the Aging & Adult Services Agency through MDHHS.

Due to the COVID-19 pandemic and Kalamazoo County Government's emergency response procedures, they were unable to hold a public hearing to date. The plan traditionally will be reviewed by the Older Adult Services Advisory Council (OASAC) in the form of a public meeting. The OASAC meetings have been put on hold due to the pandemic, in efforts to safeguard the health and safety of the members, and public that may attend the open meeting.

The FY2021 AIP will be reviewed at the next scheduled OASAC meeting. The AASA Field representative traditionally attends this meeting. The plan will be sent to all members prior to for their review and consideration. Discussion, feedback, and recommendations will be documented and submitted to the AASA field representative. Once reviewed by OASAC, it will formally be submitted to the Kalamazoo County Board of Commissioners for final approval through the appropriate procedures.

HEALTH AND COMMUNITY SERVICES DEPARTMENT

Older Adult Services – Area Agency on Aging Region IIIA

311 E. Alcott Street | Kalamazoo | MI 49001

Information & Assistance Line: 269.373.5173 | www.kalcounty.com/hcs

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
Area Agency on Aging Region IIIA

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).

The emergency response and updates are provided to the AASA field representative through the Director (Samantha Carlson) via email, text, phone call, or email- as able given the state of emergency. The emergency plan is modified as needed to meet the need of providing service and support to clients, their caregivers, and the community while consideration of staff safety and support is addressed. AAA IIIA process of notification of AASA is: Director, secondary is the Quality Coordinator and/or RN Supervisor. Health & Community Services (HCS) Deputy Health Officer is copied for continuum of communication and coordination of response.

AAA IIIA is a division of HCS through Kalamazoo County Government, and follows all emergency procedures of the organization.

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

AAA IIIA Quality Coordinator (secondary Director and/or RN Supervisor) contacts all contracted providers to ensure emergency response is in process and addressing needs.

AAA IIIA RN Supervisor (secondary Director) contacts all AAA IIIA staff regarding safety checks for clients, and direction of support and assistance for services.

Event review is completed throughout and after emergency is stabilized.

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.

This information would be pulled by the Quality Coordinator as needed. Emergency contact information is taken upon intake for AAA IIIA served clients.

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

AAA IIIA pulled all current clients, their emergency contacts, all health living program attendees for the last three years, and contacted them for wellness checks. Additionally, Information & Assistance provided options for friendly reassurance.

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.

Communication is critical in emergency response. Direct contact with AASA regional representative through cell phone or email is the first step for AAA IIIA. It does reflect a possible vulnerability if there is disruption in communication methods of cell service or Internet.

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.

AAA IIIA continues to find the home delivered meals and congregate meal site programs to have vulnerability one provider. During the COVID-19 pandemic, AAA IIIA has formed partnerships with the local food pantry- Loaves & Fishes through the fresh produce and Q-box initiatives. In that process, they have enhanced their services to food delivery (instead of pick up) and matched donations to create a full grocery order for older adults. This new process will be evaluated for ongoing opportunities to expand services.

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.

See #1.

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

During the COVID-19 pandemic, AAA IIIA held weekly meetings with the home delivered meal and congregate meal site provider (Senior Services) to encourage a secondary kitchen. They provided a MOU they have contracted with Kalamazoo Valley Community College culinary school for use of a back-up kitchen.

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.

Currently Loaves & Fishes is the primary back-up if Senior Services can not fulfill their services. Senior Services has provided an MOU for KVCC.

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

This plan has been requested from Senior Services, and is on file. Each site has emergency contacts for communication plan.

AAA IIIA has determined the emergency preparedness plan will be required to be updated and discussed twice at provider meetings.

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.

During the COVID-19 pandemic, AAA IIIA held weekly meetings with the home delivered meal and congregate meal site provider (Senior Services) to encourage a secondary kitchen. They provided a MOU they have contracted with Kalamazoo Valley Community College culinary school for use of a back-up kitchen. The AASA representative has been part of the discussions, and will continue to be notified of updates and changes.

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

Revised emergency plan has been requested through AAA IIIA Quality Coordinator; and will be submitted upon receipt.

Quality Outcome Measures Reporting Form

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

1. Participant Satisfaction LevelMeasure: The percentage of the total participant satisfaction survey question responses that are positive; negative; or neutral for:

Care Management	Positive	98.6	%	Negative	0.2	%	Neutral	1.2	%
Case Coordination & Support	Positive	na	%	Negative	na	%	Neutral	na	%

2. Participant Quality of Life Satisfaction Level Before and After Receiving ServicesMeasure: 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	na	%	Negative	na	%	Neutral	na	%
Case Coordination & Support	Positive	na	%	Negative	na	%	Neutral	na	%

B. My quality of life after receiving services is:

Care Management	Positive	100	%	Negative	0	%	Neutral	0	%
Case Coordination & Support	Positive	na	%	Negative	na	%	Neutral	na	%

3. Prevalence of Social IsolationMeasure: 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: 24.9 % Case Coordination & Support: 11.2 %

4. Prevalence of Emergency Room Visits and Hospital StaysMeasure: 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: 24.9 % Case Coordination & Support: 0 %

5. Prevalence of Inadequate Meals and DehydrationMeasure: 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: 5.6 % Case Coordination & Support: 0 %

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: 3.8 % Case Coordination & Support: 11.2 %

Organizational Chart: Leadership

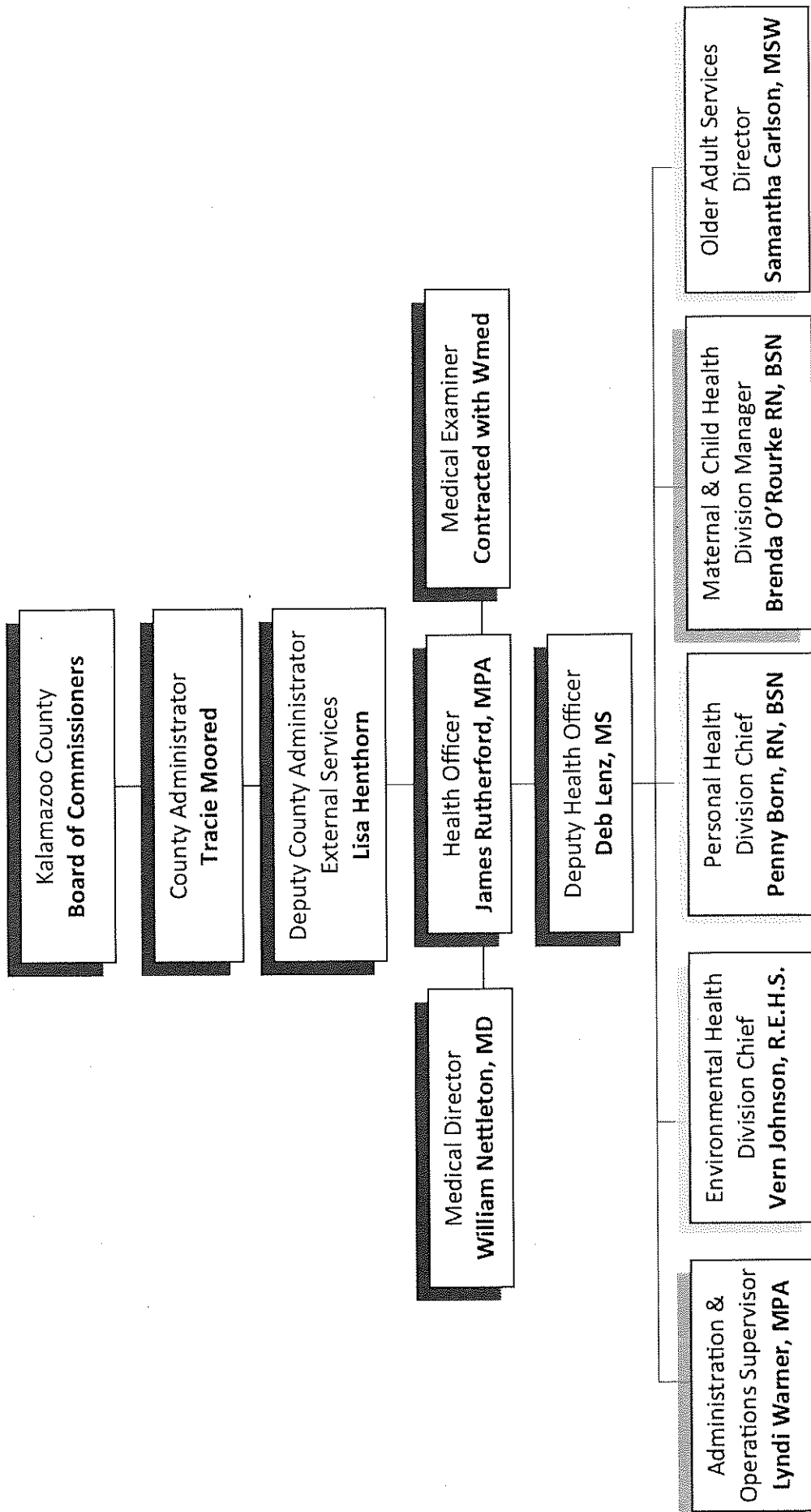
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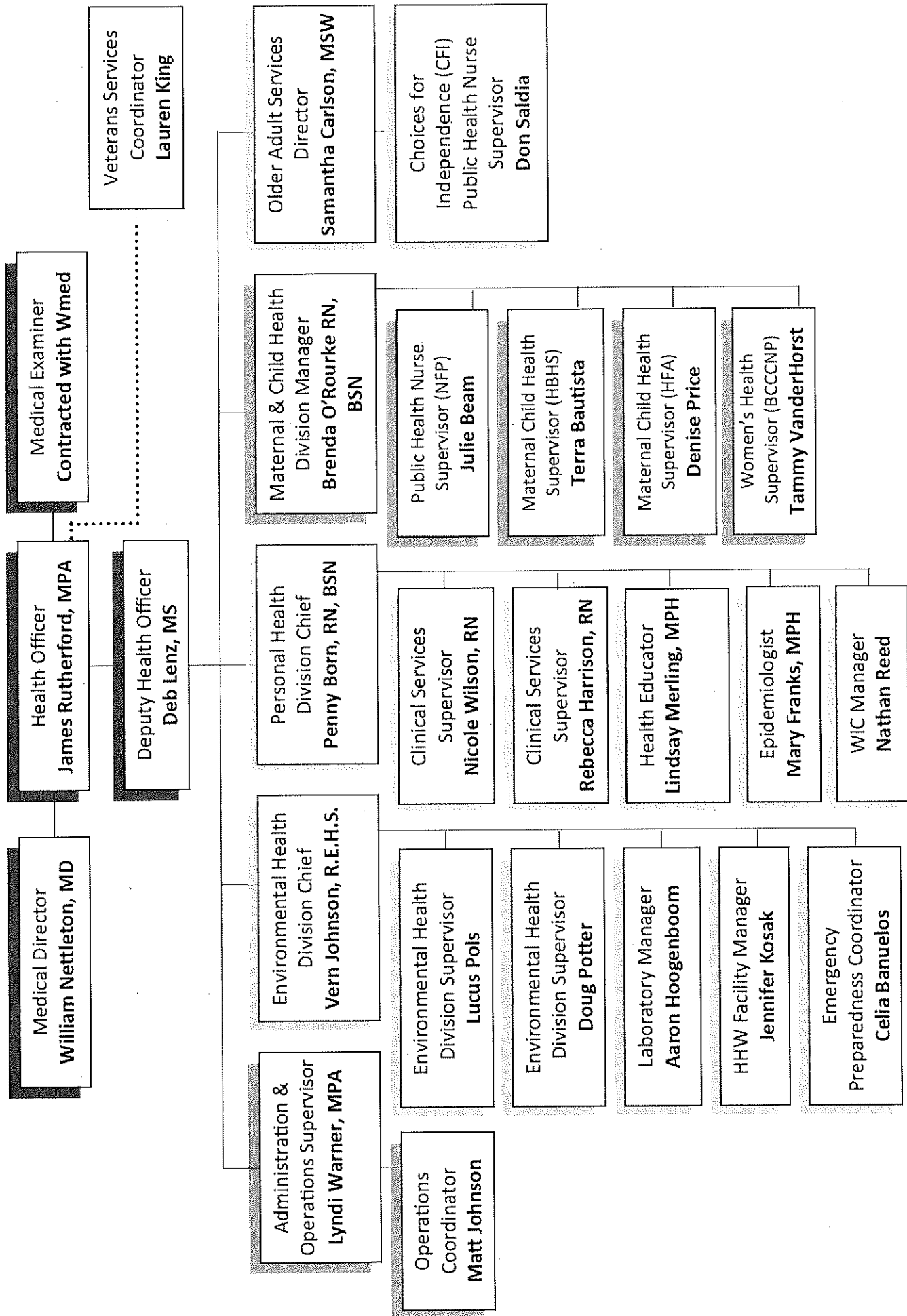
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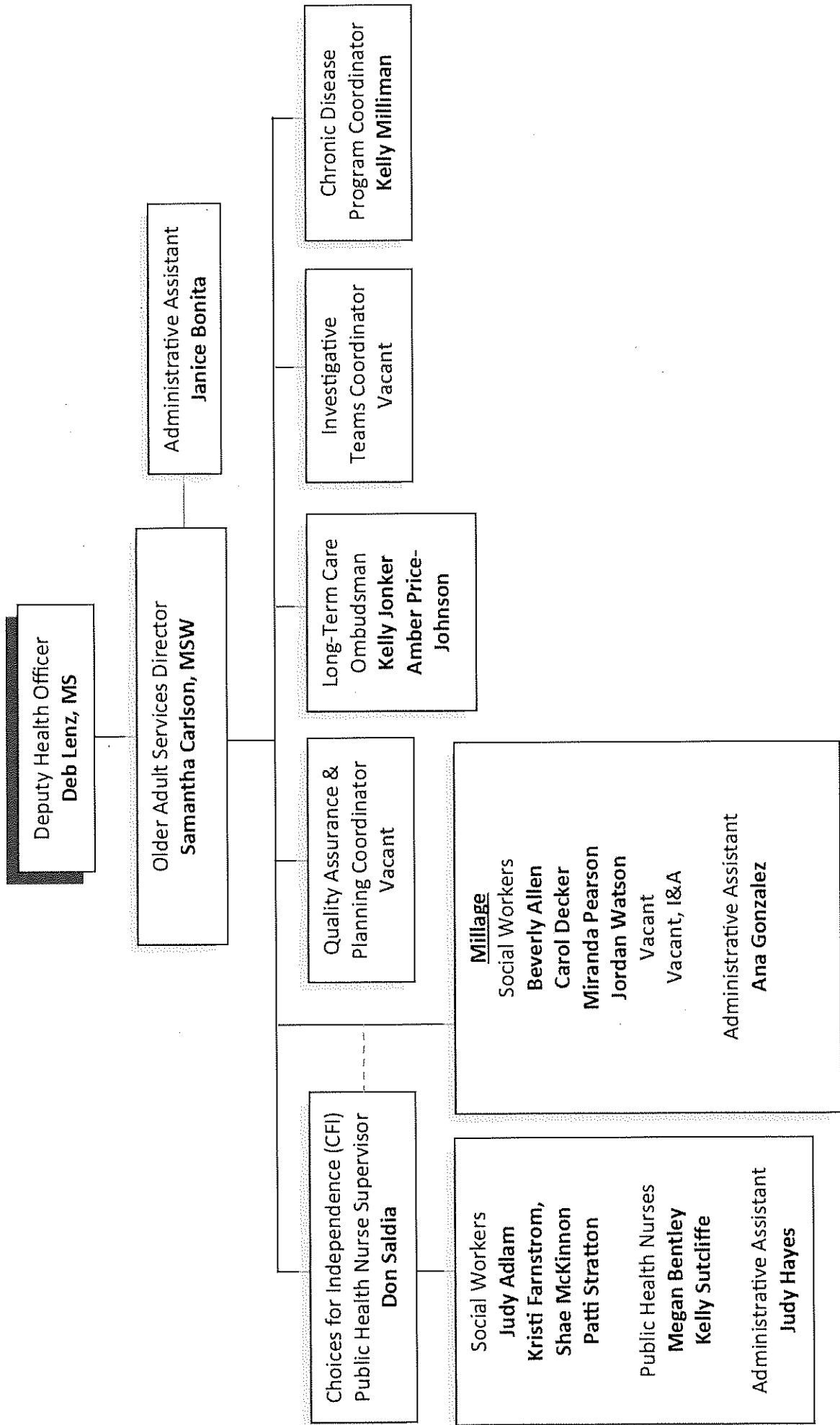
Health and Community Services Department



Organizational Chart: Mid-Leadership



Area Agency on Agency IIIA Division



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> Arthritis Exercise Program	<i>Example: List each provider offering programs on a single line as shown below.</i> 1) Forest City Senior League Program 2) Grove Township Senior Services 3) Friendly Avenue Services	<i>Example: Total participants for all providers</i> 80	<i>Example: Funding total for all providers</i> \$14,000
Chronic Disease Self-Management Program (CDSMP) (PATH)	AAA Region 3A	75	\$15,199
Creating Confident Caregivers (CCC)	AAA Region 3A	36	\$1,500

Kalamazoo County Older Adults Community Needs Assessment

May 2020



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Health and Community Services Department





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Prepared by

Public Sector Consultants
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Prepared for

Kalamazoo County
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Executive Summary

To continue providing high-quality, impactful, and relevant services to older adults in Kalamazoo County and meet state Aging and Adult Services Agency requirements, the Kalamazoo County Area Agency on Aging (AAA IIIA) contracted with Public Sector Consultants (PSC) to conduct a countywide community needs assessment of older adults and relevant service providers. The assessment included reviewing national, state, and local data, conducting community input sessions with older adults and relevant service providers across the county, and disseminating a community survey to determine needed services.

Key findings from the community input sessions and survey, including areas where high need was identified, are described briefly below. It is important to note that those who identify as African American or black and those with lower incomes (under \$25,000) reported less access to services and providers, more barriers to accessing services, and greater need for services across all need categories than those who identify as white or those with higher incomes. In some cases, the differences were severe.

Communication and Service Coordination

- Community input session participants and survey respondents highlighted a prevailing theme: Older adult residents are unsure what services and supports are available to them, where to find information about these resources, or who to contact.
- Community members recommended marketing AAA IIIA's services and programs to increase awareness about their availability.

Use of Existing Services

- Senior center programs and phone line assistance are the most used AAA IIIA programs. Education programs provided through Western Michigan University and Kalamazoo Valley Community College as well as a Matter of Balance classes are services older adults most expected to use in the next 12 months.

Health and Healthcare

- Most survey respondents reported having a primary care physician (97.2 percent) and dentist (83.3 percent), but only 24 percent reported having a mental health provider. Community input session participants, however, highlighted the need for geriatricians (providers who focus on older adults) and geriatric-focused behavioral health services in their county.
- More than a third of survey participants (37.8 percent) reported needing help understanding Medicare benefits and coverage, and about 30 percent indicated needing help paying for dental care. The percentage of people reporting these needs were higher among those with incomes under \$25,000 and those who identify as African American or black.

Housing Needs

- Community input session participants noted a shortage of affordable housing and shared that older adults need home maintenance and repair support. Survey respondents also echoed these sentiments, as 9.8 percent reported a lack of available housing, 9.3 percent indicated an inability to afford existing options, and 17 percent reported that their current home needs maintenance. These percentages were much higher for those with lower incomes and those who identify as African American or black.

Transportation Needs

- Access to transportation services was a regular concern raised by community input session participants and survey respondents. Nearly 30 percent of survey respondents reported needing transportation for medical needs, and approximately 26 percent need it for shopping, recreation, or worship purposes. However, only 10 percent reported an inability to meet their transportation needs altogether. These percentages were higher for those with lower incomes and those who identify as African American or black.

Caregiving and Caregivers

- Community input session participants indicated a shortage of available caregivers and raised concerns about the quality of and training available to these professionals. Most survey respondents (82.1 percent) did not report needing this support.
- Most caregiver survey respondents (71.7 percent) reported feeling equipped to provide care, but only 26.7 percent have a caregiver plan in place or can access respite care if needed.

Elder Abuse

- Community input session participants shared that the Elder Abuse Prevention Council and Multidisciplinary Team have been very beneficial in Kalamazoo County for sharing abuse prevention resources and addressing concerning cases, but they also highlighted concerns that many cases are not reported and that increased education and prevention efforts are needed. Of survey respondents, 15 percent reported being the victim of any type of elder abuse, and 25.3 percent said they would like to receive education on financial fraud, scams, exploitation.

Loneliness

- About 30 percent of survey respondents reported frequent or occasional feelings of loneliness or isolation or needing assistance in finding social opportunities.

Barriers to Accessing Community Services

- The primary issue facing older adults in accessing community services are barriers that result from application requirements, financial constraints, and lack of information and communication. These challenges are even greater for those with lower incomes and those who identify as African American or black.

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Approved Multi-Year Plan Highlights

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

Area Agency on Aging IIIA has been the Older Adult Services Division of the Health & Community Services Department (HCS) of the Kalamazoo County since 1996. This unique opportunity provides partnerships within the department including: Clinical Health Services, Environmental Health, Maternal & Child Health, and Veterans Services. Together, this unique partnership operates with the foundation of the below mission, vision, and values for HCS noted below focusing on older adults in the region. AAA IIIA is a member of the National Association of Area Agencies on Aging, and is committed to their vision to *"Build a society that values and supports people as they age"*.

HCS: Mission:

·To improve health for all residents of Kalamazoo County

HCS: Vision:

·A community where equity in social, mental, physical, and environmental health is achieved for all county residents

HCS: Values:

*·**Equity:** We will promote social justice and work to reduce inequities that affect the health and wellbeing of our community*

***Leadership:** We will support an lead collaborations that promote improved public health outcomes with local, regional, and state partnerships as well as County residents*

***Professionalism:** We will maintain highly trained and knowledgeable staff who will contribute specialized knowledge to the community*

***Quality:** We will strive to achieve the highest quality standards for public health and community services by continually working to improve our programs and services.*

***Respect:** We will embrace the diverse and unique talents and lives of individuals in our community and ensure we operate programs and services in a manner that values human dignity.*

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

Geographic Area: Kalamazoo County

60-69: 27,916

70-79: 14,103

80-84: 4,411

85+: 5,020

Total Population of 60+: 51,450

Total County Population: 259,830

Percent of Population 60+: 19.8%

(From US Census, ACS S0102 2017 – 5yr. and ACS S0101 – 5 yr.)

43.2% of residents 60+ live alone. (US Census, ACS S0102 2017 – 5yr.)

7.8% of seniors below 100% poverty (US Census, ACS S0102 2017 – 5yr.)

7.1% of seniors between 100% and 149% poverty (US Census, ACS S0102 2017 – 5yr.)

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As noted in the Scope of Services section, the aging population in Kalamazoo County is increasing. For residents over the age of 60 years old, the population has increased over 23%. Kalamazoo County voters approved a Senior Millage in the fall of 2018. It can be assumed the general public is aware of the increased aging population in the region, and need for support through services. Expansion of the continuum of services through AAA from prevention and healthy living programming through care management and Long Term Care Ombudsman advocacy is vital to sustain a safe, aging, community.

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.

Funded Services:

Assistive Devices and Technology, Care Management, Case Coordination & Support, Congregate Meals, Caregiver Supplemental Services, Counseling, Creating Confident Caregivers, Dementia Adult Day Care, Disease Prevention Health Promotion, Homemaking, Home Delivered Meals, Home Injury Control, Information & Assistance, Legal Assistance, Long-Term Care Ombudsman, Medication Management, Nutrition Education, Personal Care, Programs for Prevention of Elder Abuse, Respite Care, Senior Center Staffing, Transportation. The five services categories receiving the most funds: Home Delivered Meals, Care Management, Congregate Meals, Homemaking, Information & Assistance.

The five services categories with the greatest number of anticipated participants: Information & Assistance, Home Delivered Meals, Congregate Meals, Care Management, and Options Counseling.

4. Highlights of planned Program Development Objectives.

This planning cycle will focus on:

Senior Millage Implementation: In fall of 2018, Kalamazoo county residents voted and approved a Senior Millage to supplement funding for services for older adults waiting for assistance on the AAA IIIA waiting list, outlined needs for expanded care management and case coordination, expanding Elder Abuse Prevention, expanding the Long Term Care Ombudsman program, Chronic Disease Programs, and community programming.

Community Needs Assessment: 2011 is the most recent Community Needs Assessment conducted in the AAA IIIA service area. Changes in aging populations, socioeconomic status, healthcare, technology, and more can be attributed to barriers to service for older adults. AAA IIIA will conduct an assessment of older adults specifically in this service area to expedite concise and impactful programming.

Quality Improvement: With growth, opportunity allows for reassessment of standard operating procedures, processes, and policies. AAA IIIA will focus on quality enhancement by standardizing service delivery.

Service Delivery: Caregiver Counseling and Options Counseling will be added to the AAA IIIA service line to streamline services, provide efficient and timely referrals and programming for enhancement of the continuum of care.

5. A description of planned special projects and partnerships.

We are in the process of collaborating with the local hospital system to streamline the referral process to our program. This will include access to their electronic charting system, EPIC, for more direct referrals to this Area Agency as part of discharge planning from the hospital.

We are also developing more position specific training manuals to increase efficiency, productivity, and consistency in the training process of new staff members.

Information & Assistance Staff will also do more community outreach and engagement in order to provide

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education on programs and area resources. As well as to develop relationships with agencies that could be a source of client referrals.

Lastly, we are planning on increasing the coordination between other aging support services that provide community-based case management, PACE Programs, and Waiver Agents, in order to have more successful referrals, transitions, and continuity of care between agencies. This will take place in the form of AAA communication with program leadership, as well as meetings between care management staff.

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.

Evaluation and improvement of operations is a priority for this planning cycle. Policies, procedures, and processes will be outlined, documented, and revised for standardization of training, service delivery, and quality improvement. This quality initiative will span the plan period, and address the standardization of:

1. Intake of client triage

1. Example: standardization of waiting list priorities

Service delivery procedures

1. Example: Completed procedure for Information & Assistance procedure.

Correlate procedures with larger agency entity:

1. Example: RFP procedure specific to AAA IIIA

Position standard operating procedures:

1.4. Playbooks of each team member role. A "playbook" is a manual written by the team member outlining their role, responsibilities, and frequent tasks and resources. All AAA IIIA team members will write and revise their playbooks together throughout this planning cycle.

Branding: Updating community education and marketing of programs

1. Website revision: AAA IIIA website will be evaluated for content, accessibility, navigation, resources, and older adult friendly features. It will be reviewed with the Older Adult Services Advisory Council, and revised throughout the plan year.

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.

Older Adult Services Advisory Council (OASAC) – Kalamazoo County Government Board of Commissioners appoints volunteers to the advisory council to assist in review of AAA IIIA service delivery plan, outreach, advocacy, community needs assessment, service delivery, quality improvement initiatives and MYP plan review.
Michigan Senior Advocate Council: (MSAC) – AAA IIIA will recruit and train advocates to coordinate updates and education on legislative changes impacting older adults through the OASAC open meetings, and in community outreach and partnerships.

Healthy Living Class "Coaches" – recruitment, training, and retention of volunteer coaches allows for expansion of programming in both frequency and geographic planning of classes. With the expansion of programming through the support of the Senior Millage, volunteers will be vital to the success of this program.

8. Highlights of strategic planning activities.

Program Development initiatives as noted above will be a focus this plan period. Additionally, AAA IIIA will address:

1. Re-branding and marketing AAA IIIA services while focusing on community collaborations
2. Senior Millage resources

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3. Cross-training team and standardization of service delivery

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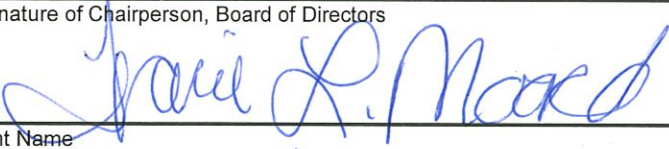

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SIGNATURES

This document covers Fiscal Year 2021. This document becomes valid upon approval by the Michigan Commission on Services to the Aging. It may be conditionally approved subject to all general and/or special conditions established by the Commission on Services to the Aging. This signature page may substitute for required signatures on documents within the documents if those documents are specifically referenced on this signature page.

The signatories below acknowledge that they have reviewed the entire document including all budgets, assurances, and appendices and they commit to all provisions and requirements of this Annual Implementation Plan.

Signature of Chairperson, Board of Directors 	Date 10/6/20
Print Name Traive L. Moore	
Signature of Area Agency on Aging Director 	Date 8/13/2020
Print Name Samantha Carlson, LMSW Older Adult Services	
Area Agency on Aging Region IIIA	
<p>Documents referenced by the signature page:</p> <ul style="list-style-type: none">▪ FY 2021 Area Plan Grant Budget▪ FY 2021 Direct Service Budgets▪ Request to Transfer Funds▪ Waiver for Direct Service Provision▪ Assurances and Certifications▪ Assurance of Compliance with Title VI of Civil Rights Act of 1964▪ Regional Service Definitions▪ Agreement for Receipt of Supplemental Cash-in-Lieu of Commodity Payments for the Nutrition Program for the Elderly▪ Waiver of Minimum Percentage for a Priority Service Category	