

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



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**Planning and Service Area**  
Kalamazoo County

**Area Agency on Aging Region III-A**  
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STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

**Region 3-A Area Agency on Aging**

**FY 2021**

**Table of Contents**

Executive Summary	1
County/Local Unit of Government Review	3
2021 Plan Highlights	4
Public Hearings	6
Regional Service Definitions	7
Access Services	8
Direct Service Request	10
Regional Direct Service Request	16
Approved MYP Program Development Objectives	17
2021 Program Development Objectives	19
Supplemental Documents	21
Approved Multi-Year Plan Highlights	59

### 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"