

2017-2019 Multi Year Plan
FY 2019 ANNUAL IMPLEMENTATION PLAN
Area Agency on Aging Region III-A



Planning and Service Area
Kalamazoo County

Area Agency on Aging Region III-A
Kalamazoo County Health & Community
Services Department
311 E. Alcott St.
Kalamazoo, MI 49001
269-373-5147 (phone)
269-373-5173 (Info-line)
269-373-5227 (fax)
Anne Zemlick, Director
www.kalcounty.com/aaa

Field Representative Cindy Albrecht
albrecht@michigan.gov
517-284-0162

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County/Local Unit of Govt. Review

The Area Agency on Aging must send a letter, with delivery and signature confirmation, requesting approval of the final Annual Implementation Plan (AIP) by no later than June 30, 2018, to the chairperson of each County Board of Commissioners within the Planning and Service Area (PSA) requesting their approval by August 1, 2018. For a PSA comprised of a single county or portion of the county, approval of the AIP is to be requested from each local unit of government within the PSA. If the area agency does not receive a response from the county or local unit of government by August 3, 2018, the AIP is deemed passively approved. The area agency must notify their AASA field representative by August 7, 2018, whether their counties or local units of government formally approved, passively approved, or disapproved the AIP. The area agency may use electronic communication, including e-mail and website based documents, as an option for acquiring local government review and approval of the AIP. To employ this option the area agency must do the following:

1. Send a letter through the US Mail, with delivery and signature confirmation, to the chief elected official of each appropriate local government advising them of the availability of the final draft AIP on the area agency's website. Instructions for how to view and print the document must be included.
2. Offer to provide a printed copy of the AIP via US Mail or an electronic copy via e-mail if requested.
3. Be available to discuss the AIP with local government officials, if requested.
4. Request email notification from the local unit of government of their approval of the AIP, or their related concerns.

Describe the efforts made to distribute the AIP to, and gain support from, the appropriate county and/or local units of government.

The AAALIA Director and HCS Health Officer attended the Kalamazoo County Board of Commissioners meeting on June 19, 2018, at which time the commissioners approved and signed this AIP. There were no questions, comments or recommended changes requested.

Letters to local municipalities for announcing the plan availability, and request for comments, questions or approval by August 1, 2018; passive approval by August 3, 2018 if there is no response, were mailed on June 18, 2018.

As of August 4, 2018 there were no comments, questions or disapprovals received from the municipalities. One letter of support was received on July 17, 2018 from the Comstock Township Supervisor.

Approved Multi-Year Plan Highlights

The Multi-Year Plan (MYP) Highlights provide an overview of the FY 2017- 2019 MYP and FY 2018 AIP priorities set by the area agency as approved by the Michigan Commission on Services to the Aging (CSA). These highlights serve to provide an overall reference for the established three-year planning period. They also help to provide a framework and context for activities planned during the FY 2019 AIP.

The area agency FY 2017-2019 MYP and FY 2018 AIP Highlights approved by the CSA are included as read-only below. No further entry by the area agency is necessary.

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

The Kalamazoo County Health & Community Services Department has been the home for the Region IIIA Area Agency on Aging since 1996 and is one of the 16 Area Agencies on Aging in the State. We are also known as "Kalamazoo County Older Adult Services." Since we are in a department that includes such programs as Veterans Services, Community Action Agency, Immunizations, Emergency Preparedness, Environmental and Public Health, we coordinate well with much of what is happening in our community. The mission of AAA's is written in the Older Americans Act and is as follows: "The area agency on aging shall be the leader relative to all aging issues on behalf of all older persons in the planning and service area, assuring that there is a comprehensive, coordinated community based system of services to assist older persons in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible, giving priority to those with greatest economic and social need." This plan covers a three year planning cycle, laying the groundwork for services and initiatives to meet the needs of the growing older adult population.

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

The population that the AAIIIA primarily serves, which are adults 60 and over, is growing faster than the general population and is now at 19%. The 60+ population below poverty has increased to 16.6% or 7,961 people. The Elder Economic Security Index also points to a significant number of elders, 37%, who are economically insecure, not having the financial ability to meet all of their needs.

Survey data indicates that the top 3 greatest needs of persons 60+ are knowledge of available resources, need for in-home supportive services and help navigating complex systems to obtain resources or address problems. When asked what services we should be funding, respondents indicated their top 5 choices being adult day/dementia adult day services, home delivered meals, personal care, medication management and respite care. There was also a high need mentioned for escorted transportation to medical appointments. With regard to caregivers, the greatest need was knowledge of or access to respite care services.

Not surprisingly, 26% of the 60+ population lives alone, which can bring with it a potential risk for health problems caused by loneliness and isolation.

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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.

The services intended to receive funding include 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, Gap-Filling, 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 service categories receiving the most funds are Home Delivered Meals, Care Management, Congregate Meals, Homemaking, Information & Assistance. The five services with the anticipated greatest number of participants include Information & Assistance, Home Delivered Meals, Congregate Meals, Care Management, Legal Services.

4. Highlights of planned Program Development Objectives.

The program development objectives chosen for the planning cycle include important projects that will help assure quality of life and care for Kalamazoo County's 60+ population. The objectives include identifying and assisting one municipality or community to successfully apply for a Community for a Lifetime designation; continue to provide leadership for the Elder Abuse Prevention Coalition; work with the Kalamazoo Gay Lesbian Resource Center to continue training health care providers and encourage implementation of a "caring collaborative" model to address the need for informal supports. Additional objectives are to undertake a county-wide initiative that will work toward addressing ageist attitudes by engaging all populations to celebrate and understand elders and work on increasing the funding available for services via a senior millage.

5. A description of planned special projects and partnerships.

We have developed an important partnership with Western MI University's medical school which allows us to mentor first and second year students who are placed with us for an "Active Citizenship" rotation, as well as offer medical residents the opportunity to visit with clients and see firsthand what community dwelling older adults are dealing with, both medically and personally.

We have a lead role in the Veteran Community Partnership initiative, assisting to coordinate training and networking opportunities, and we represent the aging population on the Recovery Oriented System of Care coalition to better serve individuals with substance use disorders. The Hoarding Task Force is now facilitated by the AAIIIA and in partnership with a business, has brought in experts to help all aspects of the community deal with this difficult disorder. Likewise, we facilitate the Kalamazoo County Elder Abuse Prevention Coalition, working on projects that promote understanding, self-advocacy, and justice for victims.

The 2016 Senior and Caregiver Expo represents 20 successful years of being offered in the community, with both hospitals and a local newspaper major partners. The AAIIIA also has a role on the team that supports Professionals Focused on Aging monthly networking and informational meetings.

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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.

We are looking forward to more efficient referrals and case management between hospital and provider systems with access to electronic records and will continue to work on quality improvement initiatives as they relate to more efficient assessments, both internally and externally.

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.

Our major strategy will be to increase local resources in order to reduce waiting lists for critical services, and also be able to finally fund services and programs we have been unable to over the years, due not having a senior millage as the majority of other counties have accomplished.

When we have the opportunity to offer WMU and Kalamazoo College students an internship, we will, which always enhances our ability to complete projects.

8. Highlights of strategic planning activities.

The AAAIIIA undertook a Strengths, Weaknesses, Opportunities & Threats exercise and also coordinated an online and paper survey of needs. Both have pointed to a lack of awareness of aging services which we plan to address by increased community presentations and professional networking.

9. FY 2018 AIP Highlights: Description of any significant new priorities, plans or objectives.

Area Agency on Aging IIIA will maintain the priorities, plans, and objectives set forth in the Annual and Multi Year Implementation Plan FY 17-19. There are no new activities or changes planned for FY 18.

2019 AIP Highlights

The FY 2019 AIP Highlights should provide a succinct description of the following:

- A. Any significant new priorities, plans or objectives set by the area agency for the use of Older Americans Act (OAA) and state funding during FY 2019.**
- B. Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources).**
- C. A description of progress made through advocacy efforts to date and focus of advocacy efforts in FY 2019.**

Please provide a narrative about what, if anything, the area agency is planning that is new for FY 2019, or that is significantly different from the established FY 2017-19 MYP or FY 2018 AIP. In addition, include area agency plans to handle the likelihood of reduced federal funding, including any specific alternative funding sources to be pursued. Finally, describe progress made through Multi-Year Plan (MYP) advocacy efforts to date and the area agency's specific planned advocacy focus in FY 2019.

A. Area Agency on Aging IIIA will maintain priorities, plans, and objectives set forth in the Annual and Multi Year Implementation Plan FY 17-19. There are no new activities or changes planned for FY 19.

B. In the event of reduced federal funding, AAIIIA will work with Kalamazoo County Administration to explore potential additional revenues.

C. AAIIIA staff continue to provide relevant information to the local advocacy group, Kalamazoo County Advocates for Senior Issues (KCASI), including the needs of older adults, legislative updates and potential impact on seniors in Kalamazoo County. AAIIIA also continues to bring attention to the issue of ageism by supporting the Celebrate Elderhood initiative, along with the Older Adult Services Advisory Council and other stakeholders in the community. The director of AAIIIA continues to write a monthly article for the local periodical, Spark, as well as an every other month column for Senior Times, with the focus on issues older adults face, resources to support, and strategies for aging well. During FY19, AAIIIA staff will again support the Celebrate Elderhood initiative, write articles for the local periodicals, as well as provide education to various groups on the issues facing adults. Staff also participate with several focus groups, coalitions, and task force, and continue to provide information to these groups to engage them in advocacy for supportive services and strategic change in our community as needed.

Public Hearings

At least one public hearing on the FY 2019 AIP must be held in the PSA. The hearing(s) must be held in an accessible facility. Persons need not be present at the hearing(s) in order to provide testimony; e-mail and written testimony must be accepted for at least a thirty day period beginning when the summary of the AIP is made available.

The area agency must post a notice of the public hearing(s) in a manner that can reasonably be expected to inform the general public about the hearing(s). Acceptable posting methods include, but are not limited to: paid notice in at least one newspaper or newsletter with broad circulation throughout the PSA; presentation on the area agency’s website, along with communication via e-mail and social media referring to the notice; press releases and public service announcements; and a mailed notice to area agency partners, service provider agencies, Native American organizations, older adult organizations and local units of government. The public hearing notice should be available at least thirty days in advance of the scheduled hearing. This notice must indicate the availability of a summary of the AIP at least fifteen days prior to the hearing, and information on how to obtain the summary. All components of the AIP should be available for the public hearing(s).

Complete the chart below regarding your public hearing(s). Include the date, time, number of attendees and the location and accessibility of each public hearing. Please scan any written testimony (including e-mails received) as a PDF and upload on this tab. A narrative description of the public input strategy and hearings is also required. Please describe the strategy/approach employed to encourage public attendance and testimony on the AIP. Describe all methods used to gain public input and the resultant impact on the AIP.

Date	Location	Time	Barrier Free?	No. of Attendees
05/09/2018	3299 Gull Road, Kalamazoo	03:30 PM	Yes	23

A public hearing was held on May 9, 2018 at the Region IIIA Area Agency on Aging prior to the Older Adult Services Advisory Council meeting. The draft plan was made available April 24, 2018. The public hearing was advertised on MLive on April 4, 2018. Additionally, announcements were posted on our website, facebook page, and in the hall of the Kalamazoo County Health & Community Services (HCS) building as well as the County Administration Building. Providers were also notified via email. In attendance at the hearing were members of the Older Adults Services Advisory Council, AAA staff, the HCS Health Officer, four provider representatives and two community members. Attendees were encouraged to provide feedback on the plan and there were no comments or questions during the public hearing. No written comments were received.



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Regional Service Definitions

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

Enter the new regional service name, identify the service category and fund source, include unit of service, minimum standards, and rationale for why activities cannot be funded under an existing service definition.

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

Access Services

Some access services may be provided to older adults directly through the area agency without a direct service provision request. These services include: Care Management, Case Coordination and Support, Disaster Advocacy and Outreach Programs, Information and Assistance, Outreach, with specific attention to outreach with underserved populations, including LGBT older adults, and MATF/State Caregiver Support funded Transportation. If the area agency is planning to provide any of the above noted access services directly during FY 2019, complete this section.

Select from the list of access services the area agency plans to provide directly during FY 2019 and provide the information requested. Also specify the planned goals and activities that will be undertaken to provide the service in the appropriate text box for each service category.

Direct Service Budget details for FY 2019 are to be included under the appropriate tab in the Area Plan Grant Budget. The funding identified in this tab should correspond to the funding (Federal OAA Title III or VII and State funds) identified in the Area Plan Grant Budget, Support Services Detail Page. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details.

Care Management

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	09/30/2019
Total of Federal Dollars	\$135,274.00	Total of State Dollars	\$175,357.00

Geographic area to be served
Kalamazoo County

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

Goal 1: Improve access to dementia prepared direct care workers by developing a list of providers who have dementia specific certifications.

Activities:

1.1. Explore opportunities to partner with other Area Agencies to support dementia training for direct care workers within common service providers.

2. Investigate best practices and research certifications available in dementia care.

3. Survey providers to determine existing capacity of dementia specific trained staff and those with special dementia certification.

Goal 2: Meet AASA Standards for providing care management.

Activities:

1.1. Bi-annual internal peer reviews on 10% of the cases



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- 2. External peer reviews will be completed once during the year on 10% of the case files.
- 3. Survey clients and caregivers annually to determine level of satisfaction with program and contracted service providers
- 4. Develop a protocol that covers identifying and referring person with possible dementia to appropriate resources.

Number of client pre-screenings:	Current Year:	140	Planned Next Year:	160
Number of initial client assessments:	Current Year:	40	Planned Next Year:	40
Number of initial client care plans:	Current Year:	40	Planned Next Year:	40
Total number of clients (carry over plus new):	Current Year:	170	Planned Next Year:	170
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:45	Planned Next Year:	1:45

Case Coordination and Support

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	09/30/2019
Total of Federal Dollars	\$754.00	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.

Goal: Meet AASA standards for providing Case Coordination and Support
 Activities:

- 1.1. Bi-annual internal peer review on 10% of the cases
- 2. External peer review will be completed once during the year on 10% of the case files
- 3. Survey clients and caregivers annually to determine level of satisfaction with program and contracted service providers.

Information and Assistance

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	10/09/3020
Total of Federal Dollars	\$48,539.00	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.

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Goal 1: Using Harmony Information Systems database, maintain confidential, accurate and up-do-date client records and current resource database listings.

Activities:

1. Continue Harmony database adjustments & improvements to personalize the system to best serve the community's and client needs.
2. Review and update database resource listings on an annual basis and as new information is provided or discovered.
3. Continue to streamline and adjust "reports" from the resource database to share with the public, to be easily read and understood.

Goal 3: Increase the awareness of the I&A service by marketing to referral sources, older adults and caregivers.

Activities:

1. Participate in at least 10 community events per year, such as senior expos and health fairs.
2. Write articles for local publications.
3. Network with referral sources at community and professional meetings.

Goal 3: Assure quality in service provision through client satisfaction with the service.

Activities:

1. Randomly survey 10% of I&A callers as to their satisfaction with the service.
2. Follow up with callers surveyed who have unresolved issues or additional needs within 3 working days.

Direct Service Request

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

Select the service from the list and enter the requested information pertaining to basis, justification, and public hearing discussion for any new Direct Service Request for FY 2019. Specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service. Direct Service Budget details for FY 2019 are to be included under the appropriate tab in the Area Plan Grant Budget. The funding identified in this tab should correspond to the funding (Federal OAA Title III or VII and State funds) identified in the Area Plan Grant Budget, Support Services Detail Page. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details. Please skip this section if the area agency is not submitting a new request to provide an in-home, community, or nutrition service directly during FY 2019.

Disease Prevention/Health Promotion

Total of Federal Dollars \$9,951.00 Total of State Dollars \$0.00

Geographic Area Served Kalamazoo County

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

Goal 1: Continue program fidelity to Matter of Balance (MOB), and Personal Action Toward Health (PATH) including regular PATH and Diabetes PATH.

Activities:

1. Conduct meetings with MOB coaches to reinforce knowledge and provide updated materials.
2. Conduct field observations as needed to maintain coach fidelity.
3. Explore and strengthen connections with other MOB Master Trainers through conference calls, webinars, meetings and required trainings.
4. Work with Michigan State University Extension, who will continue to provide non-financial support via marketing the PATH programming.

Goal 2: Engage workshop sites to reach target population of seniors, focusing on those of low income,

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minority and those living in rural areas of the county.

Activities:

1. Meet with community partners to establish appropriate workshop sites, and promote classes.
2. Provide stipends to host sites that provide program marketing, registration, reminder calls to registered participants, and healthy snacks for MOB workshops scheduled through the AAIIIA, and PATH classes scheduled through MSU Extension.

Goal 3: E

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 Area Agency on Aging IIIA will provide the Matter of Balance and PATH programs directly for the reason in "A," "Provision of such services by the Area Agency is necessary to assure an adequate supply of such services."

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 Area Agency on Aging IIIA has been the lead coordinator for Matter of Balance and Personal Action Toward Health programming since 2012. While our previous Matter of Balance Master Trainer has retired, a new staff member has been trained and will continue to coordinate and lead the MOB volunteer coaches. The AAIIIA will also explore options to continue to bring PATH classes to the community.

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 \$6,533.00 Total of State Dollars \$43,485.00

Geographic Area Served AAA Regions 3A, 3B, 3C

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

Goal: The Long Term Care Ombudsman will maintain effective relationships with long-term care

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stakeholders in order to successfully advocate for consumers.

Activities:

1. Visit nursing homes in all 5 counties quarterly.
2. Attend health fairs, Senior Expos, and Area Agency on Aging Advisory Council meetings in the 5 county area at least once during the FY.
3. Updates are provided to partner AAA's twice a year.

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 AAAlIIA provides the Long Term Care Ombudsman Program for reasons found in "C," "Such services can be provided more economically and with comparable quality by the Area Agency."

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

The LTC Ombudsman Program serving Barry, Branch, Calhoun, Kalamazoo, and St. Joseph counties has been operated out of the AAAlIIA since 1997. There is not enough funding provided to Area Agency on Aging regions 3A, 3B, and 3C, individually; therefore the three regions pool their resources to support one full-time ombudsman. AAAlIIA has been designated by the State Long-Term Care Ombudsman to provide this service, and there are no concerns for conflict of interest.

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 \$8,206.00 Total of State Dollars \$0.00

Geographic Area Served Kalamazoo county

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

Goal: Advocate for the development of resources to address vulnerable adult abuse, neglect, and exploitation, as well as complex cases, unmet needs, and scams.

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Activities:

1. The ombudsman will participate in teh Elder Abuse Prevention Coalition meetings and trainings in AAA regions 3A, 3B, and 3C.
2. The Ombudsman will also continue to participate in the Kalamazoo County Elder Death Review Team.
3. Mentor Western Michigan University School of Medicine students in regards to recognition and treatment of elder abuse, neglect and exploitation.

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 AAIIIA will directly provide the service of Prevention of Elder Abuse, Neglect, and Exploitation for the reasons noted in "C," "Such services can be provided more economically and with comparable quality by the Area Agency.

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

Due to limited funding, it remains crucial for AAA regions 3A, 3B, and 3C to pool their resources to support elder abuse prevetion activities in the 5 county they serve. Elder abuse prevention has always been part of the LTC Ombudsman mission, and the LTC Ombudsman housed at the AAIIIA has played an intragal role assisting the three region's elder abuse coalitions to develop elder abuse protocols, community trainings, disseminate information at expos and health fairs, as well as work directly with other professionals on elder abuse cases. The AAIIIA LTC Ombudsman is well established and has a solid reputation and connection with the skilled nursing facilities, lisenced homes for the aged, and adult foster care homes, as well as the State Long-Term Care Ombudsman, state surveyors, and federal regulators.

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

Creating Confident Caregivers

Total of Federal Dollars \$4,400.00 Total of State Dollars \$0.00

Geographic Area Served Kalamazoo County

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

Goal: Conduct three Creating Confident Caregiver classes during the fiscal year.

Activities:

1. Determine locations and time of day for the two classes.
2. Diversify marketing efforts to assure maximum number of participants at each class.

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 basis for the Area Agency on Aging IIIA providing Creating Confident Caregivers programming directly are "A" "Provision of such services by the Area Agency on Aging is necessary to assure an adequate supply of such services;" and "C" "Such services can be provided more economically and with comparable quality by the Area Agency.

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

The Area Agency on Aging IIIA has a Creating Confident Caregiver Master Trainer (CCC-MT), who has well established connections with community partners to continue providing this support. Funding for this service is quite limited, and would be insufficient to support the development of an alternate CCC-MT outside of the AAAIIIA.

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

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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.

Historically, several times a year, care management clients will require additional supports to meet their basic needs and safety of which there are no other resources to cover the costs. Therefore it is vital to have resources allocated in this manner to meet that need. Services and goods that may be purchased include, but are not limited to:

Household appliances or supplies, including plumbing, electric, heating or water heaters.

Medical transportation not available through community transport systems, volunteer organizations or community supports.

Medications, excluding medications not found on the Medicaid formulary

Assistive devices that are essential for independence and safety not covered by Medicare, Medicaid, or other resources.

Furniture to promote the highest level of independence.

Moving related expenses

The following may not be purchased:

Prescription plan premiums, cleaning beyond homemaking services, home repairs, including the installation of safety equipment, screens, storm windows or weather stripping, pest control.

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

No discussion

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Approved MYP Program Development Objectives

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

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

Area Agency on Aging Goal

- A. More communities in the Planning and Service Area will conduct an aging-friendly community assessment and apply for recognition to AASA as a Community for a Lifetime.**

State Goal Match: 1

Narrative

Communities for a Lifetime (CFL) has been on the radar of AAALIA for several years. Themes and ideas within CFL such as walkability and connectivity are apparent in the partnership that AAALIA has with Disability Network Southwest Michigan and the Friends of Transit group that advocates for these themes and more in Kalamazoo County. Recently, a Special Interest Group on Alternative Housing & Aging in Community associated with the Osher Lifelong Learning Institute at Western MI University expressed interest in possibly assisting with the CFL initiative. As a priority in this MYP cycle, AAALIA and partners will determine what communities may be ready to undertake the CFL survey, with the goal of having a community start the application process by the 3rd year of the MYP cycle.

Objectives

1. One new community in Kalamazoo County will receive recognition as a CFL by 9/30/19.
Timeline: 10/03/2016 to 09/30/2019

Activities

- 1.1. Assess what communities could be ready to implement CFL.
2. Reach out to potentially interested communities to give presentations and/or meet to discuss details and logistics, assisting with locating volunteers to assist with the survey tool.
3. Have one community ready to submit recognition application by 3rd year of MYP (FY2019)

Expected Outcome

Increased quality of life for those living within the Community for A Lifetime area.

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Progress

Staff are bringing local municipality leaders together in June 2018 to educate them on this concept. The goal is to explore what the communities in the county are already doing and help them identify how they can engage this concept, as well as which areas they should receive focused efforts of the AAALIA staff.

B. Provide advocacy, information, training and services to support the rights of older adults to live free from abuse, neglect and exploitation.

State Goal Match: 4

Narrative

The Elder Abuse Prevention Coalition, which has been facilitated by the AAALIA Director since March 2013, has identified formalizing multi-disciplinary teams and continuing with educational opportunities as important efforts to work on. The Coalition has strong support from the County Prosecutor, County Sheriff, County Clerk, Probate Court, Department of Health and Human Services, elder law attorneys, Western Michigan University Center for Gerontology, Alzheimer's Association, Community Mental Health, advocates, service providers, and financial institutions, Long Term Care Ombudsman, Life EMS Ambulance and MMAP Coordinator. The activities listed represent a continued effort to address educational needs and gaps in the service system in order to prevent elder abuse, including financial exploitation, and bring justice to victims.

Objectives

1. Provide leadership for the Kalamazoo County Elder Abuse Prevention Coalition.
Timeline: 10/01/2016 to 09/30/2019

Activities

- 1.1. Provide administrative coordination with regard to meeting notices, notes, and public relations
2. Coordinate conferences and trainings for seniors, professionals, and other community members on what elder abuse is and how to report it, including the prevention of scams, as funding allows.
3. Continue efforts toward the creation of a multidisciplinary team with a designated coordinator that will work collaboratively on difficult and complex cases, especially those related to financial exploitation.
4. Working with the Kalamazoo County Hoarding Task Force, assess the potential of adding a Hoarding component to the multi-disciplinary team.
5. Working with the Medical examiner's office and WMed students, determine the need for and potential composition of an elder death review team.

Expected Outcome

Increased awareness, reporting and effective handling of elder abuse, exploitation, and suspicious deaths in Kalamazoo County will lead to justice for victims.

Progress

The AAALIA director continues to facilitate the Kalamazoo County Elder Abuse Prevention Coalition (Coalition). In FY 18, the coalition is focusing efforts to highlight June 2018 as World Elder Abuse Awareness Month, running an advertising campaign and providing trainings to direct care workers.

This work is being accomplished through a State PREVNT Grant and led by the Investigative Teams Coordinator

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(ITC). Additionally the ITC continues to meet with the Elder Death Review Team monthly to review cases submitted by the medical examiner's office; the Hoarding Task Force multi-disciplinary team (MDT) and Elder Abuse MDT bi-monthly to review difficult cases. Memorandums of understanding and protocols have been established for all three MDT's. focus for FY 2019 will be on expanding capacity for the community Financial Exploitation MDT.

C. Employ continuous quality improvement and innovation to accommodate the changing needs of older adults.

State Goal Match: 6

Narrative

The AAALIA and Kalamazoo Gay Lesbian Resource Center (KGLRC) partnered in 2013 for the first showing of Gen Silent and the release of the first edition of the "Guide to Long-Term Care Planning, Resources and Services for the LGBTQ Community." To date only a handful of providers took us up on free training, so the need for continuing the conversation is evident.

We are committed to assuring that in our community of providers there is a culture of respect for diversity. Aging services have historically been rather hostile to the aging LGBTQ community, resulting in fear and avoidance of aging services. We believe that showing a documentary such as Gen Silent helps attendees understand the issue better, resulting in follow-up training being scheduled. It should be mentioned that a 2nd edition of the Resource Guide was produced last year, with several more organizations taking the equality survey and being recognized in the Resource Guide.

Informal communities are an untapped resource for many of the challenges confronting an aging society. This is especially needed in the LGBTQ community where many do not have the family support others might have. The Caring Collaborative Model provides a way to harness the potential of neighbors, religious and social groups, or people who live in senior housing so that they can support their peers who want to age with quality in their lives, in their community, with adequate supports. It can include a type of time banking approach, which is appealing to people who don't want to be a burden on others but might ask for assistance if they knew they could "pay it back."

Objectives

1. Increase the understanding of health care professionals, especially direct care workers as to the care needs of LGBTQ elders.

Timeline: 10/01/2016 to 09/30/2019

Activities

- 1.1. Show the documentary film Gen Silent at which affirming provider partners are also recognized in order to re-energize provider interest in receiving LGBTQ training.
2. Schedule 3 provider trainings per year.

Expected Outcome

Quality care and services are received by LGBTQ elders no matter where they live.

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Progress

FY2018 has been a transition year establishing a new AAIIIA Director and OutFront Kalamazoo moving and rebranding. This has limited both organizations capacity to accomplish this goal. Efforts are underway to reconnect and strategize next steps for provider training and possible showing of Gen Silent, or comparable education tool.

2. In collaboration with the KGLRC assist older adults to develop a "Caring Collaborative" model in order to address the need for informal supports as their community ages.

Timeline: 10/01/2016 to 09/30/2019

Activities

1. Provide information about developing a caring collaborative to the KGLRC's "Outgoing" group.
2. Provide technical assistance to the Outgoing group when needed during the implementation process.

Expected Outcome

LGBTQ elders are able to stay safely in their community with the supports they need to maintain their independence.

Progress

OutFront Kalamazoo is now focusing on its Faith Alliance group to embrace the model with the AAIIIA providing support as needed.

- D. Recognize and celebrate the cultural, economic, and social contributions of older adults, and create opportunities for engagement in their communities.**

State Goal Match: 1

Narrative

Like other communities, we are dealing with "ageism," defined as a combination of prejudicial attitudes toward older people, old age, and aging itself. Ageism is seen in how we fund or don't fund programs and services, which we continue to experience locally (no senior millage) and at the state and federal levels (i.e. the lack of funding for adult protective services).

Celebrate Elderhood was conceived as a way to begin changing the perceptions, actions and discourse about aging, with the goal of transforming Kalamazoo County into a place where it's great for all ages to grow up in **and** grow old in.

Objectives

1. 1. Undertake a county-wide initiative entitled "Celebrate Elderhood!" that will engage all populations leading up to the main celebration in May of 2017. 2. Determine the feasibility of continuing the initiative past the initial year and plan appropriately.

Timeline: 10/01/2016 to 09/30/2017

Activities

1.1. Led by representatives of the Older Adult Services Advisory Council and AAIIIA staff, engage a cadre of volunteers to work on committees.

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2. Develop criteria to recognize quality services, best practices and innovations provided by businesses, service providers and faith communities.
3. Encourage younger people to pursue careers in the aging field through scholarships and create the criteria for them.
4. Promote healthy aging in our community to include events and opportunities that cover “health” as defined as physical, mental, emotional and social.
5. Promote positive views of aging and elderhood in all generations through grade school papers, video-taping reactions to “age” questions, honoring Senior Olympians, people 100+, the oldest veteran, etc.

Expected Outcome

Kalamazoo County residents will better understand and appreciate elders, their needs and contributions such that funding for programs will increase and the county is more livable for its aging population.

Progress

Celebrate Elderhood was very well received in Kalamazoo during FY 2017 and plans are underway to continue this initiative during FY 2018 and 2019. Presently we have a Centenarian Luncheon planned for May 18, 2018, with twenty-one registered centenarians, dignitaries and other guests. The AAALIA Director has continued to write articles for two local periodicals, Spark and Senior Times, with the focus on positive aging, the challenges of aging in today's world, and the resources available.

E. Develop and enhance public and private partnerships to better serve older adults.

State Goal Match: 5

Narrative

Kalamazoo County is one of only 10 counties in the state, out of 83, that does not have a senior citizen millage, despite the fact that there has been a waiting list for in-home services since 2005. In 2014 the County Board finally recognized this and appropriated an additional allocation for 2015 and 2016 to assist with the waiting list. However, with the growth of the senior population, we now are seeing a waiting list for home delivered meals as well as the need for increased funding in other areas that a millage could assist with, such as adult day services, installation of safety devices and ramps, continuation of evidence based healthy living programs, coordination of elder abuse multi-disciplinary teams, and more.

Objectives

1. Increase local funding available for services to assist in keeping elders as independent as possible with needed in-home, access and community services.
Timeline: 10/01/2016 to 09/30/2019

Activities

- 1.1. With the Older Adult Services Advisory Council and community partners, encourage the County Board to put a senior millage on the ballot in 2017.
2. Educate the community as to senior needs and how a millage can improve not only the quality of the elder's life, but the quality of life for everyone in the community.

Expected Outcome

Waiting lists for services are reduced and more elders are able to access the services they need to stay in their

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home and/or receive quality of care wherever they live.

Progress

With the assistance of the Kalamazoo County, Older Adult Services Advisory Council (OASAC), and Kalamazoo County Health and Community Services Health Officer, the Kalamazoo County Board of Commissioners (BOC) had elected to put a county wide senior millage to a vote on August 7, 2018. Kalamazoo County Administration along with corporate council determined that due to the AAIIIA being part of county government, moving forward, county staff could not participate in the ballot committee however, they are expected to continue to provide data and information about the what older adults need in Kalamazoo County.

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2019 AIP Program Development Objectives

Please provide information for any new program development goals and objectives that are proposed by the area agency during FY 2019.

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

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

Area Agency on Aging Goal

A.

State Goal Match:

Narrative

Objectives

1.

Timeline: to

Activities

Expected Outcome

Appendices

Appendices A and B are not required to be completed or updated for the FY 2019 AIP. Appendix C should only be completed if there are new/changed criteria for selecting providers. Appendices D, E and F should be completed if applicable to the area agency 2019 AIP. Select the applicable appendix from the list on the left and provide information for each appendix.

- A. Policy Board membership – not required for the FY 2019 AIP**
- B. Advisory Council membership – not required for the FY 2019 AIP**
- C. Proposal Selection Criteria**
- D. Cash-in-Lieu-of-Commodity Agreement**
- E. Waiver of Minimum Percentage of a Priority Service Category**
- F. Request to Transfer Funds**

APPENDIX D

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

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

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

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.