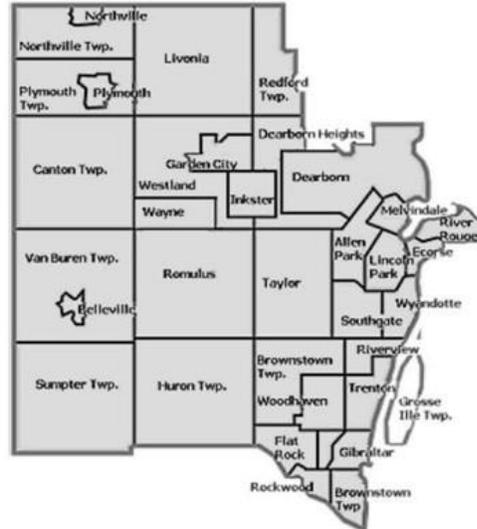


2020-2022 Multi Year Plan
FY 2022 ANNUAL IMPLEMENTATION PLAN
THE SENIOR ALLIANCE, INC. 1-C

DRAFT



Planning and Service Area
Serves all Wayne County
(Excluding areas served by Region 1-A)

The Senior Alliance, Inc. 1-C
5454 Venoy Road
Wayne, MI 48184
734-722-2830
1-800-815-1112 (SE Mich only)
734-722-2836 (fax)
Tamera Kiger, CEO
www.aaa1c.org

Field Representative Laura McMurtry
mcmurtryl@michigan.gov
517-284-0174

DRAFT



The Senior Alliance

2022 Annual Implementation Plan Public Hearing Notice

The Senior Alliance, Area Agency on Aging 1-C will host a public hearing to gather input on the organization's Fiscal Year 2022 Annual Implementation Plan (AIP). The plan outlines activities the agency is pursuing to achieve goals in service delivery to persons aged 60 and older in southern and western Wayne County.

Due to the COVID-19 pandemic, the public hearing will be held remotely on the Zoom meeting platform.

The 2022 AIP Public Hearing will be conducted on **Wednesday, June 14, 2021 at 9:30 a.m.**

Information on how to join the meeting by Zoom can be found at www.thesenioralliance.org or by calling 734-727-2058 prior to June 14, 2021

The draft 2022 AIP will be made available for public review online at www.thesenioralliance.org beginning on May 28, 2021. The public hearing will include a brief overview of the draft 2022 AIP, followed by public comment. Written comments will be accepted until 4:00 p.m. on Monday June 14, 2021. Written comments can be emailed to advocacy@thesenioralliance.org or sent via U.S. mail to:

The Senior Alliance
Attn: AIP Public Comment
5454 Venoy Rd
Wayne, MI 48184

The Senior Alliance is a non-profit 501(c)(3) established in 1980 and designated by the Michigan Commission on Services to the Aging as the Area Agency on Aging (AAA) for the 34 communities of southern and western Wayne County. As the state designated Area Agency on Aging, The Senior Alliance is the link to information, resources and services for over 200,000 older adults.

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Executive Summary

Include a brief description of the planning and service area and any significant changes to the current area plan: (A) Any significant new priorities, plans or objectives set by the area agency for the use of Older Americans Act (OAA) and state funding during FY 2022. If there are no new activities or changes, note that in your response. (B) Include changes, if any, to the access, in-home and community-based services and supports provided within the plan. (C) Address the agency's response to the COVID-19 pandemic emergency, including a description of the challenges and continuing needs brought on by this emergency. (D) Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources). (E) A description of progress made through advocacy efforts to date and focus of advocacy efforts in FY 2022.

The Senior Alliance (TSA) is a 501 c(3) non-profit organization responsible for planning and coordinating a network of services as the designated Area Agency on Aging (AAA) for region 1C. As an AAA we serve approximately 215,000 older adults (U.S. Census 2017 Community Survey data) residing in southern and western Wayne County. Founded in 1980, TSA's mission is, "Assisting people to thrive as they live, age and grow." We envision our role as "Leading our community toward a healthy future where all have the opportunity to engage, connect and contribute." Our foundation is built upon enabling access to the network of home and community based long term supports and services available through Older Americans Act funding . These services include nutrition programs, Care Management, Case Coordination & Support, Information & Assistance, Transportation, Medicare Medicaid Assistance Program (MMAAP), the Long-Term Care Ombudsman, Adult Day Care, evidence-based health & wellness programs, legal assistance and telephonic Friendly Reassurance. A particular focus is given to advocating for the needs of older adults and individuals living with a disability in our service area.

In March 2020 the lives of older adults and people living with a disability were dramatically impacted by COVID-19 and the urgent public health measures that were taken in response to a fast-spreading global pandemic. The population we serve as an Area Agency on Aging quickly proved to be the most vulnerable to this illness, brought on by a nouvelle coronavirus that is readily transmitted in congregate settings.

In response to the COVID-19 pandemic TSA quickly transitioned to a 100% remotely based workforce on Friday, March 13, 2020. Since then TSA has invested in technological tools including laptops , printers, hotspots and cell phones to further empower staff working remotely . Microsoft Teams has been deployed and adopted as a software tool to routinely connect and engage TSA staff in their day-to-day work, improving productivity. TSA immediately responded to aid older adults in our Planning & Service Area (PSA) by addressing the food needs of older adults during the stay-at-home orders.

To address an initial immediate need in our regular congregate nutrition program , The Senior Alliance purchased and distributed 950 food bags in partnership with Firehouse Subs. These bags contained shelf-stable items along with a few treats such as Oreo cookies and fruit snacks. Our agency then reached out to Gleaners Community Food Bank and purchased 1,650 food boxes and distributing them to older adults in PSA 1C.

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TSA also collaborated with Gleaners to obtain and distribute 1,850 food boxes obtained by the Aging & Adult Services Agency (AASA). Another effort with Gleaners involved distribution of 2,200 food boxes donated by The Ralph Wilson Foundation. In total TSA distributed 5,700 food boxes to older adults in our service area during fiscal year 2020. Each Gleaners food box weighed 26 pounds and included all shelf-stable items such as: pasta, pasta sauce, oatmeal, corn flakes, canned vegetables, canned fruit, tuna fish, canned chicken, chicken broth, peanut butter and other food items.

Working with the AASA, TSA distributed 1,000 produce boxes shipped by LaGrasso Brothers and 2,450 produce boxes shipped by Van Eerden. Each participating older adult received one box of fruit (oranges, pears, and apples) and one box of vegetables (carrots, potatoes, zucchini, cucumbers, green peppers, and tomatoes).

These food and produce boxes were distributed via home deliveries, contactless drive-thru food distributions that took place in The Senior Alliance parking lot and Wyandotte's Yack Arena. Deliveries were made to various senior residences, senior centers and our faith-based community. TSA also distributed boxes through partnerships with the City of Westland, Plymouth Township, Goodfellows of Huron Township and the Muslim Community of Western Suburbs organization.

A volunteer based emergency grocery shopping program was developed to fill an identified food gap. This connection also enabled TSA to provide referrals to other community resources for participants. As of mid-May 2021, 204 shopping trips were provided, paid for by grant funds.

Many older adults in PSA 1C were in desperate need of food during these trying times. Some lacked transportation to get to the grocery store to purchase items. Others were ill, frail or too frightened to venture outside of their homes. Therefore, The Senior Alliance continues to distribute food boxes in fiscal year 2021 with 3,350 boxes handed-out and another 300 anticipated.

TSA's contracted nutrition programs vendor, Wayne County Senior Services (WCSS), converted from the regular five-day per week hot meal program to a one-day per week delivery of a frozen five-meal pack for home-delivered meals clients. This distribution method has continued into the summer of 2021. WCSS's congregate meal sites suspended operations on Monday, March 16, 2020. In response TSA stepped in to contact the approximately 200 regular congregate participants to identify needs. In response, TSA conducted a shelf-stable five-meal pack food distribution on April 9, 2020 in partnership with Firehouse Subs. WCSS resumed serving impacted clients in the summer of 2020 with five-pack meal boxes each Monday via a touchless curbside pick-up opportunity. WCSS adjusted liquid nutrition distribution dates after working with sites that had closed under the Stay-Home, Stay-Safe Executive Order. The Halal home-delivered program continued to operate as normal under the sub-contractor, Country Kitchen.

Personal Protection Equipment (PPE) was distributed to our vendor network and older adults during the pandemic. In fiscal year 2020 TSA distributed over 25,000 PPE items. As of mid-May, 13,599 pieces of PPE had been distributed to our vendors and older adults, in fiscal year 2021.

In January 2021, by utilizing funds from the Personal Care-Essential Care Box Project Grant (AASA Transmittal Letter - TL #2020-429), TSA worked with STEP to procure and assemble 1,100 personal care boxes. These boxes were then distributed to home-delivered meals recipients in our targeted communities.

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Our Care Management and Case Coordination programs have addressed needs amongst participants by conducting a variety of initiatives. At the outset of the pandemic staff conducted initial check-ins and then shifted to routine services. With the addition of new staff, TSA is increasing enrollment into Care Management and Case Coordination & Support by an average of six per week.

A Regional Direct Service Request, *Care Management Personal Care Units for COVID-19 Pandemic*, was approved by AASA for fiscal year 2021 and the agency intends to continue this service in fiscal year 2022. In fiscal year 2021 this allowed TSA to provide 494 personal care bags in October 2020 containing items such as toilet paper, paper towels, laundry detergent, soap, hand soap, dish soap, shampoo, toothpaste, toothbrush, hand sanitizer, a face covering, and similar items for Care Management program participants who were not able to purchase routine items during the pandemic because they are unable to go to the store. A monthly supply delivery was added for Care Management and Case Coordination participants who suffer from incontinence followed. As of May 2021 TSA has secured the delivery of 5,990 packs of briefs, absorbent bed-pads and sanitary wipes to 312 program participants and counting. Total distribution of Personal Care Bags and incontinence briefs totaled 74.6% of the program's total participant population at that time.

TSA was a leader in distributing robotic Joy-for-All Companion pets to older adults who displayed indicators of social isolation or loneliness. As of mid-May 2021, 297 pets have been distributed to Care Management participants. Additionally, 512 personal-protective masks have been mailed or delivered to program participants and older adults in the community who were in need. Regular snow removal service was provided to 71 Care Management and Case Coordination & Support program participants, for a total of 659 separate clearings of sidewalks, driveways, front walks and porch steps during the winter of 2021. In addition, TSA is committed to providing regular, weekly lawn service for 88 participants.

In the spring of 2021, TSA Supports Coordinators identified participants living with significant mobility issues and barriers to accessing the community as ideal candidates for accessibility ramps, doorway widening and threshold modifications. By mid-May 2021 eight home modification projects had been completed, totaling over \$46,000, with an additional 14 projects in process. TSA also allocated \$67,000 towards supplying lift chairs for participants who require assistance with transferring from a sitting to standing position.

Two support coordinators from the Care Management team trained and received Tailored Care (TCARE) certification in May 2021, an evidenced-based solution to help prevent family caregiver burnout.

TSA's Information & Assistance (I&A) team quickly moved to a work-from-home operation, quickly returning calls left on a common voice mail. I&A added COVID specific resources to their Resource Database, including: COVID-19 Hotline, COVID19 Public Information Line and COVID-19 Test Finder. TSA community transportation spreadsheet was updated with COVID specific resource information. To accommodate the increased requests for food and meals, online applications for home delivered meals were filled out by I&A in collaboration with callers. Food pantry, food distribution and holiday meal resources were updated to provide more options when food insecurities were identified. One-hundred and forty-five check-in participants were referred to the agency via the Michigan Department of Health & Human Services (MDHHS) website registry. As of mid-May 2021 a total of 53 additional Friendly Reassurance participants have been added to the program in fiscal year 2021, most citing social isolation and loneliness due to COVID-19. I&A has also been monitoring, documenting and sharing COVID-19 vaccine opportunities for community and homebound participants. In fiscal

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year 2022 I&A will continue to expand and update resources in the Resource Database and make it database accessible to the public online. Our I&A team will also continue to monitor re-openings and service changes in PSA 1C, including transportation resources.

The top ten resources inquired about by callers contacting I&A in fiscal year 2020 were, in order:

1. In-Home Health Care
2. Home Delivered Meals/Food Assistance
3. Housing
4. Transportation
5. Referrals to other AAA's
6. Legal Assistance
7. I&A Requests for MMAP
8. Veterans Benefits Assistance
9. TSA General Information & Assistance
10. Medic Alert Systems

MMAP also quickly switched to a full remote telephonic operation. This change occurred in large part due to the dedication of our volunteers. MMAP team members conducted a new pre-Annual Open Enrollment individual telephonic outreach campaign to reach former clients, connecting with 353 individuals to inform them about current scams, included COVID-19 related. Info was also provided about how to access services via telephone. On the operations side, the MMAP coordinators changed our call system to an online based system that insured counselors could access quickly the info about client in need.

Utilizing a Michigan No Wrong Door / Aging & Disability Resource Center (COVID-19) grant through AASA, TSA has launched the development of an innovative model to combat the rise in social isolation during the COVID-19 pandemic. By using evidence-based assessments and screening tools in order to provide person-centered services this model strives to meet physical, emotional or social needs - leading to positive mental health and quality of life outcomes.

Some Older Americans Act programs have been impacted by the COVID-19 pandemic. TSA's internal ride-of-last-resort transportation program suspended operations on Monday, March 23, 2020 and remains offline. However, a new vehicle fleet is being purchased with new communicable safety standards in mind. All of TSA's evidence based disease prevention programs are contracted to vendors. The National Kidney Foundation of Michigan began offering online workshops in June 2020. Adult Day Care (ADC) services were also suspended by our vendors. All senior centers in 1C's service area closed their buildings to the public in mid-March 2020. Some are now going through a limited re-opening process. The Long-Term Care Ombudsperson worked with TSA staff to advocate that the Wayne County Public Health Office should conduct testing of all long-term care facility residents and staff in the fall of 2020.

TSA will continue utilizing a Regional Service Definition, *Enhanced Adult Day Services for COVID-19 Pandemic*, which was approved in our 2021 AIP. This Regional Service Definition allows contracted Adult Day programs to provide weekly/regular check-in phone calls, activity packets, socialization through video interactions, and other non-traditional activities to support caregivers and clients while traditional program participation is not an option during the pandemic. Contracted ADC centers submitted requests for equipment, including PPE and cleaning supplies, in order to expand the services they are providing under the service

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definition. One ADC was able to safely open with limited services late in fiscal year 2020. Another contracted ADC contracted remains closed and providing services remotely. Both ADC centers will continue to provide remote services to those in need or who are unable to receive services in-person.

During the COVID-19 pandemic the Long Term Care Ombudsman (LTCO) completed 286 contacts for general COVID -19 information, assisting people to locate information on COVID-19 guidance and the operating status of long term care facilities. Residents that have consistent access to a telephone and feel comfortable calling have been able to access the LTCO, but other residents must rely on family members to access services - if they can at all.

In March, 2020 the LTCO received numerous communications through providers and community members of COVID-19 outbreaks at facilities in PSA 1C. The region was experiencing a lack of PPE and COVID testing supplies. The LTCO discussed concerns with TSA's Leadership Team, which led to letters of concern and requests for COVID-19 testing targeted at long term care facilities being sent to elected officials and the Wayne County Health Department. The LTCO and TSA staff also discussed advocacy strategies with Leading Age Michigan. The LTCO has been collecting facility visitation policies and their plans to vaccinate unvaccinated residents against COVID-19. As of mid-May 2021 this information has been collected from 22 nursing homes and 9 Homes for the Aged so far. The LTCO contacted all the municipalities participating in the Wayne County Health Department's homebound vaccination program to confirm whether they would be willing to give COVID-19 vaccines to those in a long term care setting. As a result, the LTCO has connected at least 3 nursing homes with this opportunity to access the COVID-19 vaccine. This initiative also aided in the development of a relationship between the LTCO and the Deputy Health Officer at the Wayne County Health Department.

Weekly conference call meetings were held with Purchase-Of-Service (POS) vendors over the first few months of the pandemic to discuss a variety of challenges. Discussion topics included PPE usage, steps for reporting participant/worker COVID-19 exposure, and prioritizing services for high risk individuals. PPE supplies were distributed by TSA to 50 different vendors on multiple occasions throughout the pandemic. TSA staff worked with subcontractors who could no longer provide direct services during the pandemic and needed to alter service definitions to include remote/virtual activities. TSA also diligently worked with our nutrition services provider to ensure that food delivery continued throughout the pandemic at a level that meets emergency operating standards. In fiscal year 2022 TSA will continue to offer resources and support to our vendors and subcontractors.

For many years Coogan Terrace, a residence for older adults and individuals living with a disability in Melvindale, has held a Health/Resource Fair in their courtyard. COVID-19 forced a cancelation of this event last year - but this year the fair is scheduled for August 26, 2021. The Senior Alliance is looking forward to opportunities like this resource sharing event as we re-engage with in-person outreach activities.

As our community continues to adapt during the COVID-19 pandemic, TSA and our vendor network will continue to identify needs and collaborate on solutions.

A Regional Service Definition is being requested in this AIP for Gap Filling Services. This will give TSA some flexibility in our ability to quickly respond to urgent unmet needs that we find occurring in PSA 1C – especially in situations where individual's ability to live in the community cannot be addressed by other programs or services.

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In 2020 and 2021 TSA's Board of Directors approved an Advocacy Platform covering a variety of issues important to older adults and individuals living with a disability. The 2021 Advocacy Platform planks covered:

FEDERAL ADVOCACY POSITIONS -

Increase Funding for Home-Delivered and Congregate Meals
Preserve "Safety Net" Programs that Impact Older Adults and People Living with a Disability
Expand State Health Insurance Program (SHIP)
Address the Direct Care Workforce Shortage

STATE ADVOCACY POSITIONS -

Eliminate Wait Lists for In-Home & Nutrition Services
Shift Senior Community Service Employment Program (SCSEP) to ACL
Increase MI Choice Waiver Funding to Support Direct Care Workforce
Preserve & Rebalance the Community-Based Long Term Services and Supports (LTSS) Model
Publicly Evaluate MI Health Link Before MLTSS Expansion
Grow Transportation Options
Combat Elder Abuse, Exploitation & Neglect
Expand Housing Options and Accessibility
Develop Outreach, Information and Services for Underserved Populations
Access to Broadband Internet Service for All Michiganders

In July 2020 TSA began publication of a monthly advocacy email newsletter, Colloquy. This update routinely includes information on legislation, administrative action and appropriations developments impacting older adults and individuals living with a disability.

TSA also launched a new podcast series, *Inside The Senior Alliance*, with the first episode posted in October 2020. Available on all major podcasting platforms, the series is informational in nature, providing information on resources, programs and services. Episodes are less than 15 minutes in length and have been useful for potential program participants, caregivers and agency staff. Topics to date include: What is The Senior Alliance?, MI Choice Waiver, MMAP, Information & Assistance, Housing Coordination, the Long Term Care Ombudsman and the role of Supports Coordinators.

During the COVID-19 pandemic in-person advocacy visits became telephone and video meetings. TSA continued to engage with federal, state and county legislators on a variety of aging-related topics. Traditional written communications were sent to federal and state elected officials on a variety of topics since the beginning of the pandemic, including: COVID-19 emergency funding, COVID-19 testing, response and older adult needs during the pandemic, the direct care worker wage increase, the 2020 U.S. Census, nursing home recommendations, kinship caregiver legislation and the criminal background check bill.

TSA staff played a leading role in planning Older Michiganders Day (OMD) 2021 with the Area Agency on Aging Association of Michigan. The virtual nature of OMD 2021 lent itself to the creation of a Senior Action Week, with a focus on one of the five OMD advocacy planks each day. TSA staff served on the steering and platform committees, and served as host during the OMD LiveStream event on May 12th that was well attended by people from across the state.

The Senior Alliance will continue its contracted work as a vendor to the Integrated Care Organization's

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operating MI Health Link in FY 2022.

Grants will again be pursued to support TSA's Holiday Meals efforts and COVID-19 response, as they become available.

The agency anticipates applying for a Michigan Health Endowment Fund grant in the summer of FY 2021 to support work on a model addressing social isolation amongst older adults with complex social needs and co-morbid health challenges, such as psychiatric or medical conditions.

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County/Local Unit of Government Review

The Area Agency on Aging must send a request to the chairperson of each County Board of Commissioners within the Planning and Service Area (PSA), for approval of the final AIP by August 2, 2021. Notification can be sent via US mail or by electronic means, with delivery and signature confirmation, by no later than June 30, 2021. Describe the efforts made to distribute the AIP to, and gain support from, the appropriate county and/or local units of government.

The Senior Alliance (TSA) will inform each chief elected official of the 34 local units of government comprising the Planning & Service Area (PSA) 1-C of southern and western Wayne County about the availability of the draft 2022 Annual Implementation Plan (AIP) for review via on the TSA's website by Wednesday, June 30, 2021. This notice will be sent in a letter sent via the U.S. Mail, with delivery and signature confirmation, and contain information on how to access, view and print the 2022 AIP document. This letter will also advise that a printed copy of TSA's 2022 AIP can be sent via U.S. Mail, or as an electronic copy via email, if requested. The letter will also note that TSA's Chief Executive Officer and Chief Advocacy & Planning Officer are available to discuss the 2022 AIP, if requested. Email notification from the local unit of government of their approval of the 2022 AIP or their related concerns will be requested in the letter, with a due date of Friday, July 30, 2021.

Notification of the 2022 AIP's availability will also be sent to TSA's Board of Directors prior to the public hearing on Monday, June 14, 2021. TSA's Board of Directors is partly comprised of individuals appointed by the Conference of Western Wayne (CWW) and the Downriver Community Conference (DCC). The memberships of the CWW and DCC are constituted of chief elected officials within PSA 1C.

TSA's Community Focal Points will receive the 2022 AIP Public Hearing notice and a link to the draft 2022 AIP. The Community Focal Points will be encouraged to share the draft 2022 AIP and the public hearing notice within their communities.

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Public Hearings

Complete the chart below regarding your public hearing(s). Include the date, time, number of attendees and the location and accessibility of each public hearing. Please scan any written testimony (including emails received) as a PDF and upload on this tab. A narrative description of the public input strategy and hearing(s) is also required. Please describe the strategy/approach employed to encourage public attendance and testimony on the AIP. Describe all methods used to gain public input and the resultant impact on the AIP. Indicate whether the meeting complied with the Michigan Open Meetings Act. (See Transmittal Letter 2021-448.)

Date	Location	Time	Barrier Free?	No. of Attendees
06/14/2021	Virtual	09:30 AM	Yes	0

A public hearing on the draft 2022 Annual Implementation Plan (AIP) will be held on Monday, June 14, 2021 at 9:30 a.m. The public hearing will be part of TSA's Advisory Council meeting.

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Regional Service Definitions

If the area agency is proposing to fund a new (not previously approved in this multi-year planning cycle) service category that is not included in the Operating Standards for Service Programs, then information about the proposed service category must be included in this section. Enter new regional service name, identify the service category and fund source, include unit or service, minimum standards and why activities cannot be funded under an existing service definition.

Service Name/Definition

Gap Filling Services

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

Gap Filling Services address barriers to independence, health, or safety that require immediate attention when other resources are not available or accessible. Gap Filling Services are a one-time last resort option that provide flexible, cost effective, and person-centered resources to address unmet needs of older adults and caregivers in an effort to create and/or maintain a safe living environment in the community.

Service Category	Fund Source	Unit of Service
<input type="checkbox"/> Access <input type="checkbox"/> In-Home <input checked="" type="checkbox"/> Community	<input checked="" 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 hour

Minimum Standards

1. Services will be based on an intake and assessment conducted by Information & Assistance, Care Management, Case Coordination & Support or Supports Coordination staff.
2. Staff will identify a lack of available services, programs or resources to address the issue.
3. Recipients of Gap Filling Services will be encouraged to share in the cost of provided Gap Filling Services.
4. Gap Filling Services may include, but are not limited to: minor home modification/home safety equipment, household/yard chore, extermination service, moving assistance, major decluttering, personal care training, specialized medical or communications equipment and technologies, accessibility ramps, utility assistance, supplies and other services deemed necessary to enable an older adult to remain living in the community.
5. Chief Clinical Officer must approve use of gap filling services.

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Access Services

Select from the list of access services those services the area agency plans to provide directly during FY 2022, and provide the information requested. Specify, in the appropriate text box for each service category, the planned goals and activities that will be undertaken to provide the service.

The Area Plan Grant Budget that is uploaded and saved in AMPS must include each access service to be provided directly in the Direct Service Budget details tab. The funding identified in this tab should correspond to the funding (federal OAA Title III or VII and state funds) identified in the Area Plan Grant Budget's Support Services Detail tab. The method of provision must be specified in the Service Summary tab.

Care Management

Starting Date 10/01/2021 Ending Date 09/30/2022

Total of Federal Dollars Total of State Dollars

Geographic area to be served

PSA 1C

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

GOAL: Provide quality Care Management (CM) services throughout the entire PSA 1-C.

ACTIVITIES:

1. CM clients will receive comprehensive assessment and the desired level of assistance with coordination of services most appropriate to their needs and wishes. Enrollment continues on an ongoing basis.
2. Program quality will be monitored on an ongoing basis. As necessary, program improvements will be made. Staff training will be identified through quality assurance activities and training will be provided, as needed.
3. Analyze results of the Quality Aging Matrix survey, which provided a standard measure of global wellbeing by measuring outcomes rather than outputs. Information was gathered in 15 domains: Daily Functioning, Physical Health, Nutrition, Informal Supports, Social Connections, Mental Health, Substance Abuse, Access to Health Care, Financial Resources, Access to Services, Housing, Safety, Transportation, Legal Status and Caregiver Supports. Staff can use the survey results to prioritize focus areas utilizing a person centered planning philosophy.
4. TSA recognizes falls are a serious issue for older adults with 80% of their falls occurring in the bathroom. TSA will take a proactive approach in fall prevention by identifying those who lack bathroom safety equipment and provide and install necessary items, if funding is available. TSA provides Personal Emergency Response units and also offers enhanced units that have fall detectors.

Number of client pre-screenings:	Current Year:	755	Planned Next Year:	800
Number of initial client assessments:	Current Year:	154	Planned Next Year:	180
Number of initial client care plans:	Current Year:	154	Planned Next Year:	180

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Total number of clients (carry over plus new):	Current Year:	561	Planned Next Year:	600
Staff to client ratio (Active and maintenance per Full time care)	Current Year:	1:61	Planned Next Year:	1:60

Case Coordination and Support

<u>Starting Date</u>	10/01/2021	<u>Ending Date</u>	09/30/2022
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Total of Federal Dollars	Total of State Dollars
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Geographic area to be served

PSA 1C

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

GOAL: To provide quality Case Coordination and Support (CCS) services for older adults within the PSA 1-C.

ACTIVITIES:

1. Clients who do not currently need a nursing facility level of service, but are at-risk of needing that level of care; will receive support to prevent or slow a further medical or functional decline. As of April 1, 2019, 306 individuals have been served through CCS. Enrollment continues on an ongoing basis.
2. Program quality will be monitored on an ongoing basis. As necessary, program improvements will be made. Staff training will be identified through quality assurance activities and trainings will be provided , as needed.
3. Implement Quality Aging Matrix survey which will provide a standardized measure of global well being by measuring outcomes rather than outputs. Information is gathered in 15 domains: Daily Functioning, Physical Health, Nutrition, Informal Supports, Social Connections, Mental Health, Substance Abuse, Access to Health Care, Financial Resources, Access to Services, Housing, Safety, Transportation, Legal Status and Caregiver Supports. Staff can use the survey to prioritize focus areas utilizing a person centered planning philosophy .
4. TSA has increased staffing in the CCS program to reduce the wait list and serve more participants . TSA will continue to evaluate in the upcoming program years.

Information and Assistance

<u>Starting Date</u>	10/01/2021	<u>Ending Date</u>	09/30/2022
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Total of Federal Dollars	Total of State Dollars
--------------------------	------------------------

Geographic area to be served

PSA 1C

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

GOAL: Provide quality Information and Assistance (I&A) services to the entire PSA 1-C through the continued engagement and increased partnerships with community-based organizations, local governments, health care entities, community focal points, and local senior centers to gain relevant and up-to-date information on the needs of the community.

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FY2020-2022 Multi Year Plan

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ACTIVITIES:

1. Provide up-to-date information to the entire PSA 1-C by offering appropriate resources and referrals.
2. Update and expand the new I&A resource database utilized by the Information Services department through the use of Interns and I&A staff.
3. Continue to measure the quality of calls through ongoing phone monitoring and mentoring sessions with I&A staff and random database checks.
4. Monitor type and quantity of calls coming into the I&A department and set benchmarks for I&A Specialists to strive for.
5. Create a new call flow process allowing internal calls to be transferred and simple requests to be answered while allowing fully trained I&A Specialists to handle the more complex calls and provide Options Counseling when required.
6. Update the I&A internal home health care procedures and staff training process to more effectively make referrals for Care Management, Case Coordination and Support, Targeted Care Management, MI Choice Waiver, MMAP for MI Health Link Options Counseling and any other home health care related assistance.
7. Increase I&A staff involvement in community outreach activities.

1.

Transportation (for MATF only)

Starting Date 10/01/2021 Ending Date 09/30/2022

Total of Federal Dollars Total of State Dollars

Geographic area to be served

PSA 1C

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

GOAL: Provide TSA's ride-of-last-resort transportation to clients that are unable to access and/ or afford private transportation in and to areas where SMART or other local transportation companies are unable to service.

ACTIVITIES:

1. Residents of the planning service area (PSA) 1-C will have an improved transportation options to access non-emergency medical, housing transitions, benefit application, and enrollment appointments.
2. In collaboration with the I&A department, identify additional community resource options to meet the growing need for transportation services.

Approved MYP Program Development Objectives

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

For the Diversity, Equity and Inclusion (DEI) objective, include progress on trainings for staff and subcontractors in DEI and unconscious bias. Discuss efforts to ensure that programming and outreach is culturally sensitive and welcoming to all participants, including non-English speaking persons. Discuss efforts to ensure that providers are trained to adapt to diverse cultural needs.

Area Agency on Aging Goal

A. Advocate, inform and empower those we serve.

Objectives

1. Serve as an information resource for elected officials on programs and services that impact the lives of older adults and their caregivers.

Timeline: 10/01/2019 to 09/30/2022

Progress

In 2020 and 2021 TSA's Board of Directors approved an Advocacy Platform covering a variety of issues important to older adults and individuals living with a disability. Copies of the platform were sent to all federal, state and county elected officials serving PSA 1C.

The 2021 Advocacy Platform planks covered:

FEDERAL ADVOCACY POSITIONS -

Increase Funding for Home-Delivered and Congregate Meals

Preserve "Safety Net" Programs that Impact Older Adults and People Living with a Disability

Expand State Health Insurance Program (SHIP)

Address the Direct Care Workforce Shortage

STATE ADVOCACY POSITIONS -

Eliminate Wait Lists for In-Home & Nutrition Services

Shift Senior Community Service Employment Program (SCSEP) to ACL

Increase MI Choice Waiver Funding to Support Direct Care Workforce

Preserve & Rebalance the Community-Based Long Term Services and Supports (LTSS) Model

Publicly Evaluate MI Health Link Before MLTSS Expansion

Grow Transportation Options

Combat Elder Abuse, Exploitation & Neglect

Expand Housing Options and Accessibility

Develop Outreach, Information and Services for Underserved Populations

Access to Broadband Internet Service for All Michiganders

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Federal, state, county and local elected officials receive TSA's monthly advocacy newsletter, Colloquy, via email.

During the COVID-19 pandemic in-person advocacy visits became telephone and video meetings. TSA continued to engage with federal, state and county legislators on a variety of aging-related topics. Notable discussion occurred in 2021 with Congresswoman Debbie Dingell, State Representative Abdullah Hammoud, State Rep. Laurie Pohutsky, State Representative Cara Clemente, State Representative Matt Koleszar, State Representative Mary Cavanagh, State Representative Karen Whitsett, State Representative Jewell Jones, State Senator Erika Geiss, State Senator Stephanie Chang and State Senator Sylvia Santana.

Communications were sent to federal and state elected officials on a variety of topics since the beginning of the pandemic, including:

- COVID-19 Emergency Federal Funding (March 2020)
- Letter to Governor Gretchen Whitmer on COVID-19 response & needs of older adults (May 2020)
- Nursing Home Testing Advocacy with Long-Term Care Ombudsman (May 2020)
- COVID-19 Stimulus Funding (May 2020)
- Direct Care Worker Wage Increase (June 2020)
- U.S. Census Deadline Extension (August 2020)
- Governor's Nursing Task Force Recommendation (September 2020)
- Kinship Caregiver Bills (September 2020)
- Criminal Background Check Bill – HB 6124 (September 2020)
- COVID-19 Relief & Federal FY 2021 Budget (December 2020)
- Direct Care Worker Wage Increase (February 2021)
- Criminal Background Check Bill – HB 4325 (March 2021)

TSA staff drafted a Resolution, introduced by State Representative Cara Clemente, outlining the impact and contributions of older adults and declaring May 12, 2021 as Older Michigianians Day. H.R. 105 was unanimously approved.

2. Advocate on behalf of older adults for increased appropriations to the community-based LTSS, including the MI Choice Medicaid Waiver Program.
Timeline: 10/01/2019 to 09/30/2022

Progress

TSA's 2020 and 2021 Advocacy Platform contains two planks on the MI Choice Waiver program:

Increase MI Choice Waiver Funding to Support Direct Care Workforce -
Work with other organizations to advocate for an increased MI Choice Waiver appropriation focused on raising rates paid to the in-home services vendor network that provides direct care services. Data from PHI shows that in 2019, on average, home health and personal care aides in Michigan earned \$ 11.58 per hour. This is less than they can make in entry-level retail sector positions. Increased service delivery rates will attract needed employees and result in an improved workforce, giving more adults with a nursing home level of care need the choice to receive care in their home.

Preserve & Rebalance the Community-Based Long Term Services and Supports (LTSS) Model -
Advocate to preserve and strengthen the home and community-based model of service delivery for individuals

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receiving long-term services and supports (LTSS) by building upon the successes achieved by Area Agencies on Aging in their role as administrators of the MI Choice Medicaid Waiver program. Rebalance Medicaid Long Term Services and Supports (LTSS) funding so at least 60% goes to Home and Community Based Services (HCBS). In fiscal year 2016, 57% of Medicaid LTSS care delivered in the U.S. was through HCBS. In Michigan only 40% went to HCBS in fiscal year 2016, while 60% went to care in institutional settings. Michigan's HCBS program, known as MI Choice, has demonstrated that care delivered in the home is more than 55% less expensive than having the same person moved into a nursing facility or institutional setting.

Each year TSA staff produce an informational handout on the impact of the MI Choice Waiver program, including the cost effectiveness of community-based care versus institutional care. This handout is distributed to state and federal elected officials in PSA 1C.

In July 2020 TSA began publication of a monthly advocacy newsletter, Colloquy. This email update routinely includes updates on legislation, administrative action and appropriations developments around the MI Choice Waiver program.

TSA's new podcast series, Inside The Senior Alliance, dedicated two episodes to exploring the MI Choice Waiver program. While a third episode featured a discussion with a Supports Coordinator in the program. These podcasts are informational in nature and are used as a tool to educate policy makers, potential program participants, caregivers and the public about this important community-based program.

TSA staff have also participated in advocacy conversations with state legislators focusing on the MI Choice Waiver program.

3. Advocate on behalf of older adults for increased appropriations to the State of Michigan Aging & Adult Services Agency (AASA).
Timeline: 10/01/2019 to 09/30/2022

Progress

TSA's Board of Directors has approved an Advocacy Platform in 2020 and again in 2021. The platform includes AASA funding related planks:

Eliminate Wait Lists for In-Home & Nutrition Services -

With the Silver Key Coalition, advocate for a \$4.75 million increase in the in-home and nutrition services line items within the Michigan Department of Health and Human Services budget for Fiscal Year 2022. This funding will continue progress toward the goal of making Michigan a "no-wait state". While our service area does not currently have a wait list for nutrition services, a long wait list exists for MDHHS allocated in-home services.

Grow Transportation Options -

support policies and advocate to expand the availability, affordability and accessibility of transportation options that enable people to work, volunteer, socialize, recreate, access services, keep clinical appointments, attend religious activities and spend time with family. Lack of transportation leads many older adults to miss both critical and routine medical appointments, resulting in adverse health impacts and higher medical costs. The Family Caregiver Alliance reports that 78% of caregivers have provided or arranged transportation for their loved one.

Expand Housing Options and Accessibility -

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The Senior Alliance supports policies and appropriations to improve the affordability of housing for older adults and people living with a disability, further enabling individuals to live in the community they choose. A Harvard University study finds that 2.4 million of the poorest older adults will have no access to affordable housing by 2038. Models that bring together housing accessibility and available community-based services should be encouraged and enabled.

Develop Outreach, Information and Services for Underserved Populations

The Senior Alliance supports policies and appropriations to expand outreach, resource information and services to underserved populations, including low-income, racial and ethnic minorities, immigrants, refugees, isolated individuals and those identifying as LGBTQ.

In July 2020 TSA began publication of a monthly advocacy newsletter, Colloquy. This email update routinely includes updates on legislation, administrative action and appropriations developments involving AASA funded programs.

TSA's new podcast series, Inside The Senior Alliance, has dedicated multiple episodes to AASA funded programs. Topics have included Information & Assistance, Medicare Medicaid Assistance Program, Housing Coordination, the Long Term Care Ombudsman and advocacy through the Michigan Senior Advocates Council. These podcasts are informational in nature and are used as a tool to educate policy makers, potential program participants, caregivers and the public about these important community-based programs and services.

TSA staff have also participated in advocacy conversations with state legislators focusing on appropriations for AASA programs.

4. Inform and empower older adults, caregivers and stakeholders on issues impacting the lives of older adults in PSA 1C.

Timeline: 10/01/2019 to 09/30/2022

Progress

In 2020 and 2021 TSA's Board of Directors approved an Advocacy Platform covering a variety of issues important to older adults and individuals living with a disability. This platform document was distributed to the agencies Advisory Council, stakeholders and elected officials. The platform is also available on TSA's website. It serves as a guidepost for advocacy action that can be undertaken by older adults, caregivers and stakeholders.

In July 2020 TSA began publication of a monthly advocacy newsletter, Colloquy - which means, "a conversation." Colloquy provides recipients an overview of aging related legislation, appropriations process updates and information on public policy actions in the aging sector.

TSA also periodically issues Advocacy Action Alerts to empower people with background information and advocacy points if they desire to contact their legislators on important issues. Over the past year alerts have been issued on COVID-19 Relief, Kinship Caregiver legislation and a Direct Care Worker Wage Increase through the state.

Every meeting of TSA's Advisory Council includes an agenda item for advocacy updates from staff and an update from the agency's Michigan Senior Advocates Council. The Advisory Council serves as an important link to others in our community that advocate on aging issues.

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B. Promote elder and vulnerable adult rights and justice.

Objectives

1. Provide information and education to older adults, caregivers and stakeholders to raise awareness about elder abuse.

Timeline: 10/01/2019 to 09/30/2022

Progress

I&A provides information to older adults, caregivers and stakeholders about resources for elder abuse, such as APS, elder abuse prevention through Neighborhood Legal Services or assistance with financial exploitation through legal assistance or through the Success After Financial Exploitation program (SAFE) at Wayne State University. Referrals are made to the Long Term Care Ombudsman when concerns are about an individual in a nursing facility. I&A shares information, resources and intervenes when necessary.

TSA's I&A Team has a direct working relationship with the State of Michigan Adult Protective Services (APS). APS makes referrals to TSA for program and service assistance, while TSA makes reports to APS when there is concern for the safety and well-being of an individual.

The LTCO attended and participated in Attorney General Dana Nessel's Elder Abuse Task Force town halls on December 13, 2019 at the Livonia Senior Center and on January 24, 2020 the Woodhaven Recreation Center. Information provided MLTCOP resident rights fact sheets, resident right bookmarks and pamphlets and elder abuse literature.

The LTCO presented "Elder Abuse, Neglect and Exploitation, Recognizing, Reporting and Prevention" on February 8, 2021 to TSA's Advisory Council and on March 17, 2021 to the Wayne County Senior Services Nutrition Site Managers.

The MMAP Team reached out to 2,630 Medicare beneficiaries and their caregivers related to fraud, waste and abuse in Medicare in fiscal year 2020. Similarly, 1,530 individuals in fiscal year 2021 have been educated via outreach efforts as of May 20, 2021.

In fiscal year 2021, the MMAP team has reached out to the community 35 times in various ways to educate individuals via community presentations, Facebook posts and an online podcast describing our services. In fiscal year 2020 the MMAP team reached out to the community 47 times with info and resources.

2. The Long Term Care Ombudsman will work to increase coordinated and collaborative approaches to assisting older adults and their caregivers understand long-term care.

Timeline: 10/01/2019 to 09/30/2022

Progress

The LTCO assisted 5 resident transfers into the community, referring residents to transition and MI Health Link services.

The LTCO had 155 information and assistance contacts for long term care options, 62 information and assistance

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contacts Medicaid options and 43 contacts of information and assistance for transitions services.

On May 20, 2021 the LTCO presented to Elder Law and Advocacy Section on "Back to Basics Webinar Series of Alternatives to Long Term Care". Presentation discussed community options providing services for individuals to remain in the community or the least restrictive environment possible.

3. Advocate at the state and federal levels for the rights of older adults.

Timeline: 10/01/2019 to 09/30/2022

Progress

LTCO worked with the office of State Representative Laurie Pohutsky and Attorney General Dana Nessel's Elder Abuse Task Force on a town hall event held on December 13, 2019 in Livonia.

The LTCO worked with the offices of State Representative Darrin Camilleri, State Senator Stephanie Chang and Attorney General Dana Nessel's Elder Abuse Task Force on a town hall event held on January 24, 2020 in Woodhaven.

TSA's 2020 and 2021 Advocacy Platform contains two plank on elder abuse prevention:

Support Elder Justice Act Initiatives -

Support initiatives authorized by the federal Elder Justice Act (EJA). The EJA implements a comprehensive national strategy to address elder abuse, neglect and exploitation. Services delivered by Adult Protective Services and Long Term Care Ombudsmen are critical to assisting the victims of abuse.

Combat Elder Abuse, Exploitation & Neglect -

Collaborate with partners in the aging network to support state-level policies to combat all forms elder abuse, exploitation and neglect. Elder abuse is all too common with 1 in 10 older adults becoming the victims of abuse. Some victims suffer physically, many others bear psychological and emotional scars.

C. Provide municipalities with technical assistance in pursuit of Communities for a Lifetime designation.

Objectives

1. Provide all 34 municipalities in PSA 1C information on Communities for a Lifetime designation.

Timeline: 10/10/2019 to 09/30/2020

Progress

On October 1, 2019 a detailed letter was sent to the Mayors and Township Supervisors in 32 of the 34 municipalities in region 1C. The letter provided a detailed overview of the CFL initiative and offered technical assistance with the designation process. No municipalities expressed interest in pursuing CFL.

The City of Inkster holds CFL designation. The City of Livonia began pursuing AARP Age Friendly Community designation in partnership with St. Mary's Livonia Hospital, but paused the initiative at the onset of the COVID-19 pandemic.

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2. Provide technical assistance to any municipality electing to pursue Community for a Lifetime designation.
Timeline: 10/01/2019 to 09/30/2020

Progress

On October 1, 2019 a detailed letter was sent to the Mayors and Township Supervisors in 32 of the 34 municipalities in region 1C. The letter provided a detailed overview of the CFL initiative and offered technical assistance with the designation process. No municipalities expressed interest in pursuing CFL.

The City of Inkster holds CFL designation.

The City of Livonia is pursuing AARP Age Friendly Community designation in partnership with St. Mary's Livonia Hospital. The Senior Alliance is a member of the committee facilitated by St. Mary's Livonia Hospital working on AARP Age Friendly Community designation.

D. Help older adults maintain their health and independence at home and in their community.

Objectives

1. Implement use of the Quality Aging Matrix survey in the Care Management program.
Timeline: 10/01/2019 to 09/30/2022

Progress

The Quality Aging Matrix was fully implemented on October 1st, 2019. As of April 1st, 2021, staff had conducted 1,090 surveys. Responses were collected at each initial assessment and again during the participant's first reassessment. Management initiated follow-up with support coordinators whose monthly assessment data did not correlate with new Quality Aging Matrix entries. Data collection continues on a month-to-month basis as the agency remains partnered with the survey's administrators within the Southeast Michigan Senior Regional Collaborative.

With a significant sample size, focus has shifted to the data analysis phase of the survey's implementation. Domains of concern for intake staff, deserving special attention during assessments, were identified as Daily Functioning, Physical Health and Access to Services. Between the initial assessment and first reassessment, program interventions are correlated with a 39.8% improvement in Daily Functioning and 40.1% improvement in Access to Services domains. The agency has also identified movement within the Social Connections domain, quantifying the worrying impact of the pandemic and related social distancing. 74.7% of program participants were not able to improve their level of social connectedness, with 11.7% seeing a reduction to crisis level.

TSA will continue to monitor crisis domains during intake and reassessments, with a focus on social connection interventions.

2. Provide and install bathroom safety equipment for Care Management program participants to reduce fall risk, as funding is available.
Timeline: 10/01/2019 to 09/30/2022

Progress

Meetings were held with local vendors and Care Management staff to develop plans for effective bathroom safety equipment service delivery. Shower chairs, raised commodes, fixed-grab bars and similar sample equipment

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were purchased to educate staff and vendors on available, high-priority items. A database was created to improve service ordering efficiency, organizing participants who need equipment by their geographic location.

In December of 2019, the agency renewed focus on immediately available equipment to mitigate fall risk. Care Management staff were re-trained on available fall detection Personal Emergency Response Systems as a program intervention. The topic became a standing agenda item at monthly program staff meetings.

With the suspension of in-home visits in March of 2020, Care Management Staff began direct shipment of shower chairs and transfer benches to participants identified as a fall risk without appropriate safety equipment. As of mid-May, 38 additional participants now have this safety equipment in their bathroom. TSA continues to offer this equipment to new program enrollees and current participants who develop indicators of fall risk as they age in place.

3. Train agency staff to understand and meet the changing needs of older adults and individuals living with disabilities to ensure quality, coordinated care, and accessibility of available services throughout PSA 1-C.
Timeline: 10/01/2019 to 09/30/2022

Progress

TSA has provided all staff trainings on the following topics:

- Gift of Life - Information pertaining to organ donation by Gift of Life Organization (October 2019)
- Cultural Diversity – ACCESS (November 2019)
- MI-DDI and MI-OCEAN Presentation by Wayne State University (January 2020)
- Successful Aging through Financial Empowerment by Wayne State University Institute of Gerontology (February 2020)
- QPR – Question Persuade Refer Training by Hegira Health (February 2020)
- DEI LGBTQ Training by SAGE (December 2020)
- Alzheimer's & Dementia overview by Alzheimer's Association (January 2021)
- Various ALZ and Dementia optional workshops by Alzheimer's Association (February & March 2021)
- COVID-19 Vaccine Information by Michigan Medicine Physician Dr. Cinti (February 2021)
- Pathways for Suicide Prevention by Hegira Health (March 2021)
- Emergency Needs Program by Hannan Center (March 2021)
- Successful Aging through Financial Empowerment by Wayne State University (April 2021)

TSA's monthly staff meetings include agency include updates on programs, services, resources, as well as compliance reminders and COVID-19 information.

The Information & Assistance Team has attended the following trainings:

- Older Adult Crisis Management During COVID-19
- Older Adult Mental Health
- QPR Suicide Prevention Training
- LGBT Cultural Sensitivity Training
- Alzheimer's/Dementia Training
- I&A Manager and CCD Housing Coordinator attended a PACE presentation
- Summer 2021 scheduled trainings are on PACE, MI Choice Waiver, CM/CCS and MI Health Link
- Future trainings include: Hoarding, Mental Health First Aid, Motivational Interviewing

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The CM/CCS Team has attended the following trainings:

- Michigan Elder Law – Aging in Michigan Conference (October 2019)
- Challenging Geriatric Behaviors (December 2019)
- A meaningful life with Alzheimer's disease (November 2020)
- Making of a Victim/Institute of Gerontology-Wayne State University (December 2020)
- Alzheimer's Association Michigan Chapter Presents: 10 Warning Signs (February 2021)
- Issues in Aging Conference/Institute of Gerontology-Wayne State University (April 2021)

The LTCO held virtual trainings with 8 TSA employees on the Michigan Long Term Care Ombudsman Program.

MMAF conducts monthly update trainings for all MMAF team members. Initial MMAF volunteer trainings are held in 10 out of 12 months each year.

4. Provide basic needs outreach (housing, food resources, social isolation) to promote successful aging-in-place.
Timeline: 10/01/2019 to 09/30/2022

Progress

Friendly Reassurance is one of TSA's programs designed to help combat social isolation and aging-in-place through regular telephone contacts to provide interaction and assure the participant's well-being and safety. Outreach to promote this program has included: 1) Friendly Reassurance flyers taken to all outreach events in the community; 2) Presentations for TSA staff, community seniors and professionals; 3) Flyers included in a holiday envelope going to every holiday meals recipient; 4) Flyers delivered, mailed or emailed during the pandemic.

The outcome of the outreach has been positive since the beginning of fiscal year 2020, with the increased social need due to the COVID-19 pandemic. In fiscal year 2020 calls were made to 180 unduplicated Friendly Reassurance participants compared to 127 in fiscal year 2019. In addition, 145 MDHHS check-in calls were made.

Starting in May 2020, a comprehensive social isolation contacts and resources list was shared with agency staff. Care Management Support Coordinators were trained to cover the topic on subsequent participant contact calls.

In 2021, Care Management Support Coordinators began tracking COVID-19 vaccination progress for their participants. An inter-agency hub for current vaccine opportunities by municipality is maintained and shared with program participants and the community at large. Special outreach to the homebound population and access to visiting vaccine appointments remains a focus.

The Michigan Long Term Care Ombudsman Program initiated the Companion Pet Project, with the LTCO contacting 24 nursing homes for interest. The LTCO delivered 3 pets to residents who relocated to other nursing homes.

MMAF Program Materials were distributed at TSA Food Distribution events to approximately 1,600 individuals. Information including the Extra Help program and the Medicare Savings Program.

MMAF has established an easier process for volunteer counselors to refer to TSA's Information & Assistance Department when a client who may need services is identified. Beginning in October 2020, MMAF Counselors utilize a fillable form on Microsoft Teams that is accessible and easy to use.

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The Senior Alliance delivered 1,015 holidays meals at Thanksgiving 2019 and 1,156 at Christmas 2019 using a network of volunteers.

The COVID-19 pandemic required a shift from our normal program. TSA coordinated with Wayne County Senior Services to deliver the holiday meal with the normal meals delivery. TSA provided a frozen holiday themed meal to each meals on wheels recipient for Easter 2020 and 2021 and Thanksgiving & Christmas 2020. Over 2,000 meals were provided per holiday along with a holiday themed message/card.

E. Improve the accessibility of services to Michigan's communities and people of color, immigrants and LGBTQ+ individuals

Objectives

1. Establish outreach partnerships with key local organizations to understand the caregiver cultural needs within each minority population.

Timeline: 10/01/2020 to 09/30/2022

Progress

TSA has developed a focus group process to engage communities of color, immigrants and LGBTQ+ individuals. Outreach has been conducted to ACCESS, Sage and the NAACP for the conducting of focus groups in late FY 2021 and FY 2022.

TSA conducted a virtual focus group with eight representatives from the faith-based community in PSA 1C on November 18, 2020. A regular, larger faith-based event is planned to occur each year to reach all denominations and minority populations in PSA 1C.

TSA has Advisory Council representation from ACCESS and is currently seeking additional members from other minority communities and organizations.

2. Develop and distribute outreach materials to educate participants and caregivers of immigrants, LGBTQ+ people and communities of color on available programs and services.

Timeline: 10/01/2020 to 09/30/2022

Progress

TSA has maintained tele-interpreter capabilities through Language Line Services in order to communicate effectively with non-English speakers who contact the agency.

With information gained from the focus groups, TSA will develop and distribute brochures, presentations and other outreach materials based on input and recommendations.

3. Provide annual diversity, equity, and inclusion training to contracted organizations and TSA staff.

Timeline: 10/01/2020 to 09/30/2022

Progress

TSA has been engaged in several DEI trainings with staff. A DEI consultant has been hired and is currently leading trainings with management, staff, the Advisory Council and the Board of Directors.

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Six staff members attended the following AIRS trainings: Diversity, Equity and Inclusion at the Personal and Organizational Level; What COVID Uncovered About Privilege; Personal Freedom from Cultural Myths.

SAGE LGBT cultural sensitivity training was provided for all staff.

Four staff members trained in SAGE Metro Detroit's "Act. Reflect. Commit." curriculum, consisting of 9 online learning modules totaling over 3 hours of licensed Social Worker continuing education.

ACCESS provided a staff training on Arabic culture and the Arab American National Museum.

MI-DDI and MI-OCEAN presentation on disabilities.

In FY 2022 staff will complete SAGE LGBT online intensives and continue Diversity Equity and Inclusion trainings with the consultant.

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Supplemental Documents

This year, the completion of the Quality Outcome Measures Reporting Form (six-month report) and the Emergency Management and Preparedness document are required and may be found in the Document Library.

Supplemental Documents A through F are presented in the list below. Select the applicable supplemental document(s) from the list on the left. Provide all requested information for each selected document. Note that older versions of these documents will not be accepted and should not be uploaded as separate documents.

- A. Policy Board Membership - Required
- B. Advisory Council Membership - Required
- C. Proposal Selection Criteria - *should only be completed if there are new or changed criteria*
- D. Cash-In-Lieu-Of-Commodity Agreement - *should only be completed if there are new or changed criteria*
- E. Waiver of Minimum Percentage of a Priority Service Category - *should only be completed if there are new or changed criteria*
- F. Request to Transfer Funds - *should only be completed if there are new or changed criteria*

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SUPPLEMENTAL DOCUMENT A
Board of Directors Membership

	Asian/Pacific Islander	African American	Native American/ Alaskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	1	0	0	0	1	4	13
Aged 60 and Over	1	0	0	0	1	2	7

Board Member Name	Geographic Area	Affiliation	Membership Status
Tom Jankowski	Canton	At-Large Wayne State Institute of Gerontology	Appointed
David Ippel	Dearborn Heights	At-Large Retired	Appointed
Doug Hull	Plymouth Township	Conference of Western Wayne Retired	Appointed
Frank Vaslo	Lincoln Park	Downriver Community Conference Retired	Appointed
Jack Frucci	Grosse Ile	At-Large Retired	Appointed
Michael Harris	Westland	At-Large Michigan Paralyzed Veterans	Appointed
Ann Hatley	Wyandotte	At-Large Small Business	Appointed
Vicki Ashker	Dearborn Heights	Conference of Western Wayne Madonna Univ.	Appointed
Kathleen McIntyre	Livonia	At-Large Livonia City Council	Appointed
Roger Myers	Canton	At-Large Presbyterian Villages of Michigan	Appointed
Syed Taj	Canton	Conference of Western Wayne Medical Doctor	Appointed
Gregory Genter	Grosse Ile	Downriver Community Conference Investment Mgr	Appointed

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Denise Brothers	Livonia	Advisory Council Madonna University	Appointed
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SUPPLEMENTAL DOCUMENT B
Advisory Board Membership

	Asian/ Pacific Islander	African American	Native American/A laskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	3	0	0	1	13	16
Aged 60 and Over	0	1	0	0	1	7	8

Board Member Name	Geographic Area	Affiliation
Denise Brothers	Livonia	Madonna University
Joan Siavrakas	Livonia	Wayne County Senior Services
Rosemarie Shim	Canton	Social Work
Jean Barnas	Livonia	Alzheimer's Association of Michigan
Lois Beerbaum	Canton	MMAP/Faith-Based
Jack Bird	Canton	MMAP
Sandy Bonavero	Westland	Retired
Tim Cokley	Westland	Faith-Based
Marti Coplai	Livonia	Angela Hospice
Thomas J. Jankowski	Westland	Retired (former First Responder)
Ayana King	Wyandotte	Communications
Carolyn Marengere	Southgate	Social Work - Housing Sector
Dianne Neihengen	Canton	Retired (former Senior Center Director)
Ann Randolph	Trenton	Retired (former Caregiver)
Susan Rowe	Wayne	Retired (former Elected Official)
Amne Darwish Talab	Dearborn	Community Services Organization

Quality Outcome Measures Reporting Form

(6 Month Report Due April 15, 2021 and Annual Final Report Due November 15, 2021)

1. Participant Satisfaction Level

Measure: The percentage of the total participant satisfaction survey question responses that are positive; negative; or neutral for:

Care Management	Positive	97%	Negative	0%	Neutral	3%
Case Coordination & Support	Positive	86%	Negative	7%	Neutral	7%

2. Participant Quality of Life Satisfaction Level Before and After Receiving Services

Measure: The percentage of the total participant satisfaction survey question responses about quality of life before and after receiving services that are positive; negative; or neutral (based on these two questions to be added to the area agency survey):

A. My quality of life prior to receiving services was:

Care Management	Positive	21%	Negative	55%	Neutral	24%
Case Coordination & Support	Positive	5%	Negative	70%	Neutral	25%

B. My quality of life after receiving services is:

Care Management	Positive	89%	Negative	0%	Neutral	11%
Case Coordination & Support	Positive	83%	Negative	9%	Neutral	9%

3. Prevalence of Social Isolation

Measure: The percentage of all participants who are alone for long periods of time or always AND who also report feeling lonely -OR- Participants who are distressed by declining social activity, 90 days prior to assessment/reassessment (or since last assessment if less than 90 days) for:

Care Management	15%	Case Coordination & Support:	24%
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4. Prevalence of Emergency Room Visits and Hospital Stays

Measure: The percentage of all participants who have had one or more hospitalizations or emergency room visits during the last 90 days before the assessment/reassessment (or since last assessment if less than 90 days) for:

Care Management:	31%	Case Coordination & Support:	20%
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5. Prevalence of Inadequate Meals and Dehydration

Measure: The percentage of all participants who in at least 4 of last 7 days prior to assessment/reassessment ate one or fewer meals for:

Care Management:	1%	Case Coordination & Support:	1%
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Measure: The percentage of all participants who in the last 3 days prior to assessment/reassessment had fluid intake less than 1,000 cc per day (less than four 8 oz. cups/day) for:

Care Management:	2%	Case Coordination & Support:	2%
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EMERGENCY MANAGEMENT AND PREPAREDNESS

Minimum Elements for Area Agencies on Aging FY 2022 Annual Implementation Plan

After each general and nutrition minimum element for emergency preparedness, provide a brief description regarding how the AAA Emergency Preparedness Plan for FY 2022 will address the element.

Area Agency on Aging
A. General Emergency Preparedness Minimum Elements (required by the Older American's Act).
1. Anticipated expectations during a State or locally declared emergency/disaster. Include having a staff person (the area agency director or their designee) available for communication with AASA staff to provide real time information about service continuity (status of aging network service provider's ability to provide services).
2. Being prepared to identify and report on unmet needs of older individuals.
3. Being able to provide information about the number and location of vulnerable older persons receiving services from the area agency residing in geographic area(s) affected by the emergency/disaster.
4. Being able to contact such affected older persons to determine their well-being.
5. Anticipated minimum expectations during a State or locally organized preparedness drill include being available to establish communication between AASA staff and area agency staff and being able to provide information upon request to both state and local emergency operation centers regarding the number and location of vulnerable older individuals residing in geographic areas affected by the drill.

B. Nutrition providers shall work with the respective area agency to develop a written emergency plan. The emergency plan shall address, but not be limited to the following elements:

1. Uninterrupted delivery of meals to home-delivered meals participants, including, but not limited to use of families and friends, volunteers, shelf-stable meals and informal support systems.

2. Provision of at least two, and preferably more, shelf-stable meals and instructions on how to use for home-delivered meal participants. Every effort should be made to assure that the emergency shelf-stable meals meet the nutrition guidelines. If it is not possible, shelf-stable meals will not be required to adhere to the guidelines.

3. Backup plan for food preparation if usual kitchen facility is unavailable.

4. Agreements in place with volunteer agencies, individual volunteers, hospitals, long-term care facilities, other nutrition providers, or other agencies/groups that could be on standby to assist with food acquisition, meal preparation, and delivery.

5. Communications system to alert congregate and home-delivered meals participants of changes in meal site/delivery.

6. The plan shall cover all the sites and home-delivered meals participants for each nutrition provider, including sub-contractors of the AAA nutrition provider.

7. The plan shall be reviewed and approved by the respective area agency and submitted electronically to AASA for review.