



# KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance...

**NEWS RELEASE  
FOR IMMEDIATE RELEASE**  
May 15, 2019

Lyndi Warner, Public Information Officer  
pio@kalcounty.com  
269-373-5271 or 269-373-5270

## **Public Hearing Announcement for Community Comments for the Kalamazoo County Area Agency on Aging IIIA draft FY 2020-2022 Multi Year Plan**

KALAMAZOO, MI— A Public Hearing will be held by the Kalamazoo County Area Agency on Aging IIIA to receive community comments regarding the draft FY 2020-2022 Multi-Year Plan. The hearing will be held Thursday, May 30, 2019 at 10:00 AM at the Portage Senior Center, 320 Library Ln, Portage, MI 49002. A summary copy of the plan can be obtained online at [https://www.kalcounty.com/public\\_notice.php](https://www.kalcounty.com/public_notice.php), or call 269-373-5239, or email [btbroc@kalcounty.com](mailto:btbroc@kalcounty.com), or mail to Health & Community Services Dept., Area Agency on Aging, 311 E. Alcott St., Kalamazoo, MI 49001, Attn: Brien Brockway.

A Public Hearing will be held by the Kalamazoo County Area Agency on Aging IIIA to receive community comments regarding the draft FY 2020-2022 Multi-Year Plan. The hearing will be held Wednesday, June 12, 2019 at 3:30 PM in Room 361 at the Health & Community Services Dept., 311 E. Alcott St., Kalamazoo, MI 49001. A summary copy of the plan can be obtained online at [https://www.kalcounty.com/public\\_notice.php](https://www.kalcounty.com/public_notice.php), or call 269-373-5239, or email [btbroc@kalcounty.com](mailto:btbroc@kalcounty.com), or mail to the Alcott St. address, Area Agency on Aging, Attn: Brien Brockway.

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Kalamazoo County Government  
Health & Community Services Department

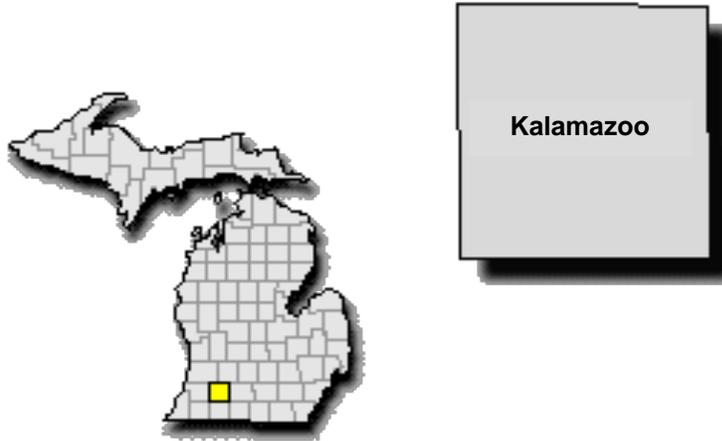
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**HEALTH AND COMMUNITY SERVICES DEPARTMENT**

311 E. Alcott St. | Kalamazoo, MI 49001  
Phone: 269.373.5200 | [www.kalcounty.com/hcs](http://www.kalcounty.com/hcs)

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

**DRAFT**



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**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)  
Samantha Carlson, Director  
[www.kalcounty.com/aaa](http://www.kalcounty.com/aaa)

**Field Representative Cindy Albrecht**  
[albrechtc@michigan.gov](mailto:albrechtc@michigan.gov)  
517-284-0162

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County/Local Unit of Govt. Review

**County/Local Government Review**

After the draft multiyear plan is approved by the County Board of Commissioners, notification is sent via U.S. Mail with a signature confirmation to the 24 municipalities in Kalamazoo County, informing them that the final draft is on the AAAIIIA website for their review and comment. The AAAIIIA also informs them that a hard copy of the plan may be mailed if requested and that staff is available if they would like a formal presentation of the plan. Instructions in the letter also review whom to contact with questions and how approval or disapproval of the plan can be provided.

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:

**Mission:**

*·To improve health for all residents of Kalamazoo County*

**Vision:**

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

**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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**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 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 education on program 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

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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. Rebranding
- 2. Senior Millage resources
- 3. Cross-training team and standardization of service delivery

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**Public Hearings**

Date	Location	Time	Barrier Free?	No. of Attendees
05/30/2019	Portage Senior Center, 320 Lil	10:00 AM	Yes	0
06/12/2019	Health and Community Service	03:30 PM	Yes	0

Scope of Services

1. Describe key changes and current demographic trends since the last MYP to provide a picture of the potentially eligible service population using census, elder-economic indexes or other relevant sources of information.

Scope of Services

Population of 60+ 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.)

Population of 60+ in Kalamazoo County trends from 2010-2017

Population	2010	2014	Current(2017)	%Change from 2010
Population 60+	41,604	46,988	51,450	+23.7%
Population 85+	4,203	5,097	5,020	+19.4%
Percent of Total Population	16.8%	18.4%	19.8%	+3.0%
Population 60+ Below 150% Poverty	17.1%	17.0%	14.9%	-2.2%

(US Census, ACS S0102 2017 – 5yr., 2010 – 5yr., 2014 – 5yr. US Census, ACS S0101 2017 – 5 yr., 2014 – 5 yr., 2010 – 5yr.)

60+ Population By Race Kalamazoo Co. 2017

	White	Black or African American	American Indian/Alaska Native	Asian
Hispanic or Latino	Two or more races	Some other race		
Percentage of 60+	90.0%	7.3%	0.2%	1.2%
1.6%	1.0%	0.2%		
Number	46,305	3,376	103	617
823	515	103		

(US Census, ACS S0102 2017 – 5yr.)

2. Describe identified eligible service population(s) characteristics in terms of identified needs, conditions, health care coverage, preferences, trends, etc. Include older persons as well as caregivers and persons with disabilities in your discussion.

Increasing needs of individuals over 60 years old and their caregivers can be identified by trends in services. Services to support informal caregivers, such as in-home respite and ADC continue to be commonly requested service among participants. Additionally, transportation assistance is another service that clients

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and their caregivers rely upon for continuity of care and appropriate follow up with their physicians. AAA IIIA will be conducting a Community Needs Assessment in this planning period to accurately assess the needs of the region. Both hospital systems have also conducted a Community Needs Assessment, and have agreed to share the findings by 2020 with AAA IIIA through the Health & Community Services Department of Kalamazoo County Government.

**3. Describe the area agency's Targeting Strategy (eligible persons with greatest social and/or economic need with particular attention to low-income minority individuals) for the MYP cycle including planned outreach efforts with underserved populations and indicate how specific targeting expectations are developed for service contracts.**

Targeting Strategy: Priority for this planning period is the Community Needs Assessment, Community Partnerships, and addressing the AAA IIIA Waiting List.

- Community Needs Assessment will be conducted to evaluate socioeconomic barriers to older adults in the region.

Community Partnerships will continue to build upon existing partnerships as outlined in the Leveraging Partnerships section. Targeted partnerships with the acute healthcare settings for discharge coordination through the Post Acute Network Steering Committee with Bronson Hospital will be pivotal in identifying opportunities to enhance older adult services.

Waiting List will be evaluated based on priority level, and expansion of AAA services to include expanded case management through the Senior Millage funding; and adding Options Counseling to the service line.

**4. Provide a summary of the results of a self-assessment of the area agency's service system dementia capability using the ACL/NADRC "Dementia Capability Assessment Tool" found in the Document Library. Indicate areas where the area agency's service system demonstrates strengths and areas where it could be improved and discuss any future plans to enhance dementia capability.**

AAA IIIA provided insightful analysis to evaluation of the continuum of services. AAA IIIA facilitates Creating Confident Caregivers programming, however overall evaluation and clinical assessment of cognitive deficits in clients is not standardized. During this planning period, AAA IIIA will evaluate opportunities to enhance assessment and services for the cognitively impaired.

**5. When a customer desires services not funded under the MYP or available where they live, describe the options the area agency offers.**

Information & Assistance staff provide direct resource referral and navigation for both scenarios. For services not funded under the MYP, Information & Assistance staff will provide information off of a frequently updated resource database appropriate to the specific need. For services not available where they live, such as out of county, Information & Assistance staff can offer to call the appropriate Area Agency on Aging or Office of Aging services appropriate to the caller's location, or provide the direct phone number for said agency.

**6. Describe the area agency's priorities for addressing identified unmet needs within the PSA for FY 2020-2022 MYP.**

- New programming: Options Counseling
  - Utilizing Senior Millage funding to address needs on the waiting list
- Expansion of services:

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- Healthy Living Programs
- Long Term Care Ombudsman
- Information & Assistance
- Case Management (DON- how do you want to word this?)
  - Expansion of contracts with services PERs, HDM, etc.

**7. Where program resources are insufficient to meet the demand for services, reference how your service system plans to prioritize clients waiting to receive services, based on social, functional and economic needs.**

For clients waiting for services, a complete MI Choice Intake Assessment is used to determine the level of need. High risk clients at eminent risk of nursing home placement are considered a priority 1 individual on the waitlist. Additionally, an individual who is over 90 years old, or if the individual was referred by an Adult Protective Service Agent with an open case is also considered a priority 1 individual for enrollment. Individuals on the waitlist are called by Information & Assistance Staff to do a new MI Choice Intake assessment to evaluate ongoing need. Information & Assistance staff also make referrals to other resources in the service area when appropriate. Individuals with poor financial resources are also identified through the MI Choice Intake assessment to determine availability of private paying, or cost-sharing services when enrolled to program.

**8. Summarize the area agency Advisory Council input or recommendations (if any) on service population priorities, unmet needs priorities and strategies to address service needs.**

In accordance with the Kalamazoo County Government Policies & Procedures for Advisory Councils the Older Adult Services Advisory Council (OASAC) serves in an advisory capacity for the Older Adult Services (OAS) Division of the Health & Community Services Department. In accordance with the bylaws OASAC members are interviewed and approved by Kalamazoo County Board of Commissioners to assist in implementing the Older Americans Act (OAA). The Kalamazoo County Older Adults Services Advisory Council meets monthly. The AAA seeks input on quality initiatives, community needs and feedback, program enhancement, and assistance with outreach.

Roles and responsibilities include providing constructive insight for:

- Advocacy
  - Michigan Senior Advocates Council Report (link to brochure)
- Annual Implementation Plan
- Host public hearing
- Review service plan in relation to community need
- Community Needs Assessment
  - Evaluate areas of unmet needs
- Quality Improvement Initiatives
  - Process Improvement
- Service Delivery
- Networking and Community Communication

OASAC membership is comprised of nine members appointed by the Kalamazoo County Board of Commissioners meeting the below criteria:

- 50% OASAC members Kalamazoo County residents 60 years or older
- Representing individuals eligible for services through the Division

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50% OASAC members serving the eligible population in the social, medical, or non-profit sector of aging services.

For a list of schedule of meetings, OASAC bylaws, members and previous minutes ([http://www.kalcounty.com/hcs2/advisory\\_board.php](http://www.kalcounty.com/hcs2/advisory_board.php))

**9. Summarize how the area agency utilizes information, education, and prevention to help limit and delay penetration of eligible target populations into the service system and maximize judicious use of available funded resources.**

AAA utilizes community outreach throughout the division to broaden the community understanding and awareness of services through Information & Assistance, Elder Abuse Awareness and Prevention, Healthy Living Programs, and Senior Expo.

Information & Assistance: Free, unbiased assistance in accessing resources for senior citizens and their caregivers. Clinical social workers answer the call to determining needs, finding resources, facilitating referrals and frequently networking in the community with professionals and older adults alike.

Community Outreach Elder Abuse Awareness & Prevention Initiatives: Working together with healthcare, law enforcement, banking, medical examiner, mental health, environmental health, adult protective services, and more; this initiative evaluates serious issues facing older adults in the region through:

- Elder Death Review Team

- Elder Abuse Multidisciplinary Team

- Hoarding Multidisciplinary Team

- Suicide Death Review

- Financial Fraud Investigators Team

Awareness: Community Education & Trainings:

- Facilitating in-service trainings for mandated reporters

- Providing outreach opportunities at community events

Healthy Living Programs allow class attendees to learn about AAA IIIA through the aging continuum. While providing preventive education, it exposes older adults to the larger span of services available through the AAA IIIA.

- Matter of Balance

- A Matter of Balance (MOB) acknowledges the risk of falling but emphasizes practical coping strategies to reduce this fear. Individuals can sign up and attend free of charge.

- Personal Action Towards Health

- Empowering older adults to live beyond chronic medical conditions; and regain quality of life!

Individuals and caregivers can sign up and attend free of charge.

- Creating Confident Caregivers

- This evidence based program utilizes tested and effective training methods from the University of Minnesota's Savvy Caregiver Program.

Senior Expo:

- This free annual event held on the first Tuesday of October at the Kalamazoo County Expo Center. This event is organized by the Area Agency on Aging IIIA. Approximately 2,000 attendees include older adults, their family members, caregivers, and professionals. Over 100 vendors of various relevance to the aging population exhibit every year make this one of the largest and most popular events of its kind in the state.

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**Planned Service Array**

	<b>Access</b>	<b>In-Home</b>	<b>Community</b>
<b>Provided by Area Agency</b>	<ul style="list-style-type: none"> <li>• Care Management</li> <li>• Case Coordination and Support</li> <li>• Information and Assistance</li> <li>• Outreach</li> <li>• Options Counseling</li> </ul>		<ul style="list-style-type: none"> <li>• Disease Prevention/Health Promotion</li> <li>• Long-term Care Ombudsman/Advocacy</li> <li>• Programs for Prevention of Elder Abuse, Neglect, and Exploitation</li> <li>• Counseling Services</li> <li>• Creating Confident Caregivers</li> <li>• Caregiver Education, Support and Training</li> </ul>
<b>Contracted by Area Agency</b>	<ul style="list-style-type: none"> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Homemaking</li> <li>• Home Delivered Meals</li> <li>• Medication Management</li> <li>• Personal Care</li> <li>• Assistive Devices &amp; Technologies</li> <li>• Respite Care</li> </ul>	<ul style="list-style-type: none"> <li>• Adult Day Services</li> <li>• Dementia Adult Day Care</li> <li>• Congregate Meals</li> <li>• Nutrition Education</li> <li>• Home Repair</li> <li>• Legal Assistance</li> <li>• Senior Center Operations</li> <li>• Senior Center Staffing</li> <li>• Caregiver Supplemental Services</li> </ul>
<b>Local Millage Funded</b>	<ul style="list-style-type: none"> <li>• Care Management</li> <li>• Information and Assistance</li> <li>• Outreach</li> <li>• Transportation</li> <li>• Options Counseling</li> </ul>	<ul style="list-style-type: none"> <li>• Home Injury Control</li> <li>• Homemaking</li> <li>• Home Delivered Meals</li> <li>• Medication Management</li> <li>• Personal Care</li> <li>• Assistive Devices &amp; Technologies</li> <li>• Respite Care</li> </ul>	<ul style="list-style-type: none"> <li>• Adult Day Services</li> <li>• Dementia Adult Day Care</li> <li>• Congregate Meals</li> <li>• Nutrition Education</li> <li>• Disease Prevention/Health Promotion</li> <li>• Home Repair</li> <li>• Long-term Care Ombudsman/Advocacy</li> <li>• Senior Center Operations</li> <li>• Senior Center Staffing</li> <li>• Programs for Prevention of Elder Abuse, Neglect, and Exploitation</li> <li>• Counseling Services</li> <li>• Caregiver Supplemental Services</li> <li>• Caregiver Education, Support and Training</li> </ul>

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<b>Participant Private Pay</b>	<ul style="list-style-type: none"> <li>• Case Coordination and Support</li> </ul>	<ul style="list-style-type: none"> <li>• Homemaking</li> <li>• Home Delivered Meals</li> <li>• Medication Management</li> <li>• Personal Care</li> <li>• Assistive Devices &amp; Technologies</li> <li>• Respite Care</li> </ul>	<ul style="list-style-type: none"> <li>• Adult Day Services</li> <li>• Dementia Adult Day Care</li> <li>• Congregate Meals</li> <li>• Nutrition Education</li> </ul>
<b>Funded by Other Sources</b>	<ul style="list-style-type: none"> <li>• Care Management</li> </ul>		

\* Not PSA-wide

**Planned Service Array Narrative**

Veteran directed case management is an additional program in AAA IIIA.

Services outlined in the Planned Service Array have been significantly expanded through the Kalamazoo Senior Millage of 2018. This funding has been allocated to expand direct and in-direct/contracted services for older adults in the region. Throughout this planning period, the development and implementation of the program expansion will evolve to address the AAA IIIA waiting list, and unmet needs identified in the area. Community partnerships will also assist in addressing gaps in the community. See Leveraging Partnership section.

Strategic Planning

**1. Summarize an organizational Strengths Weaknesses Opportunities Threats (SWOT) Analysis.**

1. SWOT analysis of AAA IIIA was reviewed by department leadership and noted below.

1.Strengths

·Experienced and Professional Staff

Longevity of staff

Central location in the service area

Involvement in numerous community collaborative groups

Housed within County Health and Community Services of Kalamazoo County Government

Kalamazoo Senior Millage 2018

Older Adult Services Advisory Council

1.Weaknesses

·Limited capacity to begin new areas of service

Limited structure of standardized procedures internal to AAA IIIA

Limited community awareness of AAA and outdated website

Limited volunteers

Large period of growth in a short period of time (2019)

Restrictions and requirements of working within government policy

Transitions of leadership within AAA IIIA (Two retired Directors since last MYP).

Opportunities

·Standardization of policies, procedures, and processes internal to AAA.

Increased ability to eliminate the waiting list with funding for expansion of team through the Kalamazoo Senior Millage

Increased contracting to address unmet needs such as home delivered meals, case management, transportation, and more.

Increasing population of older adults in the region.

Threats

·Uncertain Federal and State funding

**2. Describe how a potentially greater or lesser future role for the area agency with the Home and Community Based Services (HCBS) Waiver and/or managed health care could impact the organization.**

2. AAA3A is not a Waiver Agent we would not be impacted by a reduction in those funds.

**3. Describe what the area agency would plan to do if there was a ten percent reduction in funding from AASA.**

3. AAA IIIA is working closely with the Kalamazoo County Government department of finance to evaluate budget opportunities for potential funding issues. Additional local, regional, and federal funding will be evaluated for financial support of programming. Kalamazoo County Senior Millage approved in 2018 will span six years, lending potential support to direct care costs should funding fluctuate from AASA.

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**4. Describe what direction the area agency is planning to go in the future with respect to pursuing, achieving or maintaining accreditation(s) such as National Center for Quality Assurance (NCQA), Commission on Accreditation of Rehabilitation Facilities (CARF), Joint Commission on Accreditation of Hospitals (JCAH), or other accrediting body, or pursuing additional accreditations**

N/A

**5. Describe in what ways the area agency is planning to use technology to support efficient operations, effective service delivery and performance, and quality improvement.**

·I&A Line is switching to a more efficient system of documentation provided by the State.  
Coordination with the acute healthcare system through the Connect2 Care.  
Local health care initiative of Post Acute Care Coordination for hospitalized clients in progress.

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Regional Service Definitions

**Service Name/Definition**

Caregiver Supplemental Support

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

AAA IIIA evaluated MYP 2017-2019, noting unmet needs for support for caregivers and resource within specific geographic areas of Kalamazoo County. Caregiver support will be expanded within the guidelines of the AASA standards, to assist with home safety resources.

Service Category	Fund Source	Unit of Service
<input type="checkbox"/> Access <input type="checkbox"/> In-Home <input type="checkbox"/> Community	<input type="checkbox"/> Title III PartB <input type="checkbox"/> Title III PartD <input checked="" type="checkbox"/> Title III PartE <input type="checkbox"/> Title VII <input type="checkbox"/> State Alternative Care <input type="checkbox"/> State Access <input type="checkbox"/> State In-home <input type="checkbox"/> State Respite <input type="checkbox"/> Other _____	One good, one service, or one hour purchased

**Minimum Standards**

Caregiver Supplemental Services - Service Number C -18

Service Definition: A program intended to provide goods and services to support caregivers (including kinship caregivers) in response to needs that cannot otherwise be met.

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Access Services

**Care Management**

Starting Date 10/01/2019 Ending Date 09/30/2022  
Total of Federal Dollars \$131,664.00 Total of State Dollars \$123,190.00

Geographic area to be served  
Kalamazoo County

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

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

Activities:

1. Collaborate with local hospital system to streamline referral process to AAA3A as part of discharge planning from the inpatient setting; as well as to streamline communication for inpatient hospital stays. Collaborate and facilitate bi-annual meetings with case managers from PACE and Waiver case managers

Goal 2: Meet AASA Standards for providing care management.

Activities:

1. Bi-Annual internal peer reviews on 10% of cases  
External peer reviews completed once during the year for 10% of cases  
Annual survey with clients and caregivers to determine level of satisfaction with program and contracted service providers

Enrollment Number Goals: Staff to client ratio; 1:45,

Number of client pre-screenings:	Current Year:	99	Planned Next Year:	150
Number of initial client assessments:	Current Year:	26	Planned Next Year:	50
Number of initial client care plans:	Current Year:	26	Planned Next Year:	50
Total number of clients (carry over plus new):	Current Year:	187	Planned Next Year:	225
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:45	Planned Next Year:	1:45

**Case Coordination and Support**

Starting Date 10/01/2019 Ending Date 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.**

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

Activities:

1. Bi-annual internal peer review on 10% of the cases

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External peer review will be completed once during the year on 10% of the case files  
 Survey clients and caregivers annually to determine level of satisfaction with program and contracted service providers.

**Information and Assistance**

<u>Starting Date</u>	10/01/2019	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$59,252.00	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: Utilize information & assistance staff for community outreach and education on available services in service area; including but not limited to services directly provided by Area Agency on Aging.

1. Yearly meetings with CFI intake staff with frequent referral sources (Clinical case managers, Adult Protective Services, Senior Housing Coordinators).

Attendance at community and professional meetings

Redeveloping online presence for ease of programmatic information availability as well as ease of email communication for information inquires.

**Options Counseling**

<u>Starting Date</u>	10/01/2019	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$52,500.00	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: Bring back options counseling as part of Area Agency on Aging continuum of care in service area. Anticipated utilization of Options Counseling is X given priorities 1 & 2 of WL as of 5/14/19.

1. Meet standards of AAASA for the development of Options Counseling as a provided service.

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Direct Service Request

Counseling Services

Total of Federal Dollars

Total of State Dollars

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.**

Caregiver Counseling historically was a service AAA IIIA contracted to an external provider. In 2018, the provider retired, an RFP was posted twice, without bids or interest from the counseling community. After careful evaluation of internal work distribution and overall service delivery model; AAA IIIA will provide this service directly. AAA IIIA employs Master level social workers with the capacity to provide the service efficiently, economically, and with expertise in the aging population. Providing caregiver counseling internally with expedite services, and reduce referral time and coordination for the client.

**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.**

AAA IIIA determined Caregiver Counseling would be provided due to all provisions.

A- If this service is not provided by AAA IIIA, there is not adequate supply for the designated need.

B- AAA service to providing support to caregivers to assist in expanding education and understanding of needs of older adults is within the scope of AAA administrative function.

C- AAA providing counseling to caregivers of older adults couples aging experts and resources with direct care laymen to enhance quality of life for the client and caregiver alike.

**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.**

As noted above, the provider for contracted services retired, the RFP was posted twice without any noted interest from community providers.

Utilizing the Masters level social workers internal to AAA with standardized Brief Integrative Therapy techniques will allow for support of caregivers, elder abuse prevention, referrals to the Creating Confident Caregiver program, and additional external resources to expedite supportive care in a timely manner.

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

N/A

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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.

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.

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).

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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.  
State Goal Match:

Narrative

Objectives

1. Timeline: to

Activities

Expected Outcome

**Advocacy Strategy**

**Advocacy Strategy**

AAA IIIA will be focusing the advocacy strategy for this planning period on Waiting List Reduction, Elder Abuse & Prevention and Older Adult Mental Health.

**Waiting List Reduction:**

As of 5/14/19, AAA IIIA waiting list has 144 potential clients waiting. 51% of the waiting list may be addressed by options counseling services. 44% may benefit from minimum to moderate services, and 5% are considered high need priority.

AAA IIIA will focus on evaluation, reduction, and potential elimination of the waiting list for AAA IIIA services. Evaluation of service delivery, prioritizing of need, introduction of options counseling, and expansion of programming through the Senior Millage will be the main focus of this planning year.

**Elder Abuse & Prevention:**

AAA IIIA will continue to enhance the multidisciplinary teams within the region addressing Elder Abuse/Neglect, Financial Exploitation, and Elder Death Review. Outreach for awareness and education to professionals, caregivers, and older adults will be a focus of growth this plan year.

One of AAA IIIA's Long Term Care Ombudsman has been invited to participate on the Elder Abuse Task Force assembled by Attorney General Dana Nessel. "More than 73,000 older adults in Michigan are victims of elder abuse. They experience physical abuse, financial exploitation, emotional abuse or neglect".

[https://www.michigan.gov/ag/0,4534,7-359-82917\\_92157---,00.html](https://www.michigan.gov/ag/0,4534,7-359-82917_92157---,00.html)

AAA IIIA supports and will assist with the objectives of the task force as outlined at:

[https://www.michigan.gov/documents/ag/Elder\\_Abuse\\_Task\\_Force\\_Initiatitives\\_linkedpurple\\_654514\\_7.pdf](https://www.michigan.gov/documents/ag/Elder_Abuse_Task_Force_Initiatitives_linkedpurple_654514_7.pdf)

**Older Adult Mental Health:**

Community partnerships with the acute care hospitals and primary care physician offices in Kalamazoo County offer opportunity to evaluate mental health screening and services for older adults. AAA IIIA facilitates an Elder Death Review Multidisciplinary team, and participates in the community Suicide Death review. In 2017, 27% of the identified death by suicide cases were older adults over the age of 60 in Kalamazoo County. In 2018, the rate rose to 37%. With the expansion of patient centered care with the Medical Home model adding Master level social workers to primary care offices across the county; opportunity for outreach, education, prevention, and services is profound.

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Leveraged Partnerships

1. Include, at a minimum, plans to leverage resources with organizations in the following categories:

- a. Commissions Councils and Departments on Aging.
- b. Health Care Organizations/Systems (e.g. hospitals, health plans, Federally Qualified Health Centers)
- c. Public Health.
- d. Mental Health.
- e. Community Action Agencies.
- f. Centers for Independent Living.
- g. Other

a) Commissions, Councils, and Departments on Aging:

- Older Adult Services Advisory Council
- Kalamazoo County Government Board of Commissioners

b) Healthcare Partnerships:

- Bronson Methodist Hospital
- Homer Stryker WMU Medical School
- Western Michigan University School of Nursing
- Ascension Health
- Veteran's Administration of Battle Creek
- Veteran Community Action Teams
  - Healthcare Committee
- Quality of Life Committee
- Family Health Center
- Community Mental Health

c) Public Health: Kalamazoo County Government Partnerships:

- Health & Community Services
- Environmental Health
- Prosecutor office
- Victim Services
- County Clerk
- Courts
- Medical Examiner
- Sherriff
- Kalamazoo Code Compliance
- Animal Control
- Veterans Service Office

d) Mental Health:

- Recovery oriented Systems of Care
- Family & Children's Services
- Gryphon Place- Suicide Prevention Coalition

e) Community Action Agency:

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·Nonprofit external to Kalamazoo County Government- referrals only.

**f) Centers for Independent Living:**

·Disability Network of Southwest Michigan

**g) Other:**

Professional Networking & Advocacy Groups:

·KCASI- community advocacy group

Professionals on Aging

Statewide Elder Abuse Prevention Coalition

Senior Services (Medicaid Waiver Agency)

Nonprofit Collaborations/Coalitions:

·Legal Aide

Churches

Senior Centers

Emergency Response Consortium

Fair Housing Corporation of Southwest Michigan

Private Companies

·Elder Law of Michigan

·Banks/Credit Unions/Credit Card Companies

Elder Law private practices

Service Master

State & Law Enforcement:

·Adult Protective Services

State Police

·Kalamazoo Public Safety Law Enforcement/Fire Marshall (City)

·Federal Bureau of Investigation (FBI)

Central Intelligence Agency (CIA)

Secret Service

Homeland Security

Prosecuting Attorney Association of Michigan

Listed partnership noted above involve a wide array of advocacy, networking, referrals, collaborations through multidisciplinary teams, and service enhancement for continuum of care. AAA IIIA will continue to expand partnerships for community wide coordination of care for older adults in the region.

**2. Describe the area agency's strategy for developing, sustaining, and building capacity for Evidence-Based Disease Prevention (EBDP) programs including the area agency's provider network EBDP capacity.**

AAA IIIA Evidence Based Disease Prevention Programs of Matter of Balance, Creating Confident Caregivers, and Personal Action Towards Health will expand in this planning period.

With the Kalamazoo Senior Millage, AAA IIIA restructured to dedicate one full time social worker to expanding

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evidence based chronic disease programs.

Volunteer recruitment, educational outreach and advertisement of programs, and expanding site locations for classes are a focus for the Chronic Disease Program Coordinator. As noted in the expansive list of Leveraged Partnerships above, AAA IIIA continues to expand and grow relationships to enhance programs and partnerships throughout the region.

Community Focal Points

**Describe the rationale and method used to assess the ability to be a community focal point, including the definition of community. Explain the process by which community focal points are selected.**

By the Multi-Year Plan definition, a “focal point is a facility or entity designated to encourage the maximum co-location and coordination of service for older individuals in the Planning and Service Area (PSA).” The Area Agency on Aging IIIA continues to define “community” as a group of people within a larger society, bound together by common characteristics and interests, located within a nearby geographic area. Our community focal points are required to provide the following in order to maintain the designation: congregate meal site (on premises or dining out program in area), evidence based disease prevention programs, volunteer opportunities, information and referral to AAIIIA, and classes or programs providing information on health, safety and services available to older adults. We have required each focal point to have trained MMAP staff or have access to volunteers trained as MMAP counselors available for appointments. Considering areas with the greatest number of older persons with economic and/or social need the existing service delivery system and the location of multi-purpose senior centers, the AAIIIA has named five community focal points.

**Provide the following information for each focal point within the PSA. List all designated community focal points with name, address, telephone number, website, and contact person. This list should also include the services offered, geographic areas served and the approximate number of older persons in those areas. List your Community Focal Points in this format.**

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Name:	Comstock Community Center
Address:	6330 Kings Highway, Comstock, MI 49041
Website:	<a href="https://comstockcc.com/">https://comstockcc.com/</a>
Telephone Number:	269-345-8556
Contact Person:	Lorie Peterson
Service Boundaries:	Comstock Township, City of Galesburg, Charleston, Ross Township
No. of persons within boundary:	8,479 age 60+
Services Provided:	senior center activities, youth development programs, volunteer opportunities, on-site lunch.

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Name:	Coover Center (Senior Services)
Address:	918 Jasper, Kalamazoo, MI 49001
Website:	<a href="http://www.seniorservices1.org">www.seniorservices1.org</a>
Telephone Number:	(269) 382-0515
Contact Person:	Jennifer Austin
Service Boundaries:	Kalamazoo City minus census tracts 1-5
No. of persons within boundary:	9,284 60+
Services Provided:	Senior center activities, congregate meals, exercise, transportation

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Name:	Ecumenical Senior Center
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Address: 702 N. Burdick, Kalamazoo, MI 49007  
 Website: <http://www.ecumenicalsc.com/>  
 Telephone Number: 269-381-9750  
 Contact Person: Tim Barnes  
 Service Boundaries: Kalamazoo City census tract 1-5  
 No. of persons within boundary: 1,951 age 60+  
 Services Provided: Congregate meals, senior center activities, transportation

Name: Portage Senior Center  
 Address: 320 Library Lane  
 Website: [www.portagemi.gov/living/senior\\_center.asp](http://www.portagemi.gov/living/senior_center.asp)  
 Telephone Number: 269-329-4555  
 Contact Person: Kim Phillips  
 Service Boundaries: City of Portage and Texas Township  
 No. of persons within boundary: 11,680 60+  
 Services Provided: On-site meals, senior center activities, health and wellness programs, volunteer programs, transportation

Name: South County Community Services  
 Address: 105 S Kalamazoo Ave., Vicksburg, MI 49097  
 Website: [www.southcountycs.us/](http://www.southcountycs.us/)  
 Telephone Number: 269-649-2901  
 Contact Person: Danna Downing  
 Service Boundaries: Brady, Climax, Pavilion, Schoolcraft, Prairie Ronde, Wakeshma Township  
 No. of persons within boundary: 9,870 60+  
 Services Provided: Emergency assistance, health and wellness programs, restaurant dining program, and ride assistance

Other Grants and Initiatives

1. Briefly describe other grants and/or initiatives the area agency is participating in with AASA or other partners.

1.

**1. Creating Confident Caregivers** Classes empowering caregivers caring for a loved one with dementia are provided at least three sessions annually.

**1. Dealing with Dementia:** Session for dementia education for professionals.

**Chronic Disease Self-Management Programs:** During 2017-2019 MYP, funding for these programs were decreased, resulting in significant decline of classes and access to older adults. In this planning period, these programs will expand in both frequency and geographic location throughout the region with funding from the Kalamazoo Senior Millage.

·Matter of Balance (MOB)

Personal Action Towards Health (PATH)

**PREVENT Grant** funding has funded the Investigative Teams Coordinator position for AAA IIIA. This has allowed for the development of multidisciplinary teams in Kalamazoo County for Elder Death Review, Elder Abuse, Hoarding Task Force, Hoarding Multidisciplinary Team, Suicide Death Review, and Financial Exploitation Multidisciplinary Team. As outlined in the Leveraging Partnerships section, this initiative has brought local, regional and federal resources together to address elder abuse, neglect, and exploitation.

**Medicare Medicaid Assistance Program/MMAP:** MMAP is administered through AAA IIIA with currently one staff member trained. The remainder of funding is sub-contracted to Senior Services of Southwest Michigan for daily operations. The Kalamazoo Senior Millage assisted with additional funds to expand the program in this planning period.

**Kalamazoo Senior Millage:** Kalamazoo County voters approved a senior millage in August of 2018. The budget was reviewed and recommended to the County Commissioners through the Older Adult Services Advisory Council. In the document outlining the suggested budget, underserved needs were also identified. This planning period will implement the funding to direct service and need for the community. The implementation plan mirrors AASA quality standards for constancy throughout the continuum of service delivery.

·Expansion of services include:

·Long Term Care Ombudsman Program

Chronic Disease Management and Prevention Programs

Home Delivered Meals

MMAP

Volunteer Escorted Transportation

Adult Day Services & Respite

Senior Center Support

Home Injury Control

Transportation

Community Services

2. Briefly describe how these grants and other initiatives will improve the quality of life of older adults within the PSA.

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As evidenced by publications supporting MOB/PATH/CCCC, education, outreach, and preventive classes have demonstrated to increase socialization, health, mobility, independence, and decrease anxiety, depression, and risk of falls. Empowering older adults to regain control of their health by engaging in behavior modification programs enhances individuals, caregivers, and the community. During this planning period, expansion of these programs throughout the region will extend access to a larger population.

**3. Briefly describe how these grants and other initiatives reinforce the area agency's mission and planned program development efforts for FY 2020-2022.**

Preventative programs are a conduit for the entire AAA programming and service delivery spectrum. Class attendees are provided with education of the coordination continuum of all options for residents of the region. Expansion of these programs is part of the outreach plan for prevention, however also addresses the larger goal of education and awareness of all AAA services.

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Appendices

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APPENDIX 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	0	6	11
Aged 60 and Over	0	1	0	0	0	0	0

Board Member Name	Geographic Area	Affiliation
Don Ryan	Kalamazoo, MI	Older Adult, Chairman
John Hilliard	Kalamazoo, MI	Older Adult, Vice Chairman
Mike Quinn	Kalamazoo, MI	Older Adult, County Commissioner
Rosamond Robbert	Kalamazoo, MI	Older Adult, Council Member
Beulah Price	Augusta, MI	Older Adult, Council Member
Tim Charron	Kalamazoo, MI	Older Adult, Council Member
David Eyke	Kalamazoo, MI	Council Member
Kimberly Middleton	Kalamazoo, MI	Life EMS, Council Member
Kelly Quardokus	Portage, MI	Q Elder Law, Council Member
Kimberly Phillips	Portage, MI	Portage Senior Center, Council Member
Dawn Shilts	Portage, MI	Older Adult, Portage Senior Center

**APPENDIX C**  
**Proposal Selection Criteria**

Date criteria approved by Area Agency on Aging Board: 03/18/2019

**Outline new or changed criteria that will be used to select providers:**

Kalamazoo County Government Health & Community Services revised and updated the process of RFP posting in alignment with the Purchasing Policies of the organization. Additionally, a specific procedure was developed to outline the AAA process of posting, selection, and awarding of funding. Approved March 2019 by administration.

AAA IIIA does not have an Area Agency on Aging Board. Rather, the oversight is through administration through the Kalamazoo County Government within the Health & Community Services Department.