

**TRI-COUNTY OFFICE ON AGING  
MULTI-YEAR AREA PLAN SUMMARY  
Fiscal Years 2020-2022**

Tri-County Office on Aging's (TCOA) 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 2020-2022 Multi-Year Plan (MYP). This plan was created using the input of local seniors and persons with disabilities, community partners, staff members and members of the agency's Advisory Council and Administrative Board.

Between the 2010 National Census and the 2017 American Community Survey, the three counties that make up TCOA's service area experienced a 19% increase in the 60 and older population. The tri-county population of adults age 60 and older represented 20% of the total tri-county population in 2017. TCOA has continued prioritizing services to focus on serving individuals considered high risk and needing the most assistance.

**Special Projects and Partnerships:**

\* 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. Utilize traditional and social media to share information and recruit and train new MMAP volunteers to keep up with the growing demand from the ever-changing health care system.

\* Evidence-based programs – Strengthen partnerships with health plans, physician groups and community organizations to expand implementation of evidence-based programs.

\* Advocacy - Advocate with Silver Key Coalition and other advocacy organizations to increase state and federal funding for in-home services and promote higher reimbursement rates, resulting in increased wages and training for direct care workers.

Support exploration and possible formation of a committee for county senior millage(s).

\* Accreditation - TCOA anticipates obtaining accreditation through the National Committee for Quality Assurance (NCQA). NCQA uses the most up to date evidence based-practices to determine quality indicators. One benefit to accreditation is that potential entities that may want to partner with TCOA will recognize the agency's dedication to quality and know that specific minimum standards have already been met. Currently, TCOA is only choosing to pursue accreditation in relation to the MI Choice Waiver, though opportunities remain for the agency to bring multiple programs forward in the future, such as Care Management or Case Coordination.

**Public Hearings:**

At least two public hearings on the FY 2020-2022 MYP must be held in the Planning and Service Area (PSA). The hearings must be held in an accessible facility. Persons need not be present at the hearings to provide testimony: e-mail and written testimony must be accepted for at least a thirty-day period beginning when the summary of the MYP is made available (no later than April 19, 2019).

May 6, 2019 1:00PM	Charlotte Community Library 226 S. Bostwick, Charlotte, MI 48813
May 8, 2019 1:00PM	Briggs District Library 108 E. Railroad St., St. Johns, MI 48879
May 9, 2019 1:00PM	Tri-County Office on Aging 5303 S. Cedar St., Bldg. 1, Lansing, MI 48911

**Proposed Goals and Objectives**

\*All goals and objectives are subject to change.

<b>GOAL 1*</b>	At least one community in the PSA will complete an aging-friendly community assessment and receive recognition as a CFL by 9/30/2020.
<b>Objective A</b>	Work to secure at least one community in the Region 6 PSA as a recognized CFL by September 2020.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Explore or revisit CFL recognition with communities in the tri-county area that may be willing to align their efforts with the qualifications and requirements to become a CFL.</li> </ul>
<b>GOAL 2*</b>	Ensure older adults have access to information and services to improve their ability to make informed decisions regarding their independence.
<b>Objective A</b>	Work with Area Agencies on Aging Association of Michigan (4AM) on development of Management Services Organization (MSO) to prepare for the demands of managed care and multiple healthcare contractual opportunities.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Participate in Strategic Initiative Committee.</li> <li>• In partnership with 4AM, secure the services of a consultant with expertise in managed care.</li> <li>• Educate staff, board and stakeholders (including provider network and consumers) on the impact and benefits of the model and engage them in the process.</li> </ul>
<b>Objective B</b>	Improve access to programs and services for underserved populations.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Secure services of a Resource Navigator.</li> <li>• Facilitate connections with culturally and/or linguistically specific community based organizations.</li> <li>• Provide access to assistance with MMAP and other public benefits.</li> <li>• Connect with medical community, physician organizations, and health plans.</li> <li>• Connect with neighborhood organizations.</li> <li>• Promote cultural competency issues impacting underserved local seniors and persons with disabilities, including non-English speaking and Lesbian, Gay, Bisexual and Transgender individuals.</li> <li>• Utilize the SAGE LGBT inclusivity guide to enhance service to the community.</li> </ul>
<b>Objective C</b>	Expand housing assistance to increase access to community housing options.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Create/distribute public directory of all senior housing, low income and accessible housing options in the tri-county area.</li> <li>• Schedule and convene meetings for Managers of Senior Complexes and Landlords.</li> <li>• Maintain information on Private Landlords.</li> </ul>
<b>Objective D</b>	Provide information about benefits and help people solve problems with health benefit programs and related insurance products.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Continue to advocate for funding.</li> <li>• Continue to recruit and train new MMAP volunteers.</li> <li>• Utilize traditional and social media to share information and obtain new volunteers.</li> </ul>
<b>Objective E</b>	Improve transportation partnerships focusing on TCOA's consumer demographic needs.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Maintain supply of bus passes on hand for non-waiver clients.</li> <li>• Explore options for increased usability of local transportation providers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Explore ways to make on-demand transportation available and affordable when needed. (e.g. senior discounts expanded hours and routes, rural service)</li> <li>• Pursue ability to process CATA Spectran applications to certify riders.</li> </ul>
<b>Objective F Activities</b>	<p>Increase access to kinship care services in the tri-county area.</p> <ul style="list-style-type: none"> <li>• Partner/explore idea of forum on kinship with MSU Kinship Resource Center.</li> </ul>
<b>Objective G Activities</b>	<p>Work to advance community integration and outreach efforts.</p> <ul style="list-style-type: none"> <li>• Expand public awareness and education efforts.</li> <li>• Maintain Long Term Care Collaborative/Aging and Disability Resource Center partnership.</li> <li>• Expand partnerships with doctors' offices, physician groups, health plans and community-based organizations.</li> <li>• Partner with MSU College of Human Medicine to implement the Caring for Patients with Chronic Conditions curriculum to educate Medical Residents on resources available through the aging network.</li> </ul>
<b>Objective H Activities</b>	<p>Work to advance advocacy efforts in the tri-county area.</p> <ul style="list-style-type: none"> <li>• Have local seniors represent the tri-county area on the Michigan Senior Advocates Council to advocate for older Michigianians.</li> <li>• Continue to have Tri-County Office on Aging staff and Advisory Council representation on the planning committee for Older Michigianians Day.</li> <li>• 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 Michigianians Day Platform.</li> <li>• Support exploration and possible formation of a committee for county senior millage(s).</li> <li>• Advocate with Silver Key Coalition, IMPART Alliance and other advocacy organizations to increase state and federal funding for in-home services and promote higher reimbursement rates, resulting in increased wages and training for direct care workers.</li> </ul>

<b>GOAL 3*</b>	Improve access to health, wellness and nutrition supports.
<b>Objective A Activities</b>	<p>Continue to expand access to evidence-based disease prevention programs in the tri-county area.</p> <ul style="list-style-type: none"> <li>• Explore alternative and additional fund sources available to expand and sustain evidence-based programs.</li> <li>• Seek out community partners and train new Coaches, Lay Leaders and Master Trainers for these programs.</li> <li>• Seek out community organizations that serve minorities and underserved populations as partners to offer these programs to otherwise overlooked individuals.</li> <li>• Maintain Medicare certification and explore the possibility of expanding to Medicaid and other health plans for reimbursement.</li> <li>• Work to provide oral health programs in partnership with nutrition and dental organizations.</li> </ul>
<b>Objective B Activities</b>	<p>Provide access to healthy and affordable meals to nutritionally at-risk older adults.</p> <ul style="list-style-type: none"> <li>• Explore expansion of food preparation, storage and distribution to improve participant choice and variety of frozen and other meals.</li> <li>• Explore additional funding sources and partnerships to prevent wait lists. (e.g. Medicare Advantage)</li> </ul>

<b>Objective C</b>	Expand care transition efforts to improve communication and consumer experience and reduce unnecessary admittance and readmittance to hospitals and emergency rooms.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Work to expand reimbursement sources to Medicare Advantage Plans, Medicaid and private insurances, including Medicare D-SNP.</li> <li>• Implement Connect 2 Care to improve communication and quality of care by sharing information with hospitals, physicians and skilled nursing facilities.</li> <li>• Implement CAPABLE (Community Aging in Place, Advancing Better Living for Elders) project to improve participant physical function and underlying issues that impact abilities, like pain and depression, with the intent to reduce unplanned transitions. (e.g. Hospitalizations, Emergency Room visits, etc.)</li> </ul>
<b>Objective D</b>	Explore the opportunity to assist tri-county community members in securing a Senior Millage for vital unmet needs.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Support possible millage planning committee, including providing data and information to inform campaign.</li> </ul>

<b>GOAL 4*</b>	Protect older adults from abuse and exploitation.
<b>Objective A</b>	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.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Pursue the Prevent Elder and Vulnerable Adult Abuse, Exploitation, and Neglect TODAY (PREVNT) grant renewal and other funding sources.</li> <li>• Continue to strengthen partnerships in Clinton and Eaton counties.</li> <li>• Continue to participate in the Ingham County Coordinated Community Response team.</li> <li>• Continue to participate in vulnerable adult networks (VANs) in the tri-county area.</li> <li>• Utilize social media to assist in publicizing information about current scams and fraud occurrences that are being reported locally.</li> </ul>

<b>GOAL 5*</b>	Support formal and informal caregivers in the community, including direct care workforce.
<b>Objective A</b>	Continue to expand access to caregiver supports and education.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Explore options for an Adult Day Center to provide respite services in Clinton County.</li> <li>• Work with community partners to promote and advance workshops and information, including SAVVY/Creating Confident Caregivers and Powerful Tools for Caregivers.</li> <li>• Work with IMPART Alliance to increase availability of Building Training Building Quality (BTBQ).</li> <li>• Continue partnering with MI Disability Rights Coalition on Living Well in Michigan initiative.</li> </ul>
<b>Objective B</b>	Work to expand access to programs and services addressing dementia.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Expand SAVVY/Creating Confident Caregivers training to reach more caregivers of minority populations.</li> <li>• Provide additional education and resources for professional and non-professional caregivers.</li> <li>• Maintain the Resource Directory for Caregivers with an emphasis on dementia supports in partnership with other community organizations.</li> </ul>

- Explore 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.