THE SENIOR ALLIANCE, INC.
AREA AGENCY ON AGING
DRAFT MULTI-YEAR AREA PLAN
Fiscal Years 2023-2025

This document is The Senior Alliance, AAA 1C's, Draft Multi-Year Plan for FY 2023-2025 and is subject to change. The final document will be posted when approved by The Senior Alliance Board of Directors and the State Commission on Services to the Aging.

PUBLIC HEARINGS
The Senior Alliance will host **THREE Public Hearings** for input on the Agency's Multi-Year Plan for Fiscal Years 2023-2025. The Multi-Year Plan (MYP) outlines the goals and objectives for Area Agency on Aging services and programs for persons age 60 and older in southern and western Wayne County.

Monday, May 9, 2022	**Thursday, May 12, 2022**	**Friday, May 13, 2022**
9:30 A.M.	**1:00 P.M.**	**1:00 P.M.**
The Senior Alliance	Ford Senior Center	Zoom
5454 Venoy Rd.	6750 Troy St.	www.thesenioralliance.org
Wayne, MI 48184	Taylor, MI 48180	

2023-2025 MYP LOCAL GOVERNMENT REVIEW
The Senior Alliance (TSA) will inform each chief elected official of the 34 local units of government comprising the Planning & Service Area (PSA) 1C of southern and western Wayne County about the availability of the 2023-2025 Multi-Year Plan, as approved by the Board of Directors, on TSA's website by Friday, June 24, 2022. 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 2023-2025 MYP document. This letter will also advise that a printed copy of TSA's 2023-2025 MYP 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 Planning & Advocacy Specialist are available to discuss the 2023-2025 MYP, if requested. Email notification from the local unit of government of their approval of the 2023-2025 MYP or their related concerns will be requested in the letter, with a due date of Friday, July 29, 2022.

Notification of the draft 2023-2025 MYP's availability will also be sent to TSA's Board of Directors prior to the public hearing on Monday, May 9, 2022. 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 CWW and DCC memberships are constituted of the chief elected officials within PSA 1C.

TSA's Advisory Council and current Community Focal Points will also receive the 2023-2025 MYP Public Hearing notice and a link to the draft 2023-2025 MYP. The Community Focal Points will be encouraged to share the draft 2023-2025 MYP and the public hearing notice within their communities.

EXECUTIVE SUMMARY
The executive summary provides a succinct description of the priorities set by the area agency for the use of Older Americans Act (OAA) and state funding during FY 2023-2025.

Instructions from the Bureau of Community Living and Supports (ACLS)
Please enter your responses to each of the following items in the proper sections of the executive summary.
1. *A brief history of the area agency and respective PSA that provides a context for the MYP/AIP. It is appropriate to include the area agency's vision and/or mission statements and a brief description of the PSA. Include information on the service population, agency strengths, challenges, opportunities, and primary focus for the upcoming three-year period.*
   a. Response:

   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 240,000 older adults (U.S. Census 2019 American 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 (MMAP), 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.

2. A description of planned special projects and partnerships.
   a. <mark>Response:</mark>

A Regional Service Definition is being requested in this MYP 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.

Second, is a Regional Direct Service Request to provide Emergency Groceries for Care Management Program participants who are not able to purchase these items during the pandemic or another specified emergency because they are unable to go to a store. This program was developed to fill an identified food gap. Many older adults in PSA 1C were in desperate need of food during the pandemic. 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.

TSA will continue to work with our five contractual partners on the MI Health Link Demonstration project. This demonstration project is exploring a managed long-term service and supports services delivery model for dual-eligible individuals.

TSA will continue to work with the Michigan Health Endowment Fund to develop and pilot the Hearken program, designed to support lonely and socially isolated older adults (aged 60+) to build sustainable connections leading greater physical, mental, and emotional health.

TSA adopted a Meals-on-Wheels route in February of 2022. The route runs in Inkster, where our staff, board members, and advisory council members can volunteer twice a week to deliver meals. TSA will continue to adopt this route as home-delivered meal program transitions back to hot meals from frozen meals in 2022.

TSA will also partner with Gleaners as a food box distribution site starting in June of 2022. TSA will assist and facilitate the distribution of 50 meal boxes once a month.

Advocacy efforts in fiscal year 2022 have focused on building awareness amongst elected officials about services and programs offered by The Senior Alliance. TSA is a participant in the Silver Key Coalition and active in the advocacy efforts of the Area Agency on Aging Association of Michigan, including Older Michiganians Day. A monthly advocacy update e-mail is sent monthly to keep stakeholders engaged and informed.

3. *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.*
   a. Response
      i. The Senior Alliance moved our workforce to a hybrid model.
      ii. TSA will strive to continue achieving Diversity, Equity, and Inclusion goals, conduct outreach to targeted communities and expand the voices involved in all aspects of our agency.
      iii. TSA will maintain National Committee for Quality Assurance (NCQA) accreditation.
      iv. TSA will maintain Alliance of Information and Referral Systems (AIRS) certification for all Resource Center staff who provide Information and Assistance services.

4. *Address the agency's response to the COVID-19 pandemic emergency, including a description of the challenges and continuing needs due to this emergency.*
   a. Response:

   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 focused on maintaining connection with the people we serve. Since then, TSA has invested in technological tools to further empower staff working remotely, along with a virtual I.T. help desk. 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.

   Personal Protection Equipment (PPE) was distributed to our vendor network and older adults during the pandemic. TSA has distributed over 38,600 PPE items to our vendors and older adults.

   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.

   In partnership with county health departments and local community organizations, TSA connected older adults, caregivers, and direct care workers with information about the COVID-19 vaccine through our COVID-19 vaccine outreach initiative. Vaccination information is provided on our website and social media platforms.

Information was mailed to residents in our targeted communities and a grant-funded vaccination visibility campaign launched to encourage vaccination.

TSA continues to experience severe shortages in the direct care workforce. Several factors, including fear of contracting COVID-19 and low wages, led to the current shortage of workers. TSA is working with colleagues across Michigan to address the challenges related to the direct care workforce.

5. *Any significant new priorities, plans or objectives set by the area agency for the use of OAA and state funding during the MYP. If there are no new activities or changes, note that in your response.*
   a. Response:

   The 2023-2025 Request for Proposal process includes an opportunity for caregiver education and support classes. With this TSA is exploring opportunities to further address caregiving issues.

   Our MMAP program is transitioning to a community-based work model. The team will be co-locating in senior centers on a regular and recurring schedule to expand outreach to the community.

   TSA will continue to supply incontinence supplies through our Care Management team. This was a emergency COVID-19 initiative that will transition to year-round offering.

6. *A description of the area agency's assessment of the needs of their service population. See Operating Standard for AAAs C-2, #4.*
   a. Response:

   TSA deployed our annual Input Survey to obtain feedback from service providers and community members on their top priorities and needs for older adults, caregivers, and service providers. An Input Session was conducted with our Advisory Council to capture their views on needs in our service area. TSA identified additional needs for older adults and caregivers through our Information and Assistance team and our Input Survey results.

   Information & Assistance's Top 10 Caller Topics in FY 2021:
   - In-Home Health Care
   - Home Delivered Meals/Food Assistance
   - Legal
   - Housing
   - Transportation
   - Personal Alarm Systems
   - Veterans Benefits & Assistance
   - Medicare/Medicaid Assistance
   - TSA General Information & Assistance
   - Loan Closets

SCOPE OF SERVICES

The COVID pandemic has highlighted the importance of the aging service network. People over age 65 comprised 75 percent of COVID deaths in the US, or one in 100 people in that age group by the end of 2021. Fear of contracting the virus has caused long-term social isolation, resulting in serious physical and emotional health effects. The growing availability of supports delivered remotely has been of great assistance. Maintaining adequate services for those who are homebound and their caregivers will continue to be essential. Burdens on family caregivers have increased due to the closure of some in-person services because of the pandemic as well as because of the direct care worker shortage.

Most people with dementia live at home, supported by family and friends. Evidence-based interventions are effective methods for supporting both the person living with dementia and their caregivers. Aging service providers can provide services and support to maintain independence with referrals to healthcare professionals as appropriate.

Though we have long known that racial and ethnic minorities, the LGBTQ+ community and other disadvantaged groups have higher rates of disease and early death, the factors that lead to discrimination have not been fully explored. Growing determination to address diversity, equity and inclusion are leading us to look wholistically at discrimination concerns with an eye toward eliminating disparities and micro-aggressions.

*Constantly changing service demand challenges make it essential that the area agency carefully evaluate **the potential, priority, targeted, and unmet needs** of its service population(s) to form the basis for an effective PSA Scope of Services and Planned Services Array strategy. Provide a response to the following service population evaluation questions to document service population(s) needs as a basis for the area agency's strategy for its regional Scope of Services.*

<u>Instructions</u>
1. *Describe key changes and current demographic trends since the last MYP/AIP to provide a picture of the potentially eligible service population using census, elder-economic indexes, or other relevant sources of information.*
     a. Response:
        According to the 2019 American Community Survey, individuals aged 60 and older make up 22.69% of the 1C Region's population, with 239,445 older adults living in the service area.
     b. According to the 2019 American Community Survey, the minority population in Region 1C totals 28.61%. The largest non-white older adult populations in Region 1C are Black or African-American (14.66%), and Hispanic/Latino (6.09%), and Asian, (4.35%).
     a. The 2019 American Community Survey reveals that 9.01% of people residing in Region 1C are over the age 60 and live below the poverty line.

2. *Identify the five service categories receiving the most funds and the five service categories with the greatest number of anticipated participants.*

a. *Response:*

    i. Service Categories Receiving Most Funds:
        1. Home Delivered Meals
        2. Respite Care
        3. Care Management
        4. Personal Care
        5. Information & Assistance
    ii. Greatest Number of Participants:
        1. Home Delivered Meals
        2. Information & Assistance
        3. Care Management
        4. Case Coordination and Support
        5. Outreach

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

    a. Response:

TSA conducted our Multi-Year Plan Input Survey for FY 23-25. This survey was distributed to our Home Delivered Meals clients, Friendly Reassurance Participants, local senior centers, local senior housing, board of directors, and advisory council members. It was also available to take on our website and social media platforms.

This survey identified some key priorities and needs in our region. The survey indicated that many older adults in our region value our Medicare Medicaid Assistance program (MMAP), Information, Information & Assistance program, and Nutrition programs.

Approximately 92% of the participants who completed the survey were over the age of 60, with 47% of those having a chronic condition such as diabetes, cancer, or chronic pain. 32% were between the ages of 60-69, 37% were between the ages of 70-79, and 21% were between the ages of 80-89.

The survey results indicate that many older adults in our region are experiencing loneliness and isolation due to the COVID-19 pandemic. With 51% saying they felt more isolated than they did before the pandemic, 47% saying they felt lonelier, 43% saying they feel nervous, on-edge, or anxious more than they did before the pandemic. Through these results we saw an increase in the number of participants with internet in their home (70%) along with the rise of using Telehealth (46%).

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

    TSA traditionally selects a handful of communities in our service area to be targeted. Typically, these targeted communities are dense with individuals that have multiple barriers that may negatively impact their lifestyle choices and options.

    With targeting, we are making those residents aware of certain programs and services that are available through TSA.

    Our Board of Directors and Advisory Council created a Targeted Communities Task Force to select our targeted communities for the 2023-2025 MYP. By using United States Census data and input survey results, this task force was able to examine various combinations of factors that may influence a community's need for TSA program and services such as age, poverty levels, disability, veteran status, and race and ethnicity.

    TSA selected Arab-American and Hispanic communities to target for the MYP 2023-25 cycle.

5. *Describe the area agency's efforts to ensure diversity, equity, and inclusion, including how the agency ensures that staff at their agency and subcontracting agencies is diverse, equitable, inclusive and knowledgeable of the harms of implicit bias?*
    a. Response:
    TSA staff are trained 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. TSA has provided all-staff trainings on the topics listed below:
    DEI – Unconscious Bias
    DEI – Civil Discourse
    DEI – Problem Solving and Accountability

    TSA has also partnered with SAGE to complete LGBTQ+ training for all staff on the following:
    Inclusive Outreach Materials for LGBT Older Adults
    Inclusive Telephone Conversations with LGBT Older Adults
    Serving LGBT Older Adults
    Faith and Religion: Navigating Faith Based Challenges
    LGBT Older Adults in Assisted Living and Long-Term Care

Social Isolations Among LGBT Older Adults
Inclusive In Person Interactions with LGBT Older Adults
Inclusive Intake Forms with LGBT Older Adults
Inclusive Policies for LGBT Older Adults

6. *Describe the agency's past practices, current activities and plans for addressing the needs of people living with dementia and their caregivers.*
   a. Response:
      i. Two supports coordinators are trained and certified in TCARE, an evidence-based solution to help prevent family caregiver burnout. Both staff enroll caregivers into the program and provide supportive services and caregiving resources, including Caregiver Help booklets. There is a specific focus on assisting those caring for persons with Alzheimer's and other related dementias.

      ii. A tool kit was distributed for caregivers to assist them in caring for those affected by Alzheimer's and Dementia. TSA's social workers and caseworkers were trained on the tool kit by the Alzheimer's Association of Michigan. TSA plans to distribute this toolkit.
      iii.
7. *When a customer desires services not funded under the MYP/AIP or available where they live, describe the options the area agency offers.*
   a. Response:
      Our Information & Assistance team members will connect them with resources, services and programs that may be able to assist them.

8. *Describe the area agency's priorities for addressing identified unmet needs within the PSA for the FY 2023-2025 MYP/AIP.*
   a. *Response:*
      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.

9. *Where program resources are insufficient to meet the demand for services, describe how your service system plans to prioritize people waiting to receive services, based on social, functional, and economic needs.*
   a. *Response:*

      TSA has increased staffing in the Case Coordination & Support program to reduce the wait list and serve more participants.

      TSA advocates in partnership with Silver Key Coalition for an increase to the in-home and nutrition services line items within the Michigan Department of Health & Human Services budget for Fiscal Year 2023. This funding will continue to 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.

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

    TSA conducted an input session with our Advisory Council on February 14, 2022. During the session our council members noted their insight and changes for the community from their perspective. They noted the following areas of need:

    - minor home repair and basic home needs
    - technology help for seniors
    - connecting the community in new ways
    - transition from COVID to normalcy
    - social isolation
    - caregiver education and training
    - transportation

Members of the Advisory Council also participated on the Board of Director's Targeted Communities Task Force, which selected the two targeted communities for the 2023-2025 MYP cycle.

11. *Summarize how the area agency uses information, education, or prevention programs to delay the need for additional services by the eligible target populations.*
    a. Response:

    Our Information & Assistance and MMAP departments provide information and education to older adults, caregivers, and stakeholders about resources for elder abuse prevention and fraud prevention via outreach efforts.

    TSA funds all evidence-based disease prevention programs through a network of contractors to address multiple issues that lead to the utilization of Older Americans Act funded programs.

    COVID-19 vaccination outreach was conducted to address the immediate threat to health posed by this coronavirus.

ACCESS AND SERVICE COORDINATION CONTINUUM

It is essential that each PSA have an effective access and service coordination continuum. This helps participants to get the right service mix and maximizes the use of limited public funding to serve as many persons as possible in a quality way.

Instructions
The Access and Service Coordination Continuum is found in the Documents Library as a fillable PDF file. (A completed sample is also accessible there). Please enter specific information in each of the boxes that describes the range of access and service coordination programs in the PSA. Upload your completed continuum into the Budget tab.

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Instructions
The Access and Service Coordination Continuum is found in the Documents Library as a fillable pdf file. (A completed sample is also accessible there). Please enter specific information in each of the boxes below that describes the range of access and service coordination programs in the area agency PSA.

	Level 1	Level 2	Level 3	Level 4	Level 5
	Least Intensive				*Most Intensive*
Program	Information & Assistance	Case Coordination and Support	Care Management/Targeted Case Management		~~Care Management~~
Participants	All persons inquiring about general information, services and resources for those over the age of 60.	Individuals eligible (per AASA guidelines and standards) for on-going in-home services or respite who do not meet Nursing Facility Level of Care	Individuals that meet the Nursing Facility Level of Care and are eligible (per AASA guidelines and standards) for ongoing in home or respite services		
What Is Provided?	*Basic aging-related community information for callers. *Address needs of callers by offering immediate resources and service assistance. *Provide enhanced Information & Assistance with long term care options. * Review community services and resources for persons in need of assistance while they are on waitlist.	*Completion of full COMPASS IHC assessment. *Development of person-centered plan for services. * Use of service authorizations and cost share to provide minimum levels of home and community-based services. *Reassessments conducted every three to six months dependent on services received.	*Completion of full COMPASS IHC assessment. *Development of person-centered plan for services. * Use of service authorizations and cost share to provide extended home and community-based services. (Qualify for services above minimum level). *Reassessments conducted every 3 to 6 months dependent on services received. * TCM Nurses make monthly monitoring visits as necessary.		
Where is the service provided?	Phone	In-home	In-home		

PLANNED SERVICE ARRAY

Complete the FY 2023-2025 MYP/AIP Planned Service Array form for your PSA. Indicate the appropriate placement for each ACLS Bureau service category and regional service definition. Unless noted otherwise, services are understood to be available PSA-wide.

PLANNED SERVICE ARRAY NARRATIVE
Describe the area agency's rationale/strategy for selecting the services funded under the MYP/AIP in contrast to services funded by other resources within the PSA, especially for services not available PSA-wide.

<u>*Instructions*</u>
Use the provided text box to present the Planned Service Array narrative.

Response:
The Senior Alliance (TSA) funds the majority of services authorized by the Older Americans Act with state funding because Wayne County does not have a senior millage. TSA does pursue grants and charitable funding, as available.

Nutrition education for home delivered meals, congregate meals, and liquid meals are provided by a Registered Dietician; which is a contracted service with the meal program contractor.

TSA provides financial assistance to support senior center staffing in municipalities which submit bids in the planning service area 1C.

Health screenings are not supported by TSA, but are provided by private entities and are listed in TSA's resource database.

Assistance for the hearing impaired and deaf is a niche service that TSA lists in the resource database. Counseling services are a niche service that TSA does not have the capacity to fill.

Caregiver supplemental services and caregiver education, support, and training are not currently provided by TSA. Funding for these services may be initiated in FY 2023.

	Access	In-Home	Community
Provided by Area Agency	• Care Management • Case Coordination and Support • Information and Assistance • Outreach • Transportation	• Medication Management • Friendly Reassurance	• Long-term Care Ombudsman/Advocacy
Participant Private Pay			• Dementia Adult Day Care • Nutrition Counseling • Nutrition Education • Health Screening • Assistance to the Hearing Impaired and Deaf • Home Repair • Vision Services • Counseling Services
Funded by Other Sources			• Nutrition Education • Senior Center Operations • Counseling Services • Caregiver Supplemental Services • Adult Day Services • Congregate Meals • Disease Prevention/Health Promotion
Contracted by Area Agency	• Transportation	• Home Care Assistance • Homemaking • Home Delivered Meals • Home Health Aide • Personal Care • Assistive Devices & Technologies • Respite Care	• Legal Assistance • Senior Center Staffing • Programs for Prevention of Elder Abuse, Neglect, and Exploitation • Kinship Support Services • Caregiver Education, Support and Training

* Not PSA-wide

ACCESS SERVICES

Access services may be provided to older adults directly by the area agency without a Direct Service Provision Request. Approved access services are Care Management, Case Coordination and Support, Options Counseling, Disaster Advocacy and Outreach Programs, Information and Assistance, Outreach, and Merit Award Trust Fund (MATF)/State-Caregiver-Support-Program-funded Transportation with specific attention to outreach with underserved populations.

If the area agency is planning to provide any access services directly during FY 2023-2025, complete this section.

Instructions
Select from the list of all access services the ones the area agency plans to provide directly during FY 2023-2025, 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.

Direct service budget details for FY 2023 are to be included under the appropriate tab in the Area Plan Grant Budget. 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, Direct Service Budget details.

<mark>Response:</mark>

Care Management
Starting Date 10/01/2022
Ending Date 09/30/2023
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. TSA recognizes that many older adults encounter emergency situations where they cannot go to the grocery store for basic food and supplies when needed. An emergency shopping service was made available to Care Management program participants during the COVID-19 pandemic to address this issue and will continue to be made available during this multi-year plan cycle.

Case Coordination and Support
Starting Date 10/01/2022
Ending Date 09/30/2023
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 1C.

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. 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.

Information & Assistance
Starting Date 10/01/2022
Ending Date 09/30/2023
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.

ACTIVITIES:
1. Provide up-to-date information to the entire PSA 1C by offering appropriate resources and referrals.
2. Update and expand the new I&A resource database to accurately reflect available resources.
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 document engagements in iCarol.

Transportation (for MATF only)
Starting Date 10/01/2022
Ending Date 09/30/2023
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 medical visits, pharmacies, and governmental offices that clients are otherwise unable to access and/or afford.

ACTIVITIES:
1. Residents of the planning service area (PSA) 1C 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.

DIRECT SERVICE REQUEST
It is expected that in-home, community, and nutrition services will be provided under contracts with community-based service providers. However, when appropriate, area agencies may ask to provide these services directly. Direct Service Provision Requests must be approved by the Commission on Services to the Aging (CSA). Direct service provision by the area agency may be appropriate when, in the judgment of the ACLS Bureau: A) provision is necessary to ensure an adequate supply; B) the service is directly

related to the area agency's administrative functions; or C) a service can be provided by the area agency more economically than any available contractor and with comparable quality.

Area agencies requesting approval to provide an in-home, community, and/or a nutrition service must complete the section below for each service category.

Instructions
Select the service from the list and enter the information requested pertaining to basis, justification, and public hearing discussion for any Direct Service Provision Request for FY 2023-2025. Specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service.

Direct service budget details for FY 2023 are to be included under the Services Summary tab and Direct Service Budget tabs in the Area Plan Grant Budget. The funding identified should correspond to the funding (Federal OAA Title III or VII and state funds) identified in the Area Plan Grant Budget.

Response:

Medication Management

Geographic Area Served: PSA 1C

GOAL:

Support older adults with Medication Management services throughout planning service area (PSA) 1-C.

ACTIVITIES:
1. Person-centered plans will be developed to support individuals in taking medications, as prescribed.
2. Individuals having difficulty affording medications will be offered resources to assist them.

Friendly Reassurance

Geographic Area Served: PSA 1C

GOAL: Provide a point of social contact for isolated older adults in planning service area 1-C.

ACTIVITIES:
1. Place up to five phone calls per week to participants, providing a social contact.
2. Increase the number of program participants through outreach to older adults and their caregivers participating in other programs offered through The Senior Alliance.
3. Provide information on the program through outreach to Community Focal Points, local elected leaders and other agencies providing services to older adults.

Long Term Care Ombudsman

Geographic Area Served: PSA 1C

Planned goals, objectives, and activities that will be undertaken to provide the service in the appropriate text box for each service category.

GOAL: The Long-Term Care Ombudsman (LTCO) will advocate for residents in long-term care setting by educating long-term care providers and caregivers on multi-disciplinary approaches to quality person-centered care.

ACTIVITIES:

1. Conduct outreach activities to resident councils, providing education on person-centered planning.

2. Provide information and training on quality of care to long-term care staff.

3. Build and maintain relationships with local academic institutions to engage students who are interested in advocacy and elder rights protection.

REGIONAL SERVICE DEFINITIONS
If the area agency is proposing to fund a service category that is not included in the Operating Standards for Service Programs, then information about the proposed service category must be included under this section.

Instructions
Enter the service name, identify the service category and fund source, unit of service, minimum standards, and rationale for why activities cannot be funded under an existing service definition.

Response:

Service Name/Definition:
Enhanced Adult Day Services

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

In-person adult day program attendance is sometimes not possible during emergency situations that close adult day program facilities. However, caregivers and clients continue to need support. Adult Day Programs can provide activity packets, socialization through video or phone interactions, and other non-traditional activities to support caregivers and clients while traditional program participation is not an option.

Service Category - Community
Fund Source - Other
Unit of Service - One hour of time spent

Minimum Standards
The Senior Alliance requests an expansion of the service unit definition for Adult Day Services to include: weekly phone calls with family caregivers and clients, weekly "support group" phone calls with family caregivers, activity packet development and dissemination to participants, and when appropriate, use ADC staff to deliver food, medications, and essential items to clients.

Adult Day Centers play a vital role in not only providing respite relief to caregivers, but also by providing meaningful activities and structure to persons with Alzheimer's Disease and other dementia. These needs did not disappear when the centers were closed because of the COVID-19 pandemic. Creating weekly (and many times bi-weekly) activity packets to send/deliver to participants who now must remain at home is helpful to both the participant and the caregiver. Calls to participants, especially those using video are meaningful as well. Dropping by their homes with signs letting them know they are thought of, dropping off meals or favorite treats, etc. are all important ways to remain in touch. This is vital to folks with dementia, so that the participant will continue to see familiar faces throughout this difficult time.

The Senior Alliance believes Adult Day Centers provide a valuable and compassionate service to both participants and caregivers in difficult times and should not be adversely affected because their centers must be closed during a public health emergency.

Service Name/Definition:
Emergency Grocery Shopping

Rationale:
TSA recognizes that many older adults encounter emergency situations where they cannot go to the grocery store for basic food and supplies when needed. An emergency

shopping service was made available to Care Management program participants during the COVID-19 pandemic to address this issue and will continue to be made available during this multi-year plan cycle.

Service Category: Community

Unit of Service: One hour

Minimum Standards:
1. Conduct phone interview to determine individualized grocery needs
2. Utilized volunteers to provide grocery needs

<u>Service Name/Definition:</u>
Gap Filling Services

Rationale:
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:
In-Home & Community

Unit of Service: 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 Operating Officer must approve use of gap filling services.

REGIONAL DIRECT SERVICE REQUEST

It is expected that regionally defined services will be provided under contracts with community-based service providers, but when appropriate, a provision to provide such regional services directly by the area agency may be approved by the CSA. Regional direct-service provision by the area agency may be appropriate when, in the judgment of the ACLS Bureau: A) provision is necessary to ensure an adequate supply; B) the service is directly related to the area agency's administrative functions; or C) a service can be provided by the area agency more economically than any available contractor, and with comparable quality.

<u>*Instructions*</u>
Area agencies requesting permission to provide a regional service directly must complete this tab for each service category. Enter the regional service name in the box and click "Add." The regional service name will appear in the dialog box on the left after a screen refresh. Select the link for the newly added regional service and enter the requested information pertaining to basis, justification and public hearing discussion for any regional direct service request for FY 2023-2025. Also specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service. Since regional service definitions expire with the end of each multi-year plan period, please include any previously approved regional services the agency expects to continue providing directly, including COVID-19 policy-waiver-approved services. Address any discussion at the public hearing related to each regional direct service provision request.

<u>*Regional Direct Service Budget details for FY 2023-2025 are to be included under the Direct Service Budget tab and the Support Services Detail tab in the Area Plan Grant Budget*</u>*. 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.*

Please skip this section if the area agency is not planning on providing any regional services directly as of now.

Response:

<u>Service Name/Definition:</u>
Enhanced Adult Day Services

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

In-person adult day program attendance are not possible during a declared public health emergency that closes adult day program facilities. However, caregivers and clients continue to need support. Adult Day Programs can provide activity packets, socialization through video or phone interactions, and other non-traditional activities to support caregivers and clients while traditional program participation is not an option.

Service Category: Community

Fund Source: Other
Unit of Service: One hour of time spent

Minimum Standards
The Senior Alliance requests an expansion of the service unit definition for Adult Day Services to include: weekly phone calls with family caregivers and clients, weekly "support group" phone calls with family caregivers, activity packet development and dissemination to participants, and when appropriate, use ADC staff to deliver food, medications, and essential items to clients.

Adult Day Centers play a vital role in not only providing respite relief to caregivers, but also by providing meaningful activities and structure to persons with Alzheimer's Disease and other dementia. These needs did not disappear when the centers were closed because of the COVID-19 pandemic. Creating weekly (and many times bi-weekly) activity packets to send/deliver to participants who now must remain at home is helpful to both the participant and the caregiver. Calls to participants, especially those using video are meaningful as well. Dropping by their homes with signs letting them know they are thought of, dropping off meals or favorite treats, etc. are all important ways to remain in touch. This is vital to folks with dementia, so that the participant will continue to see familiar faces throughout this difficult time.

The Senior Alliance believes Adult Day Centers provide a valuable and compassionate service to both participants and caregivers in difficult times and should not be adversely affected because their centers must be closed during a public health emergency.

PROGRAM DEVELOPMENT OBJECTIVES
Please provide information for all program development goals and objectives that will be actively addressed for this multi-year period, including the diversity, equity and inclusion goal outlined here.

Diversity, Equity, and Inclusion Goal
Aging and Community Living Services Bureau (ACLS) Operating Standards for Area Agencies on Aging have long required that preference be given to serving older persons in greatest social or economic need with particular attention to low-income minority elderly. Please refer to Operating Standards for Area Agencies on Aging #C-2 and #C-4.

With increased awareness of the effects of racial and ethnic disparities on the health, well-being, and lifespans of individuals, the State Plan on Aging for FY 2023-2025 has implemented goals that relate to identifying and increasing services to black, indigenous and people of color as well as LGBTQ+ adults over age 60.

Please assess and summarize how well the area agency is currently addressing accessibility of services for the groups listed above and complete the objective(s),

strategies and activities that are indicated for quality improvement in this area. Include planned efforts to:

- *Increase services provided to black, indigenous and people of color and the (LGBTQ+) communities.*

- *Increase the number of area agency staff, providers and caregivers trained in implicit bias, cultural competencies, and root causes of racism.*

- *Increase availability of linguistic translation services and communications based on the cultural needs in the region in which you serve.*

Goal: Improve the Accessibility of Services to Michigan's Communities and People of Color, Immigrants and LGBTQ+ Individuals.

<u>*Instructions*</u>
The area agency must enter each program development goal in the appropriate text box. It is acceptable, though not required, that some of the area agency's program development goals correspond to the ACLS Bureau's State Plan Goals (listed in the Documents Library). There is an entry box to identify which, if any, State Plan Goals correlate with the entered goal.

A narrative for each program development goal should be entered in the appropriate text box. Enter objectives related to each program development goal in the appropriate text box. There are also text boxes for the timeline, planned activities and expected outcomes for each objective. Additional instructions on completing the Program Development section can be found in the Documents Library.

<mark>Response:</mark>

Area Agency on Aging Goal

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

    State Goal Match: 1

<u>Narrative</u>
The Senior Alliance (TSA) will work with key organizations to connect with caregivers of low-income minority individuals, individuals with limited English proficiency and/or Lesbian, Gay, Bi-Sexual, Transgender and Queer (LGBTQ) older adults. This outreach will include engaging caregivers and providing resource information.

Contractors will be required to complete outreach plans to engage communities of color, immigrants and LGBTQ+ individuals with resources. These outreach efforts will also gain participation in focus groups.

TSA utilize an internal Diversity, Equity and Inclusion (DEI) Team to aid in the development of outreach strategies, education and trainings.

TSA staff and contractors will be required to complete annual DEI staff trainings.

Objectives

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

   Timeline: 10/01/2022 to 09/30/2025

   Activities:
   1. Engage caregivers in the immigrant, LGBTQ+ communities, as well as communities of color to better understand the culture of aging and caregiving within their population.
   2. Develop an outreach plan to raise awareness about services, programs and resources.

   Expected Outcome:
   An increase in utilization of services by caregivers and older adults in minority populations.

   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: 10/01/2022 to 09/30/2025

   Activities:
   1. Develop brochures, advertising, presentations and other outreach materials based on community input and recommendations.
   2. Distribute brochures and outreach materials through programs and services provided by TSA and its contracted partners.

   Expected Outcome:
   An increase in awareness and utilization of resources, programs and services for immigrants, LGBTQ+ people and communities of color.

   3. **Provide annual diversity, equity, and inclusion training to contracted organizations and TSA staff.** Timeline: 10/01/2022 to 09/30/2025

   Activities:
   1. Develop training or establish a partnership to provide diversity, equity and inclusion training.
   2. Conduct diversity, equity and inclusion trainings annually.

Expected Outcome:
An increase in awareness and utilization of resources, programs and services for immigrants, LGBTQ+ people and communities of color.

ADVOCACY STRATEGY
Describe the area agency's comprehensive advocacy strategy for FY 2023-2025. Describe how the area agency's advocacy efforts will improve the quality of life of older adults within the PSA. Also give an update on current advocacy efforts. See Operating Standards for Area Agencies on Aging #C-6.

Include initiatives, if any, the area agency is pursuing regarding recruitment, training, wages, diversity and inclusion, credentialing, etc. related to the direct care workforce shortage.
Also identify area agency best or promising practices, if any, that could possibly be used in other areas of the state.

<u>*Instructions*</u>
Enter your advocacy strategy in the dialogue box.

Response:
 Advocacy Platform - Each year The Senior Alliance's (TSA's) Board of Directors approves an Advocacy Platform focusing on issues important to older adults at the state and federal levels of government. By addressing issues contained in the platform TSA will impact quality of life by giving voice to the range of issues impacting older adults and their caregivers, including increased program appropriations, a modernized Older Americans Act and stronger laws on elder abuse/fraud.

 Advisory Council – TSA's Advisory Council membership will advocate on behalf of older adults by supporting the agency's Advocacy Platform, participating in Older Michiganians Day and contacting elected officials through agency-issued Advocacy Action Alerts. Advocacy Updates will be provided by staff at each regular meeting of the Advisory Council.

 Board of Directors - TSA's Board of Directors will advocate on behalf of older adults by approving and supporting the agency's Advocacy Platform, participating in Older Michiganians Day and contacting elected officials through agency-issued Advocacy Action Alerts. Advocacy Updates will be provided by staff at each regular meeting of the Board of Directors. The Board may also approve advocacy positions on specific bills or issues, considering input from the Advisory Council and TSA staff.

 Community Focal Points - TSA will provide information to the planning service area (PSA) 1-C's community focal points, including the senior center network, empowering them to advocate on issues of interest.

 Engaging Municipal Elected Officials - The Chief Executive Officer and management team will maintain an open-door policy for officials from the 34

municipalities within PSA 1C to discuss issues and opportunities affecting older adults and individuals living with disabilities in their community. Staff will attempt to meet with each municipal legislative body or chief elected official (mayor or township supervisor) at least twice during the Multi-Year Plan cycle. The monthly advocacy newsletter, *Colloquy*, and Advocacy Action Alerts will be electronically distributed to the Chief Elected Official in each municipality.

State & Federal Government Advocacy – TSA staff will meet on at-least an annual basis with members of Congress and state legislators or their designated staff, who represent the PSA 1-C. Relevant advocacy briefs developed by the Aging and Adult Services Agency, USAging, the Area Agencies on Aging Association of Michigan, and the Silver Key Coalition, will be provided to these officials. The monthly advocacy newsletter, *Colloquy*, will be electronically distributed to each elected official.

Senior Millage in Wayne County - TSA will seek partnerships with interested stakeholders to advocate for a county-wide senior millage that would support an array of services benefiting older adults.

Eliminate Wait Lists for In-Home Services - The Senior Alliance will prioritize working with the Silver Key Coalition and the Area Agency on Aging Association of Michigan to advocate for increases to the in-home and nutrition services line items in the state budget for the Department of Health & Human Services. This effort is focused on continuing progress toward the goal of making Michigan a "no-wait state" for non-Medicaid in-home services.

Reauthorization of the Older Americans Act - The Senior Alliance will advocate to strengthen and modernization of the Older Americans Act (OAA) as reauthorization is debated before the legislation's 20225 expiration. The OAA is the foundation of our nation's aging policy and the touchstone for the aging services network.
Develop Outreach, Information and Services for Underserved Populations - In pursuit of our mission, The Senior Alliance will advocate for 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+.

Advocacy Outreach – TSA will allocate time for a staff member to engage in and pursue advocacy activities on behalf of older adults. A monthly advocacy newsletter, Colloquy, was initiated in July 2020 and continue during the 2023-2025 Multi-Year Plan cycle. Advocacy Action Alerts will be produced and distributed as events warrant.

COMMUNITY FOCAL POINTS
Community Focal Points are visible and accessible points within communities where participants learn about and gain access to available services. Community Focal Points are defined by region.

Please review and update the listing of Community Focal Points for your PSA below and edit, make corrections and/or update as necessary. Please specifically note whether or not updates have been made.

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

Response:

A community is defined as, "an area of service that is comprised of, but not limited to, the jurisdictional boundaries or a municipality. This area of service for the aging includes factors, such as: the location of municipal offices, supportive services, health care facilities, commercial and recreational centers, education institutions, and ethnic and religious centers".

The Senior Alliance's (TSA's) rationale for Community Focal Points (CFP's) is to ensure organizations provide an integral link between older adults and available services capable of meeting the individual's needs.

To be TSA's CFP, an organization must:

1. Complete the CFP application packet:
   a. Applications will be reviewed by a member of TSA's management team.
   b. The Information & Assistance Manager will confirm that the agency's resource database profile is up to date and provide information, as needed, to verify CFP criteria.

2. Following an initial on-site visit, recommendations from TSA's management will be given to TSA's Advisory Council:
   a. TSA's Advisory Council will review the recommended CFP's at an open meeting and will make their recommendation to the Board of Directors for approval;
   b. The Board of Directors, whose membership includes members who are approved by local elected officials, approve CFP designation.

   TSA has criteria to designate CFP's

   1. Ability of the site to meet the service needs of older adults, including direct access to existing I&A and emergency services;
   2. Service availability at least 25 hours a week;

3. Designated site must be barrier free/handicapped accessible;
4. Location should be readily accessible for older adults with easy access using public or private transportation;
5. Potential to accommodate additional services and/or on-site collaboration of services with other providers is strongly encouraged;
6. Outreach efforts to expand service utilization by all older adults, including: low-income, minority, frail, isolated, and disabled older adults living in the vicinity; services must be directly provided through the facility or program, unless otherwise noted;
7. Ability to provide and/or make reasonable on-site accommodations for at least seven direct services.

Current CFP's were established utilizing the new CFP definition, as approved by TSA's Board of Directors in fiscal year 2012.

Recognizing the changing needs in the planning service area (PSA) 1-C, under the direction and support of the Advisory Council, TSA will revise the designation process for local CFP's in fiscal year 2023 to include a broader group of community partners. Updating the existing standards for CFP designation will ensure inclusivity, promote collaborative capacity building, and provide sufficient access to information and services for older adults, individuals living with disabilities, and their caregivers.

OTHER GRANTS AND INITIATIVES
Use this section to identify other grants and/or initiatives that your area agency is participating in with the ACLS Bureau and/or other partners. Grants and/or initiatives to be included in this section may include, but are not limited to:

- *Tailored Caregiver and Referral® (TCARE)*
- *Creating Confident Caregivers® (CCC)*
- *Evidence Based Disease Prevention (EBDP) Programs (see Doc Library for listing)*
- *Building Training…Building Quality (BTBQ)*
- *Powerful Tools for Caregivers®*
- *PREVNT Grant and other programs for prevention of elder abuse*
- *Programs supporting persons with dementia (such as Developing Dementia Dexterity and Dementia Friends)*
- *Medicare Medicaid Assistance Program (MMAP)*
- *MI Health Link (MHL)*
- *Respite Education & Support Tools (REST)*
- *Care Transitions Project*

1. *Briefly describe other grants and/or initiatives the area agency is participating in with the ACLS Bureau or other partners.*
   a. Response:

   The Senior Alliance continues, as a contractor, to provide services with Integrated Care Organizations (ICOs) to managed long-term services and supports under the MI Health Link demonstration project.

   The Senior Alliance (TSA) and the Medicare Medicaid Assistance Program (MMAP) work closely together to address needs in the community for understanding of benefit options. TSA and MMAP collaborate on outreach activities as people utilizing each service can typically benefit from information from the other.

   The Senior Alliance actively seeks new and innovative revenue opportunities to maintain high quality standards for service delivery to older adults, individuals living with disabilities, and caregivers. TSA will continue to explore partnerships and grant opportunities, like the MHEF, to address social determinants of health and other innovations to aid older adults age-in-place during fiscal years 2022-2025.

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

   By collaborating on projects like MI Health Link, TSA fulfills our mission of empowering older adults to live with dignity in the community that they choose by providing available services. by empowering older adults and their caregivers TSA encourages individuals to become engaged members of their healthcare team, therefore improving their health and wellness.

3. *Briefly describe how these other grants and initiatives reinforce the area agency's planned program development efforts for FY 2023-2025.*
   a. Response:
   b. Grants and initiatives that support successful aging in place provide an opportunity for community members to address their aging related concerns.