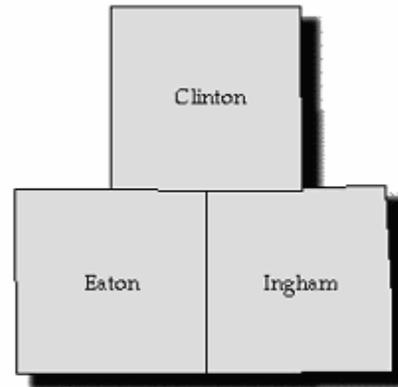


2017—2019 Multi Year Plan
FY 2019 ANNUAL IMPLEMENTATION PLAN
TRI-COUNTY OFFICE ON AGING 6

DRAFT



Planning and Service Area

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County/Local Unit of Govt. Review

The Tri-County Office on Aging Administrative Board (Tri-County Aging Consortium) is made up of representatives from five local units of government: Clinton, Eaton & Ingham counties, and the cities of Lansing & East Lansing. TCOA Advisory Council older adult members are appointed by their respective local units of government. Both the Advisory Council and Board review, recommend approval of and approve the Annual Implementation Plan (AIP).

TCOA's Administrative Board lacked quorum at the June 18, 2018 TCOA Consortium Board Meeting. While those in attendance in June were supportive, the Board could not take official action and the resolution was tabled until the July meeting.

Due to these extenuating circumstances, TCOA's AASA Field Representative approved a revised timeline for submitting requests for approval from the local units of government. Following the acceptance of the 2019 AIP at the July Board meeting, TCOA sent a letter and a copy of the AIP to local units via certified mail and signature confirmation on July 19, 2018 requesting approval of the AIP no later than August 17, 2018.

The letter stated that if a response is not received by August 17, 2018, it will then be considered passively approved. TCOA will report the approval statuses to the AASA Field Representative by August 20, 2018.

Approved Multi-Year Plan Highlights

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

Tri-County Office on Aging (TCOA) is the Area Agency on Aging for Region 6 serving Clinton, Eaton and Ingham Counties. The Consortium is a regional Administrative Board governing TCOA and consists of elected officials representing the three counties and the cities of Lansing and East Lansing. The Consortium was established in 1974 through a regional cooperative agreement under the Michigan Urban Cooperation Act of 1967. TCOA was designated the Area Agency on Aging through the Michigan Aging and Adult Services Agency as a response to the 1973 amendments of the federal Older Americans Act. TCOA's mission is to promote and preserve the independence and dignity of the aging population. This mission is at the core of all programs and services the agency provides in its service area and the foundation of the agency's 2017-2019 Multi-Year Plan. This plan was created using the input of local seniors and persons with disabilities, staff members and members of the agency's Advisory Council and Administrative Board.

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

In 2004, the Tri-Counting Aging Consortium Charter was amended to include adults with disabilities in addition to older adults as a target population. Although the funds through the Older Americans Act and the Older Michiganians Act are directed to persons over age 60, TCOA has administered the Michigan Medicaid Home and Community Based Services Waiver to the Aged and Disabled since 1992 and was one of the first three pioneer agencies for the Waiver.

Between the 2000 national census and the 2014 national census estimate, the three counties that make up TCOA's service area have seen a significant increase in the 60 and older population. In 2000 the tri-county population of adults age 60 and older was 59,807. In 2014 this population had grown to 85,737, just over 18% of the total tri-county population. This is an increase of over 25,000 seniors. TCOA has continued prioritizing services to focus on serving individuals considered high risk and needing the most assistance.

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.

Proposed services to be provided under the area plan include Supportive Services, Congregate Meals, Home Delivered Meals, Caregiver Supports, Preventative Health, Elder Abuse Prevention, Access Services, In-Home Services, Respite Care, Ombudsman Services and work to secure a Community For a Lifetime in the tri-county area. The priorities identified in this Plan were developed with input from consumers, Board Members, Advisory Council and a team of staff members including directors from various departments. The Multi-Year Plan proposes to provide a blueprint for what TCOA intends to accomplish over the next three years.

Five Service Categories Receiving the Most Funds:

1. Home Delivered Meals (Meals on Wheels)

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2. Congregate Meals (Senior Dining Sites)
3. Personal Care
4. Care Management
5. Homemaking

Five Service Categories with the Greatest Number of Anticipated Participants:

1. Outreach
2. Home Delivered Meals (Meals on Wheels)
3. Congregate Meals (Senior Dining Sites)
4. Information and Assistance
5. Legal Assistance

4. Highlights of planned Program Development Objectives.

With the hopes that more communities in the tri-county area will conduct an aging-friendly community assessment and apply for recognition to Aging and Adult Services Agency as a Communities For a Lifetime (CFL), TCOA would like to work to secure the City of Lansing as a recognized CFL by September 2019 and increase the number of CFLs in TCOA's Planning and Service Area.

In order to ensure older adults have access to information and services to improve their ability to make an educated decision regarding their independence, TCOA hopes to improve access to programs and services for underserved populations, expand housing assistance to increase access to community housing options, provide information about benefits and help people solve problems with health benefit programs and related insurance products, improve transportation options and usability, focusing on TCOA's consumer demographic needs, increase access to kinship care services in the tri-county area, work to advance community integration and outreach efforts and work to advance advocacy efforts in the tri-county area.

By continuing to expand access to evidence-based disease prevention programs in the tri-county area, providing access to healthy and affordable meals to nutritionally at risk older adults, reducing unnecessary re-admittance to hospitals for high-risk adults and exploring opportunity to assist community members in securing a Senior Millage for vital unmet needs, TCOA is hoping to improve access to health, wellness and nutrition supports.

Raising awareness of domestic abuse, physical and sexual abuse and financial exploitation occurring in the older adult population and how to better respond to these situations will help the community and TCOA to protect older adults from abuse and exploitation.

With the hopes to better support individuals with dementia living in the community, as well as their caregivers, TCOA would like to work to expand access to programs and services available for individuals with Alzheimer's Disease and other forms of dementia who are residing in the community, as well as their formal and informal caregivers.

5. A description of planned special projects and partnerships.

* AARP - Partner with AARP to advance efforts to help people live easily and comfortably in their homes and communities as they age. As a result of the partnership, TCOA hopes aid in the recognition of the City of Lansing as an Age-Friendly Community by September 2019.

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- * Capital Area Collaborative for Care Transitions: Attend meetings with this cross-provider collaborative to reduce unnecessary hospital readmissions. Work with local hospitals, health plans and community providers on the Capital Area Community-Based Care Transitions Program to reduce hospital readmissions for high-risk Medicare beneficiaries by 20%.
- * Medicare/Medicaid Assistance Program – Continue to partner with Capital Area Community Services and Disability Network Capital Area to provide MMAP services in the tri-county area. Recruit and train new MMAP volunteers including using social media and outreach to obtain new volunteers to keep up with growing demand from the changing health care system.
- * Evidence-based programs – Strengthen partnerships with health plans, physician groups and community organizations to expand implementation of evidence-based programs.

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.

TCOA is continually searching out methods to improve efficiency and save money. Some ways the agency is working on improving efficiency include:

- * Careful shopping of all agency purchases and holding off on non-essential purchases
- * Negotiating better contract with vendors
- * Continue with lower cost IT service provider
- * Migration to internal file servers
- * Convert telephones lines to fiber connection

Although TCOA is not intentionally seeking the various accreditations, in FY 2015 TCOA worked through an outside vendor to promote and provide Matter of Balance and Personal Action Toward Health classes. The program also moved forward with the Medicare application process and securing a dietitian in order for TCOA to become accredited.

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.

Each year over 1,600 individuals volunteer with TCOA and contribute over 43,000 hours of service. These hours are the equivalent of over 28 full time employees. TCOA's Meals on Wheels program could not run without the generosity of these volunteers. The local Medicare/Medicaid Assistance Program also is a beneficiary of many of these service hours and was able to assist over 2,300 tri-county residents last year because of this support. Finally, TCOA supplements its state and local funding with grant writing and fundraising activities throughout the year. New fund development staff will build on the success of FY 2016 by continuing to identify and explore additional funding opportunities. These activities help to pay for additional client services and office supplies and equipment that the agency could not otherwise afford.

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8. Highlights of strategic planning activities.

Strategic planning and prioritizing is essential in continuing to provide quality, person-centered programs and services in an efficient and effective way. All strategies to reduce agency expenditures are explored while reducing services, primarily in-home supports, would be the last avenue. TCOA prides itself on putting the client's need above all else and recognizes that seniors are aging in place, want to be more active, and are using or wanting to use technology more. The agency hopes to always be relevant and timely with technology upgrades and implementations. Contingency plans are continually reviewed and revised as new challenges and opportunities arise throughout the year. TCOA will utilize community partnerships and interactions with the Advisory Council and county Human Service Collaborations/Interagency councils to continually gather input and feedback as the agency moves forward with considering new ideas and proposed new initiatives.

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

In relation to the 2017-2019 MYP Goal to improve access to health, wellness and nutrition supports by expanding access to evidence-based disease prevention programs, TCOA plans to offer and expand Medical Nutrition Therapy (MNT) and the Chronic Pain PATH that began in FY 2017. Chronic Pain PATH and MNT are two new services TCOA is offering. Because these programs are new, TCOA has started promoting the programs to TCOA's current community partners along with a local university and local physician offices, including offices that specialize in pain management. Engagement with county substance abuse coalitions is also a possibility.

TCOA was asked to partner with researchers at Michigan State University on two separate projects funded by the Michigan Health Endowment Fund. The first is the Integrated Model for Personal Assistant Research and Training (IMPART) project, which aims to build and strengthen the personal care provider workforce and establish a strong coalition in support of a high-quality personal aide workforce. The second is called Partners in Aging Strategies and Training (PAST.) The overarching goal of PAST is to train primary care healthcare providers in evidence-based programs and community educational opportunities available in their communities for older adult patients and caregivers. Specific roles and responsibilities are being determined and active participation will continue in FY 2018.

TCOA was notified in December 2016 that Sparrow Hospital would not be renewing the contract to continue Care Transitions. Discussions are still underway with McLaren Hospital to reinstate the program there, and the local Care Transitions Collaborative is looking at a "Patient Activation Model." No new clients were received after December 2016. Clients were followed through January 2017 to close out the program.

An initiative to increase awareness of elder abuse through community education is being explored. TCOA is looking at partnering with current contractors and local community-based organizations to execute plans.

In order to develop greater capacity to serve individuals with dementia and their families in our community, in FY18 TCOA will offer staff the opportunity for small group discussion on dementia and related issues as a follow-up to the FY17 all staff training held April 25. TCOA will post-test staff knowledge with the assessment tool that was used as a pre-test prior to the original all staff training. TCOA also plans to identify individuals in the community who might benefit from further assessment by their physician and provide referral information to those identified. TCOA staff who have direct contact with clients through I&A, MOW and MMAP will be trained to utilize a dementia screening tool such as the AD8 in order to accomplish this. TCOA will develop a plan to provide evidence-informed dementia care training for secondary caregivers, first responders and direct care workers.

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TCOA will work collaboratively with AASA and other participating AAAs to identify appropriate training. TCOA will continue to offer Options Counseling that includes information on dementia care and futures planning.

2019 AIP Highlights

A. All area plan goals, objectives and activities will remain the same for AIP 2019. However, some priorities for the year include:

Elder Abuse Prevention Efforts

TCOA received funding from AASA in October 2017 for the Prevent Elder and Vulnerable Adult Abuse, Exploitation, Neglect Today (PREVNT) Initiative. TCOA has relaunched the Abuse Later in Life (ALL) project to enhance and strengthen the awareness, prevention and response to elder abuse in Ingham County, with a special focus on minority communities and the LGBTQ community. Key partners include the local domestic violence program for Ingham County, RSVP-Lansing and their Senior Companion volunteers, and Legal Services of South Central Michigan. Efforts begun in FY 2018 will continue in 2019, including discussion of a possible SAGE affiliate in Greater Lansing.

Community Health Worker/Resource Navigator

TCOA is in discussion regarding a partnership opportunity with local neuro-gerontologist Dr. Andrea Bozoki and the MSU Department of Neurology. This partnership could offer funding for a portion of a Community Health Worker/Resource Navigator position. State dollars would fund the remaining amount. The focus of the position would be on information sharing, referral and community outreach, with an emphasis on providing resources for patients and their families early in their diagnosis.

Crisis Services for the Elderly

With rate increases proposed by both major utility companies in the service area (Consumers Energy and Lansing Board of Water and Light,) TCOA anticipates an even greater volume of calls for financial assistance to avoid utility shut off. A need for increased financial resources as well as continued partnerships in the community will be critical in 2019.

Evidence-based Mental Health Program

In relation to the 2017-2019 MYP Goal to improve access to health, wellness and nutrition supports by expanding access to evidence-based disease prevention programs, TCOA plans to explore an evidence-based mental health program serving older adults. Senior Reach is a program that has proven clinical results for older adults in urban, suburban, and rural areas and promotes inter-agency cooperation and collaboration. The program provides a path to educate community members in addition to meeting the needs of seniors. This will be particularly important due to the impending closure of two Community Mental Health Program locations.

Opioid Crisis – TCOA involvement in Substance Abuse Coalitions

TCOA is connected with several community based organizations through multiple workgroups and coalitions. Specifically, TCOA participates in coalitions across the service area: Clinton County Substance Abuse Coalition, Eaton County Substance Awareness Advisory Group and Ingham County Substance Abuse Coalition. The TCOA Evidence Based Programs Manager primarily attends to connect and partner with different organizations who have a vested interest in alternative pain management to connect them to the Chronic Pain PATH workshop. The organizations help promote and market the program. Chronic Pain PATH workshops are also part of Eaton County Substance Awareness Advisory Group's strategic plan.

Powerful Tools for Caregivers

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TCOA is training two new facilitators in order to offer Powerful Tools for Caregivers, a 6-week program designed to help nonprofessional caregivers take care of themselves while caring for a relative or friend. This will fill a gap in caregiver support for individuals not eligible to participate in the SAVVY/Creating Confident Caregiver workshops. The facilitator training will occur over the summer of 2018, with a workshop scheduled to begin in September 2018.

NCQA Accreditation for the MI Choice Waiver

The National Committee for Quality Assurance (NCQA) is a private, 501(c)(3) not-for-profit organization that develops standards and accreditation processes aimed at improving health care quality. The Long-Term Services and Supports (LTSS) accreditation targets community-based organizations (CBOs) that provide case management services and/or coordinate LTSS for participants. The accreditation process for NCQA's LTSS, like any other, is lengthy and can take several months to year or more. The process involves several steps, including a desk review and an onsite visit to the organization. Once all the data has been collected, NCQA will review the findings and issue a decision. NCQA LTSS Accreditation would be a benefit to TCOA because NCQA is one of the largest, nationally recognized quality accrediting bodies and thus, uses the most up to date evidence based-practices to determine quality indicators. Accreditation through NCQA would further legitimize the TCOA Waiver program on a national level. The national accreditation seal would reiterate to potential entities that may want to partner with TCOA the agency's dedication to quality and that specific minimum standards have already been met. As of right now, TCOA is only choosing to pursue the accreditation in relation to the MI Choice Waiver program. However, this provides an opportunity for the agency to bring multiple programs, such as Care Management or Case Coordination, forward in the future.

B. Contingency planning efforts:

Strategic planning and prioritizing is essential in continuing to provide quality person-centered programs and services in an efficient and effective way. All strategies to reduce agency expenditures would be explored while reducing services, primarily in-home supports, would be the last avenue. A reduction in funding could result in shifting funds from one program to another, where allowable. The Nutrition program through TCOA could require a reduction in operations and the possibility of contracting or partnering with outside vendors. Additionally, employees would not receive a cost of living wage adjustment, as has been done in the past. Contingency plans are continually reviewed and revised as new challenges and opportunities arise throughout the year. See the attached Administrative Board approved Policy for Government Shutdown Contingency Plan for details.

C. Advocacy efforts and progress:

TCOA is active with the Michigan Senior Advocates Council (MSAC), with staff and appointed delegates attending monthly meetings and coordinating office visits with state legislators.

TCOA is also a member of the Silver Key Coalition, whose goal is to make Michigan a "No Wait State" for senior in-home services by advocating for increased funding. The FY 2018 state budget included the full \$3.6 million increase for in-home services requested by the Silver Key Coalition. Efforts in FY 2019 will continue to focus on the need for increases to in-home services funding levels. TCOA is also monitoring potential changes to the Medicaid Waiver program and discussions related to a shift to a managed care model.

TCOA is a member of the Older Michiganders Day committee and active in developing the annual platform which also promoted an increase in both AASA services and the MI Choice program for FY 2018.

TCOA is also a member of the Olmstead Coalition which has been active in improving the wages, training and recognition of direct care workers in the MI Choice program and the Adult home Help program. These efforts will continue into FY 2019.

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Public Hearings

Date	Location	Time	Barrier Free?	No. of Attendees
06/14/2018	Tri-County Office on Aging, 53	01:00 PM	Yes	23

A public hearing was held on June 14, 2018 at Tri-County Office on Aging in Lansing. A presentation was made during the public hearing outlining any changes or updates made to the 2017-2019 MYP in the 2019 AIP. Notice of the Public Hearing was posted in a paid Public Notice in the May 13th edition of the Lansing State Journal, on site at TCOA on May 11, and on the TCOA website and Facebook page. An email or mail notice was also sent on May 11 to all TCOA providers, contractors and congregate dining sites with request to post a Hearing flyer at physical locations, as well as an email blast to all mailing list recipients. No written or verbal public comment was received regarding the AIP before, during, or in the 30 day period after the June 14th public hearing.

Access Services

Care Management

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	09/30/2019
Total of Federal Dollars	\$0.00	Total of State Dollars	\$215,913.00

Geographic area to be served
Clinton, Eaton and Ingham Counties

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

Goals for the program, including timeline and expected outcome

- Provide Care Management services to a minimum of 52 clients in Region 6 (Clinton, Eaton and Ingham Counties) from 10/01/18 through 9/30/19.
- Conduct a minimum of 400 initial assessments from 10/01/18 through 9/30/19.
- Develop a minimum of 52 care plans from 10/01/18 through 9/30/19.
- Conduct reassessments every 3 months on all active clients or every 6 months if a client is on maintenance from 10/01/18 through 9/30/19.
- Arrange and monitor services as needed from 10/01/18 through 9/30/19.
- Transition eligible Care Management clients to the MI Choice program as funding allows from 10/01/18 through 9/30/19.
- Comply with all minimum standards and quality assurances from 10/01/18 through 9/30/19.

Expected Outcome: A minimum of 52 individuals will be able to remain in their own home. Individuals not eligible for Home and Community Based Waiver (MI Choice) will have services to assist them in remaining in the community, if funding allows. There will be a seamless system for older adults going from Case Coordination and Support to Care Management/ MI Choice Waiver.

Number of client pre-screenings:	Current Year:	425	Planned Next Year:	435
Number of initial client assesments:	Current Year:	400	Planned Next Year:	410
Number of initial client care plans:	Current Year:	52	Planned Next Year:	57
Total number of clients (carry over plus new):	Current Year:	52	Planned Next Year:	57
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:38	Planned Next Year:	1:38

Outreach

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	09/30/2019
Total of Federal Dollars	\$23,817.00	Total of State Dollars	\$27,105.00

Geographic area to be served
Clinton, Eaton and Ingham Counties

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

Goals for the program, including timeline and expected outcome:

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- Provide outreach services to a minimum of 1000 individuals sixty years of age and older living in Clinton, Eaton and Ingham counties from 10/01/18 through 9/30/19.
- Provide a minimum of 24 presentations to senior, caregiver or community groups regarding agency services, averaging two per month, from 10/01/18 through 9/30/19.
- Participate in a minimum of 10 planning meetings regarding disaster preparedness from 10/01/18 through 9/30/19.
- Participate in a minimum of 6 health and information fairs in the community from 10/01/18 through 9/30/19.

Expected Outcome: Greater community awareness of TCOA resources for older adults, their family members and agencies that assist older adults and persons with disabilities. TCOA will be more prepared to assist the community in case of emergency and/or disaster. Older adults with utility or prescription crises will have access to assistance with paying utility bills by hearing about the Crisis Services for the Elderly program. Kinship caregivers will be better equipped to handle caregiving responsibilities because of access to self-care resources and information on avoiding burnout.

Information and Assistance

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	09/30/2019
Total of Federal Dollars	\$26,997.00	Total of State Dollars	\$26,668.00

Geographic area to be served
Clinton, Eaton and Ingham Counties

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

Goals for the program, including timeline and expected outcome:

- Provide Information and Assistance services throughout Clinton, Eaton and Ingham Counties.
- Provide I&A services to a minimum of 2,000 older adults, family members or community members each fiscal year.
- Secure signed contracts for general I&A services that were selected through a Request for Proposal process.
- Monitor I&A contracts with service providers for compliance, including person centered approaches, annually.
- Monitor the number of individuals assisted through I&A, including individuals who are considered minority, each quarter.
- Provide Caregiver I&A services to a minimum of 450 caregivers each fiscal year.
- Refer caregivers to identified services through a person-centered process.
- Adhere to all AASA minimum standards.

Expected Outcome: There will be a more informed population through Information and Assistance services available in Clinton, Eaton and Ingham counties. Caregivers will receive needed assistance to reduce the stress associated with their caregiving role.

Case Coordination and Support

<u>Starting Date</u>	10/01/2018	<u>Ending Date</u>	09/30/2019
Total of Federal Dollars	\$4,180.00	Total of State Dollars	\$15,600.00

Geographic area to be served

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Clinton, Eaton and Ingham Counties

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

Goals for the program, including timeline and expected outcome:

- Provide Case Coordination and Support services to a minimum of 75 clients in Region 6 from 10/01/18 through 9/30/19.
- Conduct assessments for all new clients and reassessments every 6 months for a minimum of 75 clients from 10/01/18 through 9/30/19.
- Secure and monitor appropriate in-home services from 10/01/18 through 9/30/19.
- Refer clients to other services as needed from 10/01/18 through 9/30/19.
- Adhere to all minimum standards from 10/01/18 through 9/30/19.

Expected Outcome: Individuals not eligible for Medicaid Home and Community Based Waiver (MI Choice) will have services to assist them in remaining in the community, if funding allows. There will be a seamless system for older adults going from Case Coordination and Support to Care Management or MI Choice Waiver services.

Approved MYP Program Development Objectives

Area Agency on Aging Goal

- A. More communities in the tri-county area will conduct an aging-friendly community assessment and apply for recognition to Aging and Adult Services Agency as a Communities For a Lifetime (CFL).**

State Goal Match: 1, 3, 5

Narrative

TCOA's mission to promote and preserve the independence and dignity of the aging population aligns with the desire to have at least one community in the PSA to receive recognition as a CFL. TCOA hopes to retain and attract residents, particularly seniors, to assist the communities to thrive and have access to goods, services and opportunities for quality living across the lifespan.

Objectives

1. Work to secure a community in the tri-county area as a recognized CFL by September 2019, such as the City of Lansing.

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

Activities

·Partner with AARP to advance efforts to help people live easily and comfortably in their homes and communities as they age.

Conduct an aging-friendly community assessment for the City of Lansing and apply for recognition to Aging and Adult Services Agency as a CFL.

Expected Outcome

City of Lansing will be recognized as a Communities for a Lifetime and help them to retain and attract residents of all ages so the communities can thrive and have access to goods, services and opportunities for quality living across the lifespan.

Progress

-Attended AARP Forums and work group meetings to support efforts, provide input and promote a partnership to advance the aging friendly communities initiative.

-Provided CFL information and documentation on the process to become recognized as a CFL to the City of Lansing.

2. Increase the number of CFL's in TCOA's Planning and Service Area.

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

Activities

Explore other communities in the tri-county area that may be willing to align their efforts with the qualifications and requirements to become a CFL.

Expected Outcome

Additional communities in the tri-county area will work to align their efforts with the qualifications and requirements

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to become a CFL and potentially complete the assessment to be recognized as a CFL.

Progress

-Provided CFL information and documentation on the process to become recognized as a CFL to Delhi Township and offered information sharing to other local communities, including the City of East Lansing and Dewitt Township. Efforts include highlighting progress already made that align with the qualifications and requirements to become a CFL.

B. Ensure older adults have access to information and services to improve their ability to make an educated decision regarding their independence.

State Goal Match: 2, 3, 4, 5, 6

Narrative

TCOA holds the independence and dignity of the aging population to high regard and hopes to improve the ability for local residents to access information. Feedback from the needs assessments and community forums will help the agency get information about available programs and services to the target population and their families and caregivers through the preferred avenues expressed by the attendees of those events, as well as additional methods implemented by the agency.

Objectives

1. Improve access to programs and services for underserved populations.

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

Activities

·Secure services of a Community Health Worker/Resource Navigator.

Facilitate connections with culturally and/or linguistically specific community based organizations.

Provide access to assistance with MMAP and other public benefits.

Connect with medical community, physician organizations, and health plans.

Connect with neighborhood organizations.

Promote cultural competency issues impacting underserved local seniors and persons with disabilities, including non-English speaking and Lesbian, Gay, Bisexual and Transgender individuals.

Expected Outcome

Tri-county residents will have greater access to available information and services.

Progress

-Received denial from MHEF to fund a Community Health Worker/Resource Navigator. Discussions and exploration of alternate funding source continue.

-Community Relations and Grants Manager attends City of Lansing Diversity Committee meetings (includes Peckham, Disability Network Capital Area, Refugee Services, etc.) to connect with culturally and/or linguistically

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specific community based organizations.

-Made a connection with Capital Area Commission for the Blind and attended a meeting of the National Black Caucus on Aging.

-Provided MMAP services to 80 area minorities as of 2nd quarter FY 2017 and did three presentations for community members, including one event at the MSU International Center.

-Resource Link and 4AM continue to pursue Health Plan contracts to provide sustainability to evidence-based programs. Contact has been made with pain management clinics to promote Chronic Pain PATH. We continue to work with physician offices to help promote the workshops.

-Outreach efforts to connect with neighborhood organizations included presentations at Mason First United Methodist for the Alzheimer Association Caregiver Support Group, Allen Neighborhood Center for the Senior Discovery group and at the Charlotte Library for the Eaton County Retired Educational Employees meeting.

-Other outreach efforts to connect with diverse communities included TCOA info in the Allen Neighborhood Center newsletter, attendance at the National Black Caucus on Aging at Letts Community Center, a presentation at the Islamic Center of Greater Lansing (conducted in English and Arabic), attendance at a community event at Allen Neighborhood Center, presentations at Service Club meetings, attendance at a Health Fair for Housing Services of Mid Michigan, presentation at a Soup Supper at Knights of Columbus in St. Johns and Grace Lutheran church, and presentations at the Meridian and Eaton Area Senior centers.

-Community Relations and Grants Manager is seeking information from SE MI AAA's on their grant from MHEF on LGBT needs, as well as their efforts to form a SAGE Affiliate for Metro-Detroit. Meetings have also been held with staff and Board members of the Lansing Association for Human Rights (LBGTQ Advocacy organization) and Salus Center (new LBGTQ Community Center) about the needs of LBGTQ seniors, and the possibility of forming a Greater Lansing SAGE Affiliate.

-Staff also secured braille resources, and a resource accessibility review is underway to help promote improved cultural competency in underserved populations.

2. Expand housing assistance to increase access to community housing options.

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

Activities

·Create/distribute directory of all senior housing, low income and accessible housing options in the tri-county area.

Convene/facilitate regular meetings for Managers of Senior Complexes and Landlords.

Create/distribute directory of Private Landlords

Expected Outcome

Tri-county residents will have increased access to community housing options.

Progress

-The Housing Specialist is in the process of converting an old housing spreadsheet into a user-friendly, more comprehensive list while confirming information is current and updated, as needed. The Housing Specialist also developed detailed information sheets for individual complexes.

-To improve communication and information sharing with Senior Complexes and Landlords, the Housing Specialist is meeting individually with landlords and apartment managers.

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-The Housing Specialist added private landlords to the housing database spreadsheet.

3. Provide information about benefits and help people solve problems with health benefit programs and related insurance products.

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

Activities

·Recruit and train new MMAP volunteers.

Utilize traditional and social media to outreach and obtain new volunteers.

Expected Outcome

Tri-county residents will be more informed about health benefit programs and insurance products.

Progress

-MMAP continues to provide information regarding benefits and helps people solve problems with health benefit programs and related insurance products.

-A new volunteer was recruited and efforts to recruit more volunteers continue.

4. Improve transportation options and usability, focusing on TCOA's consumer demographic needs.

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

Activities

·Waiver program staff to schedule appointments and fund non-emergency medical transportation for waiver clients.

Maintain supply of bus passes on hand for non-waiver clients.

Promote Michigan Transportation Connection partnership.

Expected Outcome

Tri-county residents will have improved access to transportation options.

Progress

-Waiver Administrative Assistant and Care Managers on-going task includes scheduling appointments for non-emergency medical transportation.

-A supply of bus passes are kept on hand for non-waiver clients. A new supply was just secured for the remainder of 2018.

-TCOA staff are reviewing resource materials of Michigan Transportation Connection.

-TCOA has been active in participating in Regional Planning Commission needs assessment activities, including a request for a hard copy survey rather than on-line only options for providing feedback.

5. Increase access to kinship care services in the tri-county area.

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

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Activities

Strengthen partnership with Kinship Care Coalition

Expected Outcome

Tri-county residents will have increased access to kinship care services.

Progress

- TCOA posts information about local Kinship resources to the Facebook page of the MSU Kinship Care Coalition and related groups.
- TCOA successfully released an RFP in late 2017 to identify a new Kinship Care provider. MSU Kinship Care Coalition received the contract, and began activities in January 2018.
- Outreach has been conducted with Intermediate School Districts and Regional Educational Service Agencies, as well as other youth-serving organizations.

6. Work to advance community integration and outreach efforts. (also fits agency Goals C, D and E)

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

Activities

- Expand public awareness and education efforts.

Maintain Long Term Care Collaborative/Aging and Disability Resource Center partnership.

Develop TCOA Newsletter and communication materials.

Expand partnerships with doctors' offices, physician groups, health plans and community based organizations.

Expected Outcome

There will be increased community partnerships and collaboration efforts that will benefit tri-county residents.

Progress

- Efforts to expand public awareness and education efforts thus far have included multiple volunteer recruitment attempts, a nutrition presentation at NorthWest Initiative, attendance and input at AARP Caregiver forums, multiple health fairs, local radio broadcasts, presence at community events, presentations at local churches and senior centers, a press release on MOW volunteer needs and a presentation at Lansing Community College to nursing students on elder abuse. The Options Counselor participates in Vulnerable Adult Network (VAN) (all 3 counties), Capital Area Aging Network (CAAN), and Lansing Area Veterans Coalition (LAVC). Additional efforts included several media interviews, which contributed to a human interest column in the Lansing State Journal. An extensive volunteer recruitment campaign & Kinship Care outreach continue. Outreach efforts included TCOA info in Allen Neighborhood Center newsletter, attendance at the National Black Caucus on Aging at Letts Community Center, attendance at a Health Fair for Housing Services of Mid Michigan and several other community events and presentations.
- TCOA helps plan and participates in ADRC/LTC Collaborative Meetings. Recruitment of potential new attendees is ongoing. The Alzheimer's Association and Grace Hospice have recently joined the collaboration.
- Communication efforts included brainstorming ideas for monthly email to all constituents, updated talking points document and TCOA general brochure, discussed options for Matters of Interest and News Corner pages on website and linking TCOA blog through website, launched monthly e-newsletter and developed a new Kinship

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Care brochure and flyer.

-In hopes of expanding partnerships with doctors' offices, physician groups, health plans and community based organizations, efforts led to SMG Okemos to hold a Diabetes PATH workshop at their office. TCOA and Sparrow Care Network are partnering to expand Diabetes PATH into their physician offices across the tri-county area and other regions. TCOA is also contracting with Sparrow Care Network to provide leader training to their staff who will then conduct workshops in their offices. TCOA is also connecting with Pain Management physicians to expand Chronic Pain PATH. Attempts to contact Bridge to Wellness grantees to partner have been made, but no response.

-Met with Dr. Graham of Physicians Health Plan to discuss services provided to clients and community regarding Care Transitions options.

7. Work to advance advocacy efforts in the tri-county area.

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

Activities

·Have local seniors represent the tri-county area on the Michigan Senior Advocates Council to advocate for older Michiganians.

Continue to have Tri-County Office on Aging staff and Advisory Council representation on the planning committee for Older Michiganians Day.

Encourage Advisory Council members and other local advocates to meet with local state legislators to advocate on issues impacting older adults and persons with disabilities as identified in the Older Michiganians Day Platform.

Expected Outcome

Advocacy efforts will improve existing avenues and provide new opportunities for tri-county residents' opinions and concerns to be heard at the local, state and federal levels.

Progress

-Local seniors represent TCOA on the Michigan Senior Advocates Council and regularly conduct office visits. A new member was recruited and started attending meetings in May of 2017.

-Several staff members participate on Steering Committee for Older Michiganians Day (OMD) and the Community Relations and Grants Manager and Executive Director are on the OMD Platform Committee.

-The Advisory Council has been briefed and encouraged to meet with local state legislators to advocate on issues impacting older adults and persons with disabilities as identified in the Older Michiganians Day Platform.

-Approximately 40 older adults from the PSA attended OMD 2017 and 2018, personally interacting with at least four of the area's legislators.

C. Improve access to health, wellness and nutrition supports.

State Goal Match: 3, 5

Narrative

The needs assessments conducted in early 2016 indicated a great deal of interest in fitness and wellness classes in the tri-county area. Evidence-based disease prevention programs will help to fill this local need. This may also assist in retaining and attracting residents so the communities can thrive across the lifespan.

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Objectives

1. Continue to expand access to evidence-based disease prevention programs in the tri-county area.
Timeline: 10/01/2016 to 09/30/2019

Activities

·Work with the Area Agencies on Aging Association of Michigan as well as location providers to increase the number of Enhanced Fitness, A Matter of Balance (MOB), Personal Action Toward Health (PATH), Diabetes PATH (D-PATH) and Creating Confident Caregivers (CCC/SAVVY) classes offered in the tri-county area.

Explore alternative and additional fund sources available to expand and sustain evidence-based programs.

Seek out community partners and train new Coaches, Lay Leaders and Master Trainers for these programs.

Seek out community organizations that serve minorities and underserved populations as partners to offer these programs to otherwise overlooked individuals.

Maintain Medicare certification and explore the possibility of expanding to Medicaid and other health plans for reimbursement.

Work to provide oral health programs in partnership with nutrition and dental organizations.

Expected Outcome

Tri-county residents will have greater access to evidence-based disease prevention programs in the agency's PSA.

Progress

- A contract with Priority Health was approved to formalize referrals to Matter of Balance and Diabetes PATH.
- Chronic Pain PATH and Medical Nutrition Therapy (MNT) are two new services TCOA is now offering. TCOA is promoting these programs to current community partners along with a local university and local physician offices, including offices that specialize in pain management. TCOA has billed and received payment from Medicare for Medical Nutrition Therapy (MNT) and is an active Medicare provider. New referrals are being accepted for MNT.
- TCOA has also applied for and received multiple grants to help sustain and expand Evidence Based Programs.
- TCOA has recruited six new coaches/leaders for Diabetes PATH, nine new coaches/leaders for Chronic Pain PATH, six new facilitators for Matter of Balance (MOB) and one new master trainer for MOB. Two TCOA staff are also being trained as Powerful Tools for Caregivers facilitators.
- The Community Nutrition Manager has been working with Delta Dental, MDHHS, Area Agencies on Aging Association of Michigan, and Ingham County Health Department to provide oral hygiene education and information about where to get care, and staff attend Eaton County and Michigan Oral Health Coalition meetings.

2. Provide access to healthy and affordable meals to nutritionally at risk older adults.
Timeline: 10/01/2016 to 09/30/2019

Activities

·Continue and work to expand Project Fresh.

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Explore expansion of frozen food pantry to improve participant choice and variety.

Explore additional funding sources.

Expected Outcome

Tri-county residents who are older adults nutritionally at risk will have increased access to healthy and affordable meals.

Progress

-TCOA is in contact with Sherri King from AASA on expansion efforts for Project Fresh. TCOA is the lead agency for Project Fresh in Ingham County.

-The Nutrition Director has reached out to Dan Ponteous, the Nutrition Program Manager at Senior Services of Southwest Michigan, to seek information on their frozen food option program.

-The Nutrition Director and Community Relations and Grants Manager prepared a grant for Consumers Energy foundation for kitchen equipment to expand capacity.

-Collaboration with Capital Area Community Services and Greater Lansing Food Bank is well underway with assistance from two AmeriCorps members for the Senior Proxy Project. Client enrollment and deliveries have begun with multiple new referrals received each week.

3. Reduce unnecessary re-admittance to hospitals for high-risk adults.

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

Activities

·Expand partnership to more hospitals for the Care Transitions Program.

Work to expand reimbursement sources to Medicare Advantage Plans, Medicaid and private insurances.

Sustain Advanced Care Planning training.

Expected Outcome

Unnecessary re-admittance to hospitals will be reduced and the Care Transitions Program will expand hospital partnerships.

Progress

-TCOA was notified in December 2016 that Sparrow Hospital would not be renewing the contract to continue Care Transitions. Discussions were held with McLaren Hospital to reinstate the program, and the local Care Transitions Collaborative is looking at a "Patient Activation Model (PAM)." No new clients were received after December 2016. Clients were followed through January 2017 to close out the program.

-TCOA hosted an Advanced Care Planning training in December with participants from Sparrow & TCOA. However, with the close of the Care Transitions program, there are no longer sufficient or appropriate staff to provide Advanced Care Planning trainings at this time.

4. Explore the opportunity to assist tri-county community members in securing a Senior Millage for vital unmet needs.

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

Activities

Support possible millage planning committee, including providing data and information to inform campaign.

Expected Outcome

Ingham, Eaton and Clinton counties will each secure a Senior Millage for additional funding for vital unmet needs.

Progress

-TCOA's Planner reached out to other area agencies to research how other organizations were involved in their local millage development process, if at all. At least one local municipality is considering a millage proposal, and TCOA is involved with those conversations.

-A current millage funding the Ingham Health Plan is being reviewed for possible changes to allow support for senior health and wellness initiatives. TCOA is monitoring progress and remaining in communication with Ingham County Commissioners.

D. Protect older adults from abuse and exploitation.

State Goal Match: 5, 3, 2, 6

Narrative

TCOA's mission to "promote and preserve the independence and dignity of the aging population." Protecting the health and safety of older adults and persons with disabilities is of the highest importance to TCOA. This agency goal is directly tied to the agency's mission.

Objectives

1. Raise awareness of domestic abuse, physical and sexual abuse and financial exploitation occurring in the older adult population and how to better respond to these situations.

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

Activities

·Continue to participate in the Ingham County Coordinated Community Response team.

Explore funding for domestic and sexual violence prevention and response.

Continue to participate in county vulnerable adult networks in the tri-county area.

Utilize social media to assist in publicizing information about current scams and fraud occurrences that are being reported locally.

Expected Outcome

Awareness of domestic abuse, physical abuse, sexual abuse and financial exploitation will be increased and tri-county residents will be better equipped to respond to and potentially prevent these situations.

Progress

-Staff attend Vulnerable Adult Network meetings in all three counties regularly. The Intake and Outreach Specialist attends the Ingham County Coordinated Community Response team regularly.

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- TCOA posts any current and relevant scams on the agency Facebook page, including posts on local phone scams, Attorney General's anti-fraud efforts, and an OIG Hotline scam.
- The PREVNT grant has enabled TCOA to conduct several community forums on elder abuse, raising awareness and promoting access to resources. A symposium event in June featured community members and service provider agencies as panelists and exhibitors. Community partners are also more engaged.

E. Support individuals with dementia living in the community, as well as their caregivers.

State Goal Match: 3, 5, 6, 1

Narrative

The 2016 needs assessments and community forums indicated interest in expanding services to support individuals with dementia living in the community, as well as their caregivers.

Objectives

1. Work to expand access to programs and services available for individuals with Alzheimer's Disease and other forms of dementia who are residing in the community, as well as their formal and informal caregivers.
Timeline: 10/01/2016 to 09/30/2019

Activities

- Expand SAVVY/Creating Confident Caregivers training to reach more caregivers of minority populations.

Maintain the Resource Directory for Caregivers with an emphasis on dementia supports in partnership with other community organizations.

Create opportunities for persons with dementia to receive personal music therapy.

Partner with AASA and AAAAM to secure funding for Evidence-Based Programs relating to dementia.

Expected Outcome

There will be a decreased rate of caregiver burn-out in the tri-county area and persons with dementia will have increased access to programs and services specific to their disease.

Progress

- In partnership with Sally Steiner with MDHHS/AASA and Carey Sherman of University of Michigan, efforts have been made to establish a SAVVY/CCC class for the Latino/a community. Outreach is underway to identify potential new facilitators from the community.
- Caregiver Resource Directory packets have been assembled and are being distributed, as needed.
- TCOA is partnering with AASA and five other AAAs for the Dementia Dexterity grant. Included in the partnership is participation in a learning collaborative, developing evidence informed training for individuals not eligible for CCC, and participating in the pilot training of first responders and direct care workers.
- TCOA also plans to identify individuals in the community who might benefit from further assessment by their physician and provide referral information to those identified. TCOA staff who have direct contact with clients through I&A, MOW and MMAP will be trained to utilize a dementia screening tool such as the AD8 in order to accomplish this. TCOA will work collaboratively with AASA and other participating AAAs to identify appropriate training. TCOA will continue to offer Options Counseling that includes information on dementia care and futures

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2019 AIP Program Development Objectives

There are no new Program Development Objectives for the 2019 AIP.

The approved Program Development Objectives from FY 2017-2019 MYP carryover into FY 2019.